

ARIZONA DEPARTMENT OF TRANSPORTATION CIVIL RIGHTS OFFICE

TITLE VI NONDISCRIMINATION PROGRAM IMPLEMENTATION PLAN



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December 1, 2022

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INTRODUCTION

Title VI Implementation Plan for FTA

This Title VI Nondiscrimination Program Implementation Plan has been adopted by the Arizona Department of Transportation and is an inclusive plan applicable to the:

Federal Transit Administration

The Title VI Program Compliance Plan is designed to aid the Civil Rights Office to ensure that there is Title VI compliance throughout ADOT. This document will be reviewed triennially to reflect changes in law, administrators, regulations, and/or policy. This document is intended to provide guidance to ADOT personnel and other interested entities and is not intended to, does not and may not be relied upon to create any right or benefit, enforceable by law by a party against ADOT.

A translation of this plan into alternate languages will be made available upon request. For individuals with disabilities, this document will be made available upon request in alternate formats. To obtain a copy in one of these alternate formats or for questions or concerns, please call or write:

Para obtener una copia de este documento en formatos alternativos o si tiene preguntas por favor llame o escriba a:

**Arizona Department of Transportation
Civil Rights Title VI Program
Attn: Title VI Nondiscrimination Program Coordinator
206 S. 17th Avenue
Mail Drop: 155A
Phoenix, AZ 85007
602-712-8946**

ABOUT THE ARIZONA DEPARTMENT OF TRANSPORTATION

The Arizona Department of Transportation (ADOT) is a multi-modal transportation agency serving one of the fastest growing areas of the country. ADOT is responsible for planning, building, and operating a complex highway system. In addition, ADOT is responsible for building and maintaining bridges and the Grand Canyon Airport. Finally, major components of ADOT also include the Motor Vehicle Division (MVD), which provides title, registration, and driver license services to the general public and the Enforcement and Compliance Division (ECD) that is committed to the safe and efficient movement of goods and services through the State of Arizona.

ADOT is primarily funded by the people who drive or own private and commercial vehicles, purchase fuel, or use transportation services. Individuals and businesses invest money through fuel taxes, motor carrier fees, vehicle title, registration, and license fees to build and operate the state's transportation systems. About 80% of the money ADOT collects returns to the private sector in the form of paychecks and payment for transportation services and materials. In addition, ADOT is also annually awarded federal funds by the United States Department of Transportation (USDOT) including the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), National Highway Traffic Safety Administration (NHTSA), Federal Aviation Administration (FAA), and Federal Motor Carrier Safety Administration (FMCSA) to help support ADOT's agencies and programs, and their continued growth.

ADOT, with the support of USDOT, is proud to have created a transportation system that creates job opportunities through the planning, building, and maintenance of its projects and other innovative ideas. These projects, in turn, generate economic development and attract a varied workforce to join our community. ADOT consistently strives to successfully deliver a range of transportation projects through the efficient use of funds and the annual proposed budgets.

Although ADOT does not operate transit facilities nor does it provide transit services, FTA allocates federal funds to ADOT for the development and support of bus transportation services. ADOT's primary responsibility is to provide fair and equitable distribution of FTA grant funding financial assistance to qualified grantees within the state of Arizona. Funding is provided to private providers, nonprofits, counties, cities, towns and Native American tribes to provide transportation services. As a recipient of federal funds through USDOT, ADOT is responsible for ensuring nondiscrimination throughout the organization; nondiscrimination policies are further described in this document. These guidelines, identified as "Title VI Nondiscrimination Implementation Program Plan" (Title VI Plan), were developed in accordance with the federal compliance guidelines. Furthermore, the Title VI Plan has been reviewed by department directors and various agency administrators who are committed to the implementation of these policies.

To request further information, please contact the ADA/Title VI Nondiscrimination Program Coordinator, Krystal Smith, at (602) 712-8946.

TITLE VI NONDISCRIMINATION STATEMENT OF POLICY

Title VI

In compliance with Title VI and the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, the Arizona Department of Transportation (ADOT) assures through its policies, assurances and procedures that no person shall on the grounds of race, color, national origin or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any ADOT or ADOT-sponsored program, service or activity.

Environmental Justice/Limited English Proficiency

ADOT assures that every effort will be made to prevent discrimination against low-income and/or minority populations as a result of any impact of its programs or activities in accordance with Executive Order 12898, Federal Actions to address Environmental Justice in Minority Populations and in Low-Income Populations. Likewise, ADOT also assures every effort will be made to provide meaningful access to persons with limited English proficiency in accordance with Executive Order 13166, improving Access to Services for Persons with Limited English Proficiency.

Questions about ADOT's Title VI Program may be directed to:

Arizona Department of Transportation
Civil Rights Title VI Program
Attn: Title VI Nondiscrimination Program Coordinator
206 S. 17th Avenue
Mail Drop: 155A
Phoenix, AZ 85007
602-712-8946
Email: civilrightsoffice@azdot.gov

<http://www.azdot.gov/business/civil-rights/title-vi-nondiscrimination-program/title-vi-implementation>

Title VI Nondiscrimination Program objectives:

- I. To be transparent with the public on ADOT's standard operating procedures to ensure nondiscrimination in all ADOT programs and activities.
- II. To assign and clarify roles, responsibilities, and procedures for ensuring compliance with Title VI and all related nondiscrimination statutes.
- III. To assure that all participants and beneficiaries affected by ADOT's programs, projects, and activities receive the services, benefits, and opportunities to which they are entitled without regard to race, color, national origin, creed, age, sex, disability, income status, or limited English proficiency.
- IV. To bring awareness to all ADOT employees, including consultants and contractors performing work on behalf of ADOT of their roles and responsibilities to ensure nondiscrimination in all ADOT programs, services, and activities, regardless of funding source.
- V. To establish procedures for identifying and eliminating discrimination when found to exist.
- VI. To establish ADOT processes for conducting Title VI internal program area reviews and subrecipients reviews to determine effectiveness of the area's compliance activities at all levels.

- VII. To establish ADOT compliance and enforcement procedures to address deficiencies or when noncompliance is determined for internal program areas and subrecipients.
- VIII. To describe the procedures for processing complaints by persons who believe that they have been subjected to discrimination under Title VI in any ADOT service, program, or activity, to include programs administered by ADOT subrecipients.

ADA/TITLE VI NONDISCRIMINATION POLICY STATEMENT

The Arizona Department of Transportation (ADOT), as policy, assures nondiscrimination compliance on the grounds of race, color, national origin, age, sex, disability, limited English proficiency (LEP) and low-income status as provided by Title VI of the Civil Rights Act of 1964, the Federal-Aid Highway Act of 1973, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Americans with Disabilities Act of 1990 (ADA), Executive Order 12898 (Environmental Justice), Executive Order 13166 (Limited English Proficiency), 49 Code of Federal Regulations (CFR) § 21, and related authorities.

No person will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any ADOT program or activity. Every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not. ADOT's subrecipients, grant recipients, and contractors must also comply with this policy.

The ADOT Civil Rights Office and program areas will work closely to implement Title VI Nondiscrimination Program responsibilities. Therefore, each program area will take full responsibility for preventing discrimination and ensuring nondiscrimination compliance in all ADOT programs and activities.

The Director assures compliance with Title VI and delegates full authority to the Civil Rights Office to oversee and implement Title VI regulations and related nondiscrimination authorities.

By signing below, I certify that this Title VI Program Plan for FTA has been reviewed and approved by the Director of the Arizona Department of Transportation.

DocuSigned by:

7EB3155ED0704AC

John S. Halikowski
Director

11/27/2022

Date

TITLE VI PROGRAM ADMINISTRATION

The ADOT Civil Rights Office oversees the development and implementation of Civil Rights programs for ADOT in compliance with 49 CFR Part 21 and other regulatory authorities. The administration of the Title VI programs is delegated to the Title VI Nondiscrimination Program Coordinator who is ADOT's Title VI expert. The Title VI Nondiscrimination Coordinator is assisted in the day-to-day administration of Title VI by Program Managers and Title VI Specialists.

OVERVIEW OF TRANSIT PROGRAMS

ADOT does not operate transit facilities nor does it provide transit services. FTA funding allocated for the development and support of bus transportation is awarded to eligible grantees within the state of Arizona.

The Multimodal Planning Division (MPD) within ADOT oversees FTA and state-funded transit programs. Management responsibility is designated to the Multimodal Planning Division's Transit Programs Section to administer the following programs:

- Sections 5305: Long-term Statewide and Metropolitan Planning Grants.
- Section 5307: Urbanized Area Formula Funding Program
- Section 5310: Enhanced Mobility of Seniors and Persons with Disabilities Program (Capital, Mobility Management and Operating Awards by Region)
- Section 5311: Formula Grants for Rural Areas Program
- Section 5329 State Safety Oversight
- Section 5339: Bus and Bus Facilities

Sections 5305 programs provide funding to support cooperative, continuous, and comprehensive planning for making transportation investment decisions in metropolitan areas and statewide.

Section 5307 makes federal resources available to urbanized areas and governors for transportation-related planning and transit capital and operating assistance in urbanized areas. ADOT provides funding to small urban transit programs who apply directly to FTA for these funds.

Section 5310 programs provide funds for capital and operating expenses in each region of the state and are allocated by urban, small urban and rural apportionments.

Section 5311 programs provide administrative, capital, planning, operating and technical assistance to support public transportation in rural areas with populations less than 50,000 and include non-fixed route paratransit services.

Section 5329 programs provide funds for the State Safety Oversight program which oversees the Light Rail and Streetcars in the Greater Phoenix and Tucson areas.

Section 5339 programs provide capital funding for bus and bus facilities to existing transit programs in the small urban and rural areas.

DISSEMINATION OF TITLE VI INFORMATION

ADOT'S NONDISCRIMINATION NOTICE TO THE PUBLIC

The Arizona Department of Transportation (ADOT) provides posters, self-identification survey cards and brochures at every public hearing and meeting. These materials are available in English and Spanish. Translation into other languages is available, upon request. ADOT's Nondiscrimination Notice to the Public is posted in the front lobby of all ADOT buildings statewide and is included herein. It can also be found on ADOT's website at:

<http://www.azdot.gov/business/civil-rights/title-vi-nondiscrimination-program/title-vi-implementation>

ADOT'S NONDISCRIMINATION NOTICE TO THE PUBLIC

The Arizona Department of Transportation (ADOT) hereby gives public notice that it is the Agency's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act of 1990 (ADA), and other related authorities in all of its programs and activities.

ADOT's Title VI and ADA Programs require that no person shall, on the grounds of race, color, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

Any person, who believes his/her Title VI or ADA rights have been violated, may file a complaint. Any such complaint must be in writing and filed with the ADOT Civil Rights Office within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For additional information about ADOT's Civil Rights programs and the procedures to file a complaint contact ADOT Civil Rights Office via the information listed below:

AVISO PÚBLICO DE LA LEY DE NO-DISCRIMINACIÓN DE ADOT

El Departamento de Transporte del Estado de Arizona (ADOT) informa al público que esta agencia tiene como regla asegurar el cumplimiento total del Título VI de la Ley de los Derechos Civiles de 1964, del Título II de la Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA) y otras normas relacionadas con todos sus programas y actividades.

Los programas del Título VI y ADA de ADOT exigen que a ninguna persona se le excluya de participar, se le nieguen beneficios o de ninguna otra manera sea sujeta a discriminación en ningún programa o actividad de ADOT por motivo de raza, color, país de origen, o discapacidad.

Cualquier persona que crea que se han violado sus derechos bajo el Título VI o el ADA, puede presentar una queja. Esta queja debe presentarse por escrito a la Oficina de Derechos Civiles de ADOT dentro de ciento ochenta (180) días a partir de la fecha en que se alega que ocurrió la discriminación. Para recibir más información sobre los programas de Derechos Civiles de ADOT y los procedimientos para presentar una queja, por favor póngase en contacto con la Oficina de Derechos Civiles de ADOT a través la información que aparece abajo:

KRYSTAL SMITH
ADA/TITLE VI
NONDISCRIMINATION
PROGRAM COORDINATOR
KSMITH2@AZDOT.GOV

ADOT Civil Rights Office
206 S. 17th Avenue, Mail Drop 133-A
Phoenix, AZ 85007
602.712.8946
602.239.6257 FAX
azdot.gov
CivilRightsOffice@azdot.gov

LEP PLAN (LIMITED ENGLISH PROFICIENCY)

The Arizona Department of Transportation (ADOT) in the course of routine business matters related to its programs and activities will make efforts to effectively communicate with all members of the public. Limited English Proficiency (LEP) is a term used to describe individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. ADOT's LEP Plan is designed to comply with Title VI of the Civil Rights Act of 1964 and Executive Order 13166 which prohibits recipients of Federal financial assistance from discrimination based on national origin.

Authorities

The following matrix illustrates legal and policy considerations that require ADOT to provide LEP persons with meaningful access to programs, activities, and services.

Title VI of the Civil Rights Act of 1964	Limited English Proficiency Executive Order 13166
Federal law	Federal policy
Enacted July 2, 1964	Signed August 11, 2000
Considers all persons	Considers eligible persons
Contains monitoring and oversight compliance review requirements	Contains monitoring and oversight compliance review requirements
Factor criteria is required, no numerical or percentage thresholds	Factor criteria is required, no numerical or percentage thresholds
Provides protection on the basis of race, color, and national origin Focuses on eliminating discrimination in federally-funded programs	Provides protection on the basis of national origin; focuses on providing LEP persons meaningful access to services using factor criteria under federally-funded programs

ROLES AND RESPONSIBILITIES

Recipients of federal financial assistance are required to take reasonable steps to provide LEP individuals with meaningful access to their programs, activities, and services (EO 13166). The following chart, although not exhaustive, illustrates activities and responsibilities that are required to adhere to LEP directives. The chart also outlines the responsibilities of the Civil Rights Office (CRO) and the various ADOT Program Areas. Each program area will be responsible for conducting a Four-Factor Analysis and ensuring compliance with LEP requirements on a project-by-project basis.

Activity	Responsibility ADOT Division / Program	Title VI Program
1. Assessing and addressing the needs of eligible persons (Conduct a Four Factor Analysis). Recommended table to be used: C16001 "language spoken at home by ability to	X	

speaking English for population 5 years and over” from the 5 year American Community Survey.		
2. Taking reasonable steps or ensuring that responsible steps are taken to ensure meaningful access	X	
3. Developing and implementing monitoring control mechanisms to ensure delivery of service and ongoing compliance	X	X
4. Compliance, monitoring, and oversight	X	X
5. Providing technical assistance and guidance		X
6. Reporting accomplishments and goals	X	X

Program Areas will use the below LEP Four-Factor Analysis

Factor 1: Identify the number and proportion of LEP persons served or encountered and eligible for service population by the ADOT Program/Project

Factor 2: Identify the frequency in which LEP persons encounter the ADOT Program/Project

Factor 3: Identify the nature and importance of program, activity, or services provided by the ADOT Program/Project

Factor 4: Identify available resources, including language assistance services varying from limited to wide ranging with varying costs by the ADOT Program/Project

AGENCY LEP FOUR-FACTOR ANALYSIS

(NOT INTENDED TO RELINQUISH EACH PROGRAM AREA’S RESPONSIBILITY TO CONDUCT THIS ANALYSIS ON A PROJECT BY PROJECT BASIS)

In developing this plan, ADOT undertook a U.S. Department of Transportation LEP Four-Factor analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in Arizona who may be served or likely to encounter ADOT programs, activities, or services.

Based on data collected from the U.S. Census for Arizona, Spanish and Navajo are identified as the top LEP languages of persons likely to be served by an ADOT program, service or activity. Additional LEP languages may be identified through Four-Factor Analyses conducted on a project-by-project basis.

The following chart identifies the languages by county that meet the Safe Harbor Threshold: LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

Based on Arizona populations, Spanish and Navajo have been identified as the highest LEP languages and thus most likely to be encountered. The following chart identifies the languages by county that meet the Safe Harbor Threshold: LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

State of Arizona Limited English Proficient Populations that meet the *Safe Harbor Threshold by Counties				
County	Language	Percent	Speak English less than "very well"	Total Population
Apache	Navajo	10.97%	7,289	66,467
Cochise	Spanish or Spanish Creole	7.03%	8,373	119,128
Coconino	Navajo	3.73%	4,792	134,623
Coconino	Spanish or Spanish Creole	1.59%	2,147	134,623
Gila	Spanish or Spanish Creole	1.97%	1,006	50,970
Graham	Spanish or Spanish Creole	3.26%	1,159	35,541
Greenlee	N/A	N/A	N/A	8,731
La Paz	Spanish or Spanish Creole	5.44%	1,094	20,095
Maricopa	Spanish or Spanish Creole	6.46%	267,027	4,135,464
Maricopa	Chinese (incl. Mandarin, Cantonese)	0.32%	13,104	4,135,464
Maricopa	Vietnamese	0.24%	9,784	4,135,464
Maricopa	Arabic	0.17%	7,072	4,135,464
Maricopa	Tagalog	0.11%	4,424	4,135,464
Maricopa	Korean	0.06%	2,572	4,135,464
Maricopa	Other Indo-European languages	0.38%	15,763	4,135,464
Maricopa	French, Haitian, or Cajun	0.05%	1,926	4,135,464
Maricopa	Other and unspecified languages	0.27%	11,077	4,135,464
Maricopa	Russian, Polish, or other Slavic languages	0.13%	5,206	4,135,464
Maricopa	German, or other West Germanic languages	0.02%	966	4,135,464
Maricopa	Other Asian and Pacific Island languages	0.24%	10,080	4,135,464
Mohave	Spanish or Spanish Creole	2.67%	5,385	201,778
Navajo	Navajo	6.36%	6,340	102,851
Navajo	Spanish or Spanish Creole	1.17%	1,199	102,851
Navajo	Other and unspecified languages	5.93%	6,103	102,851
Pima	Spanish or Spanish Creole	6.39%	62,705	980,870
Pima	Russian, Polish, or other Slavic languages	0.11%	1,075	980,870
Pima	Other Indo-European languages	0.14%	1,365	980,870
Pima	Chinese	0.32%	1,531	980,870
Pima	Vietnamese	0.16%	1,531	980,870

Pima	Other Asian and Pacific Island languages	0.13%	1,321	980,870
Pima	Arabic	0.14%	1,358	980,870
Pima	Other and unspecified languages	0.27%	2,641	980,870
Pinal	Spanish or Spanish Creole	5.27%	22,264	422,382
Santa Cruz	Spanish or Spanish Creole	31.43%	13,660	43,468
Yavapai	Spanish or Spanish Creole	2.83%	6,309	222,994
Yuma	Spanish or Spanish Creole	19.39%	38,187	196,954

Source: U.S. Census Bureau (2020). Language Spoken at Home by Ability to Speak English for the population 5 years and over, 2016-2019 American Community Survey 5-Year estimates. Retrieved July 6th, 2022 from <https://data.census.gov/cedsci/table?q=c16001&g=0400000US04%240500000&tid=ACSDT5Y2020.C16001>

**Safe Harbor Threshold: LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.*

2) The frequency with which LEP individuals come in contact with ADOT programs and services. ADOT program areas identified to have the highest public interactions are listed below:

- Motor Vehicle Division (MVD)
 - Customer Service Program
 - Specialty Registration and Licensing Program
 - Division Operational Support Services
 - Commercial Licensing Program
 - Regulatory (Third Party Program)
- Communications
 - Community Relations
 - Public Information
- Enforcement and Compliance Division (ECD)
 - Office of Inspector General
 - Enforcement Services Program
- Executive Hearing Office
- Business Operations
 - Civil Rights Office
 - Human Resources
 - Employee and Business Development Office
 - Audit and Analysis
 - Administrative Services Division
 - Procurement
 - Grand Canyon National Park Airport
- Infrastructure Delivery and Operations Division (IDO)
 - Engineering Consultant Section

- Construction Group and Materials
- Contracts and Specifications
- Local Public Agency
- Joint Project Agreement Section
- Environmental Planning Group
- Right of Way
- Project Management Group
- Public Private Partnership (P3) Initiatives
- Multimodal Planning Division
 - Aeronautics
 - Transit
 - Major Projects
 - Grant Coordination
 - Research
 - Transportation Analysis
 - Planning and Programming
 - Tribal Planning and Coordination
 - Safety
 - Administrative Functions
- Transportation Systems Management and Operations (TSMO)
 - Systems Maintenance
 - Emergency Management
 - Traffic Maintenance
 - Geospatial Analysis

3) The nature and importance of the program, activities or services provided by ADOT to the LEP population.

All of ADOT's programs are important; however, ADOT has identified those related to safety, public transit, ROW, environmental planning, community relations and public information are among the most important and likely to have the highest LEP interactions.

As such, publications and other material disseminated regarding these programs are routinely available in both English and Spanish. ADOT will strive to continue to provide alternative and meaningful language formats to all LEP persons. Moreover, ADOT will evaluate its programs, services and activities to ensure that persons who may be LEP are always provided with meaningful access.

4) The resources available to ADOT and overall cost to provide LEP assistance.

ADOT makes every effort to make its programs, services and activities accessible to LEP individuals. ADOT's Nondiscrimination Notice to the Public is displayed in both English and Spanish in conspicuous locations within its facilities, public rest areas, and at public meetings both in-person or virtual. Additionally, Title VI/ADA Complaint Procedures, and Title VI Informational brochures are distributed by program areas that come into contact with the public in both English and Spanish. Nondiscrimination language in both English and Spanish is also displayed on external notices/communications to the public to request language

assistance. ADOT will continue to use available resources, both internal and external, to accommodate reasonable requests for translation and interpretation services free of cost, regardless of the language, when requested within reasonable notice.

ADOT has identified the following resources for LEP:

- 1) List containing direct contact information for ADOT staff who have volunteered to assist as interpreters and/or translators, if needed. Lists will be verified and updated annually for each program area by the Title VI Liaison and will be published on ADOTNet under the “Title VI Resources” tab for all ADOT employees to access.
- 2) Program areas that have contact with the public will use the U.S. Census “I Speak” language cards to identify language needs in order to match them with available services. Language cards will be verified and distributed annually by the program area Title VI Liaison.
- 3) Use of web based translation and telephonic interpretation services under contract with ADOT, when required.
- 4) Each program area maintains a list of translation services for use, when required.
- 5) All ADOT program areas procure interpretation and or translation services through the Arizona Procurement Portal (APP) which lists ADOT “on-contract” interpretation and or translation vendors.

ADOT CRO makes the below Title VI information, available in Spanish:

- 1) Title VI and Nondiscrimination Notice to the Public
- 2) Complaint Procedures
- 3) Complaint Form
- 4) Title VI Informational Brochures
- 5) Self-Identification Cards to voluntarily collect demographic data
- 6) Outgoing voice message for CRO’s main phone line

DOT SAFE HARBOR STIPULATION

Federal law provides a “Safe Harbor” stipulation, based on the United States Department of Justice’s (DOJ) guidance, so that recipients such as ADOT can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A “Safe Harbor” means that if a recipient (ADOT) provides written translations in certain circumstances; such action will be considered strong evidence of compliance with the agency’s written-translation obligations under Title VI.

The Safe Harbor Threshold is calculated by dividing the population estimate for a language group that “Speaks English less than very well” by the total population of the county. The LEP Safe Harbor Threshold provision stipulates that for each LEP group that meets the LEP language threshold of 5% or 1,000 individuals, whichever is less, of the population to be served, ADOT must provide translation of vital documents (e.g., Nondiscrimination Notice to the Public, Complaint Procedures, and Complaint Forms) in written format for LEP persons.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance that can be provided by a fact-intensive, four factor analysis. For example, even if a language does not meet the Safe Harbor Threshold, and a document is not considered “vital,” then a written translation would not be necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient’s written-translation obligations under ‘Safe Harbor’ includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.

This Safe Harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable.

CONCLUSION

ADOT understands that language needs will change as the Arizona population changes. Further, ADOT will comply with the requirement to assess its programs and services each year and on a project-by-project basis to determine compliance with various nondiscrimination regulations. As such, ADOT will revisit the LEP plan each year and make appropriate changes, as needed. For questions or concerns regarding the ADOT’s commitment to nondiscrimination or to request additional information about LEP services, contact Krystal Smith, Title VI Non-Discrimination Coordinator at civilrightsoffice@azdot.gov, 602-712-8946.

LEP GUIDANCE AND RESOURCES

The guidance document and the resources listed below are provided to assist program areas with implementing LEP requirements and may be used in conjunction with this LEP Plan.

- [The U.S. Department of Transportation Guidance to Recipients on Special Language Services to Limited English Proficient Beneficiaries, Federal Register/Vol. 66, No. 14/Monday, January 22, 2001.](#)
- [The U.S. DOJ Policy Guidance, Enforcement of Title VI of the Civil Rights Act of 1964-National Origin Discrimination Against Persons With Limited English Proficiency, Federal Register/Vol. 65, No. 159/Wednesday, August 16, 2000](#)
- [U.S. Department of Justice Clarifying Memorandum, dated October 26, 2001](#)
- [United States Census 2000 Language Identification Flashcard](#)
- [LEP.gov website](#)

NONDISCRIMINATION COMPLAINT PROCEDURES

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 as they relate to any program or activity administered by ADOT or its subrecipients funded by the Federal Transit Administration. Intimidation or retaliation as a result of a complaint is prohibited by law.

In addition to these procedures, complainants reserve the right to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints informally at the ADOT and subrecipient level.

PROCEDURES

- A. Any person, specific class of persons or entity that believes they have been subjected to discrimination as prohibited by the legal provisions of Title VI on the basis of race, color, national origin, age, sex, disability, income status or limited English Proficiency (LEP) may file a formal complaint with ADOT's CRO. A copy of the Complaint Form may be accessed electronically at:

<https://azdot.gov/sites/default/files/2019/08/adot-nondiscrimination-complaint-form.pdf>

- B. The complaint must be filed within 180 days of the alleged discrimination, the date the alleged discrimination became known to the complainant or the last date of the incident.
- C. The complaint must be written and signed by the complainant and shall include:
1. The complainant(s) name, address and phone number.
 2. A detailed description of the alleged incident that led the complainant to believe discrimination occurred.
 3. The date of the alleged act of discrimination, the date when the complainant(s) became aware of the alleged discrimination, the last date of the conduct or the date the conduct was discontinued.
 4. The names and job titles of those parties involved in the complaint.
 5. The facts and circumstances surrounding the alleged discrimination and the basis of the complaint (race, color, national origin, or disability).

6. Names and contact information of persons whom the investigator can contact for additional information to support or clarify the allegations.
 7. The corrective action being sought by the complainant.
- D. Complaints may be filed by one of the following methods:
1. By completing and signing the Complaint Form and delivering it in person or by mail.
 2. By emailing or faxing the Complaint Form and sending the signed original to the CRO.
 3. By calling the CRO where information obtained will be used to complete the Complaint Form and, subsequently, forwarded to the complainant for review, signature and return.
 4. By electronically submitting and digitally signing the Complaint Form.
- E. Upon receipt of a completed complaint, the CRO will determine jurisdiction, acceptability or need for additional information and, within five days, acknowledge receipt of the complaint and the intended course of action.
1. Complaints against ADOT or its subrecipients in FHWA funded programs will be referred to FHWA for processing.
 2. Complaints against ADOT under all other USDOT federally-funded programs fall under ADOT's authority and jurisdiction.
- F. For acceptance, a complaint must be:
1. Timely filed.
 2. Involve a covered basis (race, color, national origin, or disability).
 3. Within ADOT's authority.
- G. Complaints may be dismissed if the complainant:
1. Requests the withdrawal of the complaint.
 2. Fails to respond to repeated requests for additional information.
 3. Fails to cooperate in the investigation.
 4. Cannot be located after reasonable attempts to reach the complainant have been made.
- H. ADOT CRO will maintain a confidential log of accepted and/or forwarded Title VI Complaints which will include:
1. Name of complainant(s).
 2. Date the complaint was received.
 3. Date of the allegation.
 4. Description of the alleged discrimination.
 5. Other relevant information, as needed.
 6. Report date.
 7. Recommendations.
 8. Outcome/Disposition.
- A copy of the Complaint Log is included in this plan as Attachment E.
- I. Upon accepting a complaint, the CRO investigator will:

1. Provide the respondent an opportunity to respond to the allegations. The respondent will have 10 calendar days from the CRO's written notification to furnish a written response.
 2. Determine if more information is needed to resolve a case and may contact the complainant who will then have 10 calendar days to provide additional information.
- J. Within 45 days of accepting a complaint, an ADOT Investigator will:
1. Gather all relevant information in a fair and impartial manner.
 2. Conduct interviews of all concerned parties.
 3. Prepare a final investigative report with a recommended disposition.
- K. Upon final determination, one of two letters will be issued to the complainant:
1. A closure letter summarizing the allegations stating that there was no Title VI violation and that the case will be closed.
 2. A Letter of Finding summarizing the allegations and the interviews regarding the alleged incident and explaining whether any additional action, additional training of the staff or other action will occur.
- L. All allegations of discrimination will be taken seriously and every effort will be made to provide a fair and unbiased determination. In instances where there is dissatisfaction with ADOT's determination, the complainant may file a complaint directly with the appropriate USDOT modality:

US Department of Transportation, Federal Highway Administration, Arizona Division
4000 North Central Avenue, Suite 1500, Phoenix, AZ 85012

US Department of Transportation, Federal Aviation Administration
800 Independence Ave. SW, Washington, DC 20591

US Department of Transportation, Federal Motor Carrier Safety Administration
1200 New Jersey Ave. SE, Washington, DC 20590

US Department of Transportation, Federal Transit Administration
FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590

US Department of Transportation, National Highway Traffic Safety Administration
1200 New Jersey Ave. SE, Washington, DC 20590

US Department of Transportation, Federal Transit Administration
FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590

For questions or to file a complaint, please contact:

ADOT Civil Rights Office
206 S. 17th Avenue
Phoenix, AZ 85007
Phone: 602-712-8946

If information is needed in another language, please contact ADOT's Civil Rights Office at 602-712-8946.

Si se necesita información en Español, por favor comuníquese con la Oficina de Derechos Civiles de ADOT al 602-712-8946.

The Complaint Form in English and Spanish is included herein and a link to the Complaint Process can be found at:

<https://azdot.gov/business/civil-rights/title-vi-nondiscrimination-program/fta-funded-programs>

Complaint Forms

Nondiscrimination Complaint Form for FTA Funded Programs

Note: *The following information is needed to assist in processing your complaint.*

Complainant's Information:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone Number: _____ Alternate Phone Number: _____

Person discriminated against (someone other than complainant):

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone Number: _____ Alternate Phone Number: _____

Which of the following best describes the reason you believe the discrimination took place?

Please be specific.

☐ Race _____ ☐ Color _____ ☐ National Origin _____

☐ Disability _____

On what date(s) did the alleged discrimination take place? _____

Where did the alleged discrimination take place? _____

What is the name and title of the person(s) who you believe discriminated against you (if known)?

Describe the alleged discrimination. Explain what happened and who you believe was responsible. (If additional space is needed, add a sheet of paper).

List names and contact information of persons who may have knowledge of the alleged discrimination.

If you have filed this complaint with any other federal, state, or local agency, or with any federal or state court, check all that apply.

☐ Federal Agency ☐ Federal Court ☐ State Agency ☐ State Court ☐ Local Agency

Name:

Address:

City:

State:

Zip:

Phone Number:

Alternate Phone Number:

Please sign below. You may attach any written materials or other information you think is relevant to your complaint.

Complainant Signature

Date

Number of attachments: _____

Please email form and any additional information to:

ADOT Civil Rights Office
CivilRightsOffice@azdot.gov
 ATTN: ADA/Title VI Nondiscrimination Program Coordinator
 206 S. 17th Avenue, Maildrop 155A
 Phoenix, AZ 85007
 Phone: 602.712.8946 Fax: 602.239.6257
www.azdot.gov

**Forma Para Poner una Queja de discriminación bajo FTA
(De acuerdo con ADA y Título VI)**

Nota: La siguiente información se necesita para procesar su queja.

Información de la persona que está poniendo la queja:

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono (Casa): _____
Teléfono (Alternativo): _____

Persona A La Que Se Discriminó (alguien que no sea la persona que está poniendo la queja)

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono (Casa): _____
Teléfono (Alternativo): _____

¿Cuál de las siguientes razones describe por lo que usted siente que se le discriminó?

Raza (Especifique) _____

Color (Especifique) _____

Nacionalidad (Especifique) _____

Incapacidad (Especifique) _____

¿En qué fecha(s) sucedió la discriminación? _____

¿Dónde sucedió la presunta discriminación? _____

¿Qué es el nombre y título de la persona o personas que usted cree discriminaron contra usted?

Describa la presunta discriminación. Explique qué sucedió y quién cree usted que fue responsable (si necesita más espacio, agregue otra hoja).

Escriba una lista con los nombres de las personas que puedan tener conocimiento de la presunta discriminación y cómo contactarlas.

¿Ha presentado esta queja con otra agencia federal, estatal o local, o con cualquier corte federal o estatal? Marque todas las que apliquen.

Agencia Federal _____ Corte Federal _____ Agencia Estatal _____
Corte Estatal _____ Agencia Local _____

Por favor proporcione información de la persona a la que presentó su queja en la agencia/corte.

Nombre: _____
Dirección: _____
Ciudad/Estado/Código Postal: _____
Teléfono (Casa): _____
Teléfono (Alternativo): _____

Por favor firme abajo. Puede incluir cualquier material escrito u otra información que usted crea que es importante para probar su queja.

Firma de la Persona que presenta la queja Fecha

Número de: _____

Someta la forma y cualquier información adicional a:

ADOT Civil Rights Office
CivilRightsOffice@azdot.gov
ATTN: ADA/Title VI Nondiscrimination Program Coordinator
206 S. 17th Avenue, Mail drop 155A
Phoenix, AZ 85007
Phone: 602.712.8946 Fax: 602.239.6257
www.azdot.gov

TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

ADOT maintains a list of any investigations, complaints or lawsuits that allege discrimination on the basis of race, color and/or national origin in transit-related activities and program. A copy of the Investigation, Complaint and Lawsuit Log is maintained by the Civil Rights Office and is available for review upon request. Below is a copy of the Investigation, Complaint and Lawsuit Log for FTA.

LIST OF FTA RELATED INVESTIGATIONS, LAWSUITS AND COMPLAINTS 2019-2022

	Date (Month, Day, Year)	Basis	Status	Action(s) Taken
Investigations				
None				
Lawsuits				
None				
Complaints				
INQ21898	9/24/20	Disability	Closed	Dismissed
INQ22002	4/1/21	Disability	Closed	Dismissed
INQ23249	10/19/22	Disability	Closed	Dismissed

TRANSPORTATION BOARDS AND COMMITTEES

ADOT does not currently have any transit-related, non-elected planning boards, advisory councils or committees or similar committees. Should ADOT form a transit-related decision-making body, every effort would be made to encourage the participation of minorities to ensure the board, council or committee is representative of the demographics of the communities they serve. Transit related committees would be subject to ADOT's Public Meeting Policy which directs that all public meetings be conducted in accordance with Arizona's Open Meeting law, Title VI of the Civil Rights Act of 1964, Executive Order 13166 and the Americans with Disabilities Act of 1990.

ADOT TRANSIT PROGRAM AREAS

MULTIMODAL PLANNING DIVISION

ADOT's Multimodal Planning Division (MVD) oversees transit programs within ADOT and management responsibility is delegated to the Transit Programs Section which administers, distributes and oversees funding provided to ADOT by the Federal Transit Administration.

TRANSIT PROGRAMS SECTION

ADOT's Transit Programs Section staff members coordinate with other divisions within ADOT to oversee and provide program specific oversight including Title VI as required by FTA. The CRO offers support to program areas to help ensure that all transit-related services and benefits are distributed in an equitable manner and to help prevent discrimination based on race, color and national origin.

Transit Programs Section staff work directly with regional transportation planning agencies statewide to solicit, review and award grant applications under the Coordinated Mobility Program. Urban areas are represented by metropolitan planning organizations (MPO) while urban areas are represented by councils of governments (COG).

STATEWIDE PLANNING

FUNDING PROGRAMS

The following information from the ADOT Transit Programs Section describes processes relative to FTA grant applications and allocation.

ADOT manages the Elderly Individuals and Disabilities (Section 5310) Program and the Formula Grants for Rural Areas Program (Section 5311) and all other FTA funds passed through to subrecipients without regard to race, color or national origin and assures that minority populations are not being denied the benefits of or excluded participation in these programs.

Section 5305: Long-term Statewide and Metropolitan Planning Grants provide funding to support cooperative, continuous, and comprehensive planning for making transportation investment decisions in metropolitan areas and statewide.

Section 5307: Urbanized Area Formula Grants for communities with populations between 50,000 and 200,000. Section 5307 Formula Grants are provided through the state to the designated or direct recipient or each small urban area. ADOT also recaptures unused funds and awards these through a pooled grant application. As with all grant requests, requests are ranked and awarded as funds are available and within the considerations of ensuring geographic fairness, social justice, and Title VI considerations.

Section 5310: The Enhanced Mobility of Seniors and Individuals with Disabilities is a grant program that provides and strengthens the transportation services available to meet the mobility needs of seniors and individuals with disabilities. It is recognized that these populations have transportation needs which are often not met by conventional automobile or public transportation, and require specialized assistance in order to access services, employment, and medical care. All Section 5310 projects must provide service to seniors (65 years and over) and/or persons with disabilities of all ages.

ADOT manages the 5310 program, funding such projects as capital equipment purchases (predominantly paratransit van and bus replacements); reimbursement of staffing and training costs under mobility management, reimbursement of preventative maintenance costs, and the reimbursement of operating expenses such as driver salaries, fuel and insurance. ADOT purchases capital equipment on behalf of the subrecipients in accordance with FTA and State procurement regulations.

Section 5311: The 5311 Grant Program supports general public transportation in rural areas. The program funds administration, operating, preventative maintenance, intercity bus, and capital needs. New agencies require a transit feasibility study to be eligible to apply for the funding.

Section 5329: State Safety Oversight funds provided to ADOT are used to oversee safety at rail transit systems. Currently Arizona has two rail transit systems: Valley Metro Light Rail in the Phoenix Metropolitan area and SunLink in the Tucson Metropolitan area. ADOT is the designated state safety oversight agency for Arizona and utilizes the 5329 funding to staff the program and provide consulting services as needed.

Section 5339: Bus and Bus Facilities Small Urban and Rural Public Transit Grantees are eligible to request funding through a grant request. Because a small urban pool set-aside is included, these funds are kept for the small urban areas. Rural public transit agencies may apply for the statewide portion. Small urban recipients must apply directly to FTA for the funding upon award. ADOT will apply to FTA for the rural funds. All applications are ranked and funding is considered based upon rank, and the priorities established through a consultative process including their continued compliance with their other public transit program funds.

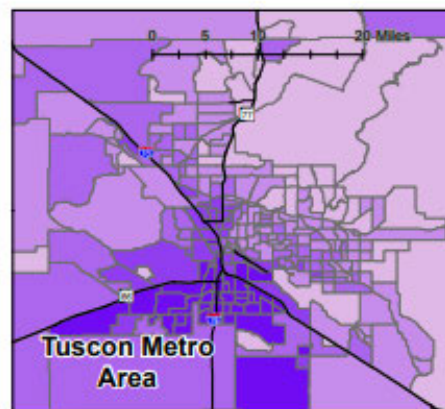
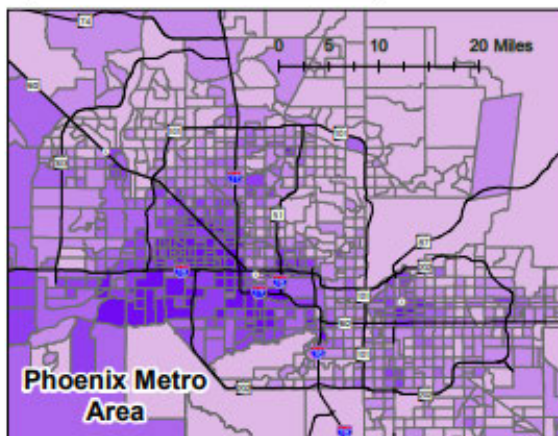
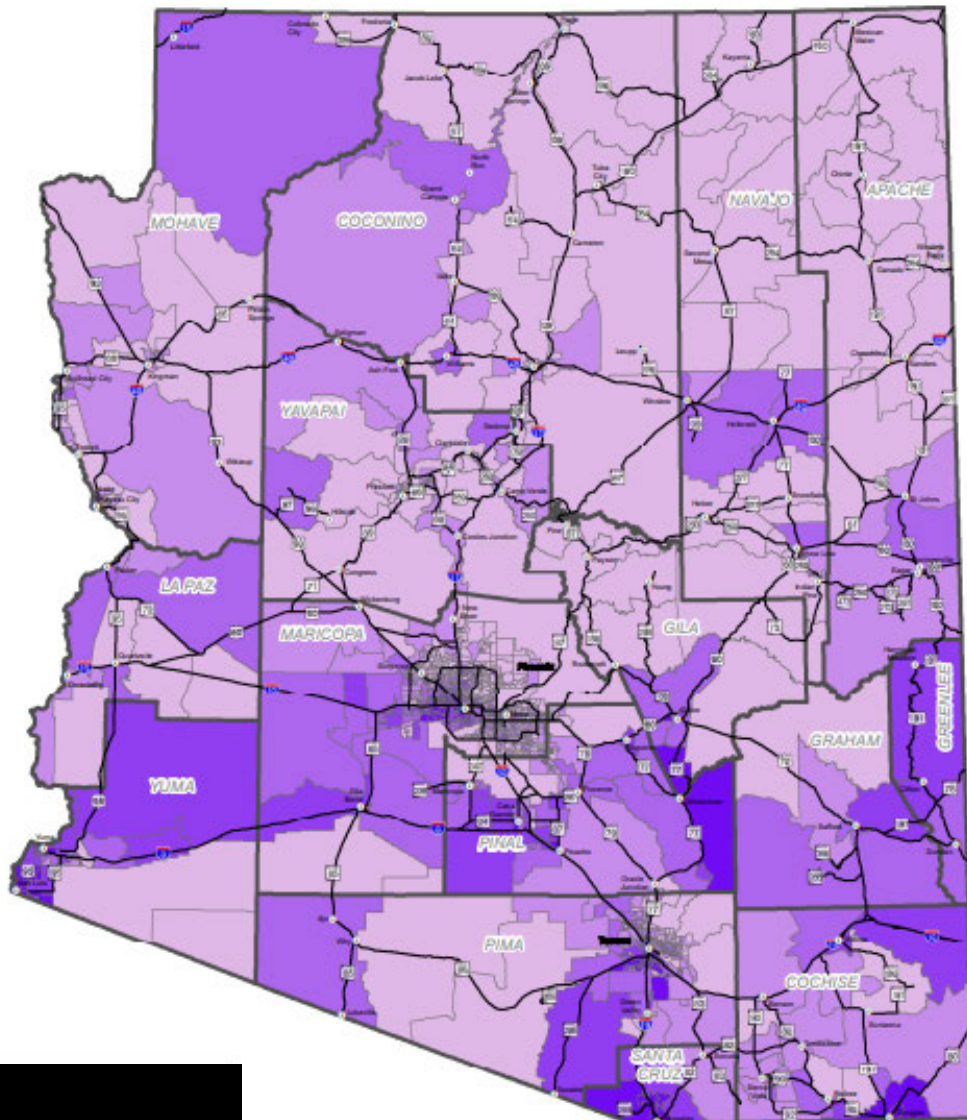
DEMOGRAPHICS & POPULATION MAPS

The ADOT MPD GIS Unit has developed demographic maps that overlay the percent minority and non-minority populations as identified by Census or American Community Survey data at the Census Tract level. Demographic maps for the following populations are included below.

- Hispanic
- Asian
- Black or African American

- Pacific Islander
- Multiracial being two or more Races
- American Indian and Alaska Native
- Other Race
- White

Populations - Census Tract Population Percentage (Hispanic)



Race Percentage: Hispanic

- 0% - 13%
- 14% - 28%
- 29% - 45%
- 46% - 68%
- 69% - 100%

Note:
The State of Arizona makes no claims concerning
the accuracy of this map nor assumes any liability
resulting from the use of the information herein.

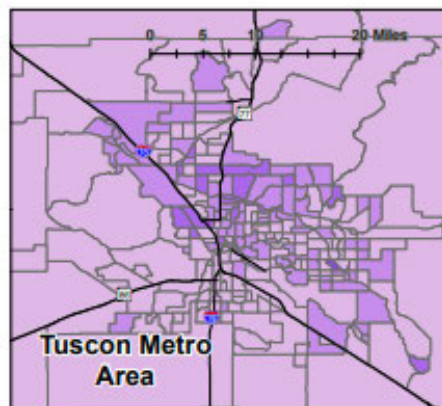
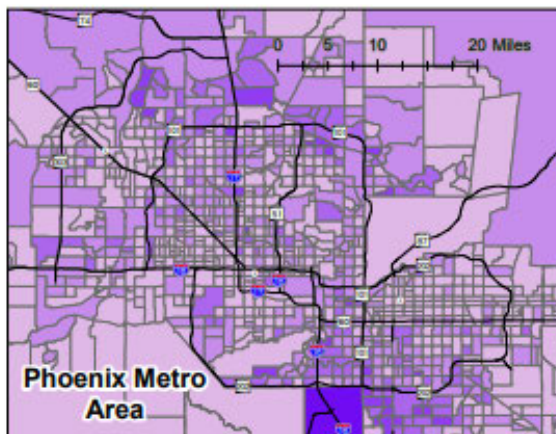
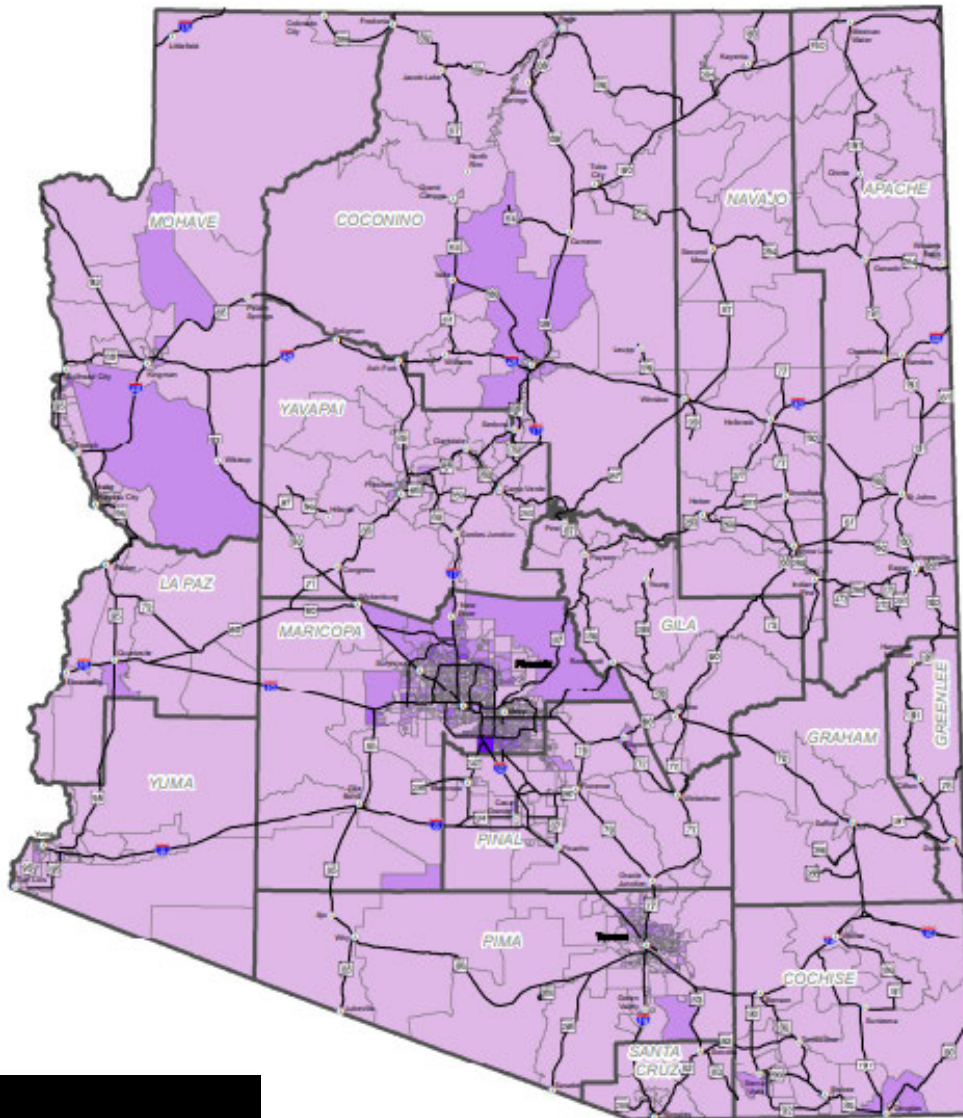
Prepared by:
Arizona Department of Transportation
Multimodal Planning Division
Geospatial Analysis Section
MPDgdp@azdot.gov

October 2022

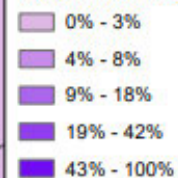
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Populations - Census Tract Population Percentage (Asian)



Race Percentage: Asian



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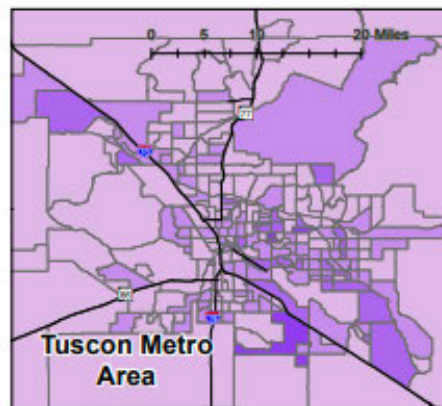
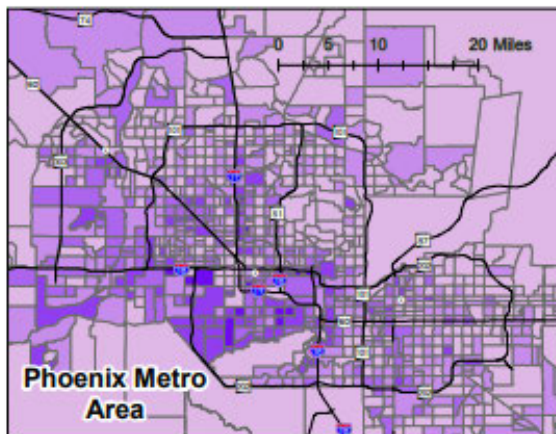
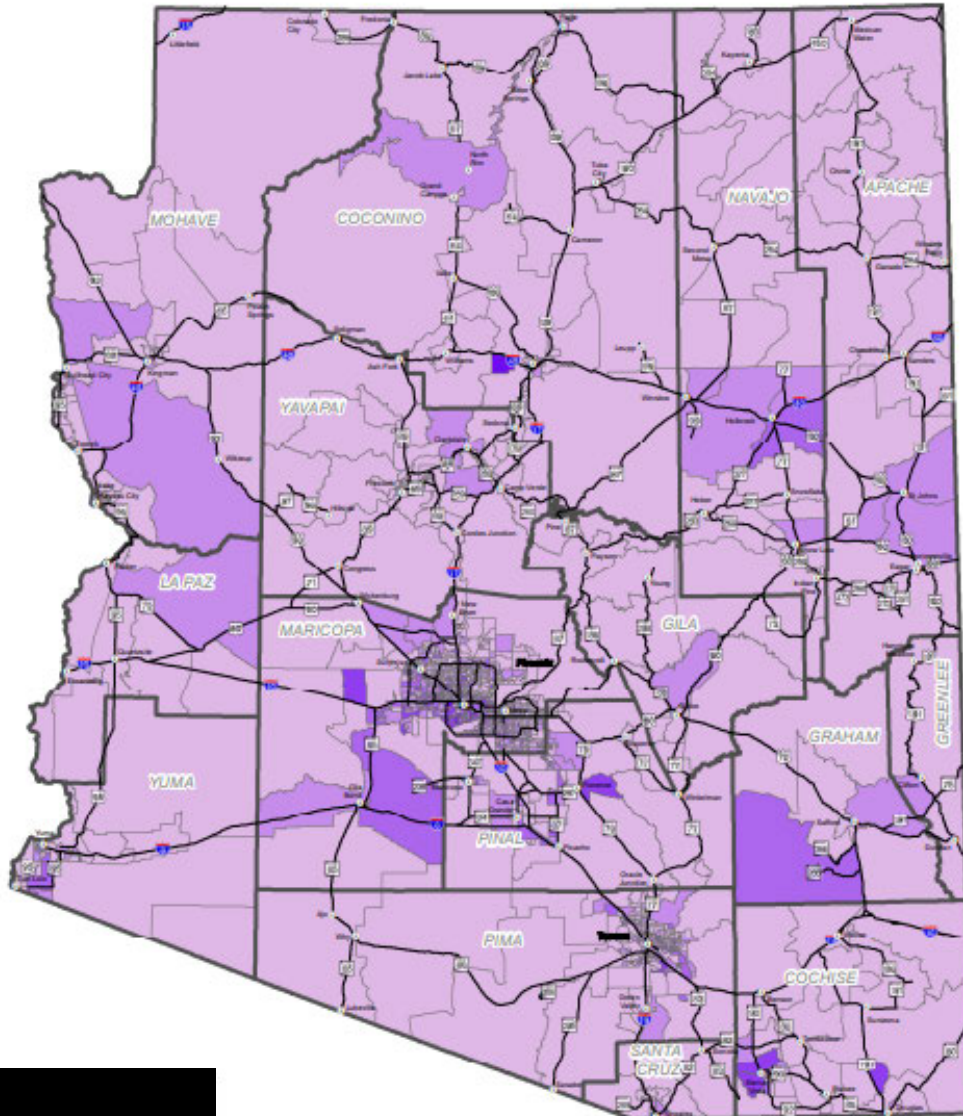
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October 2022



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Populations - Census Tract Population Percentage (Black or African American)



Race Percentage: Black or African American

- 0% - 3%
- 4% - 7%
- 8% - 13%
- 14% - 24%
- 25% - 44%

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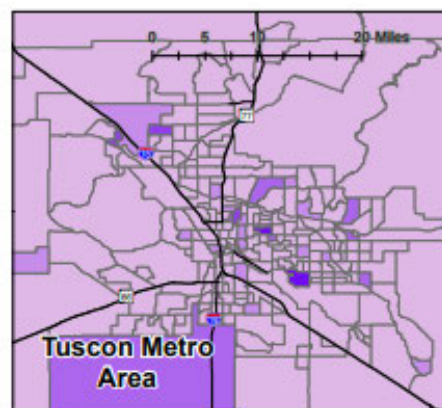
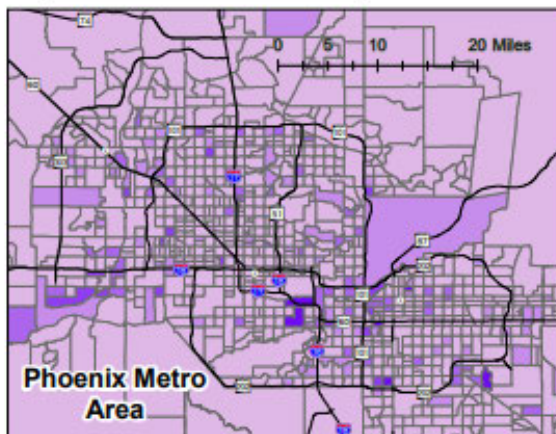
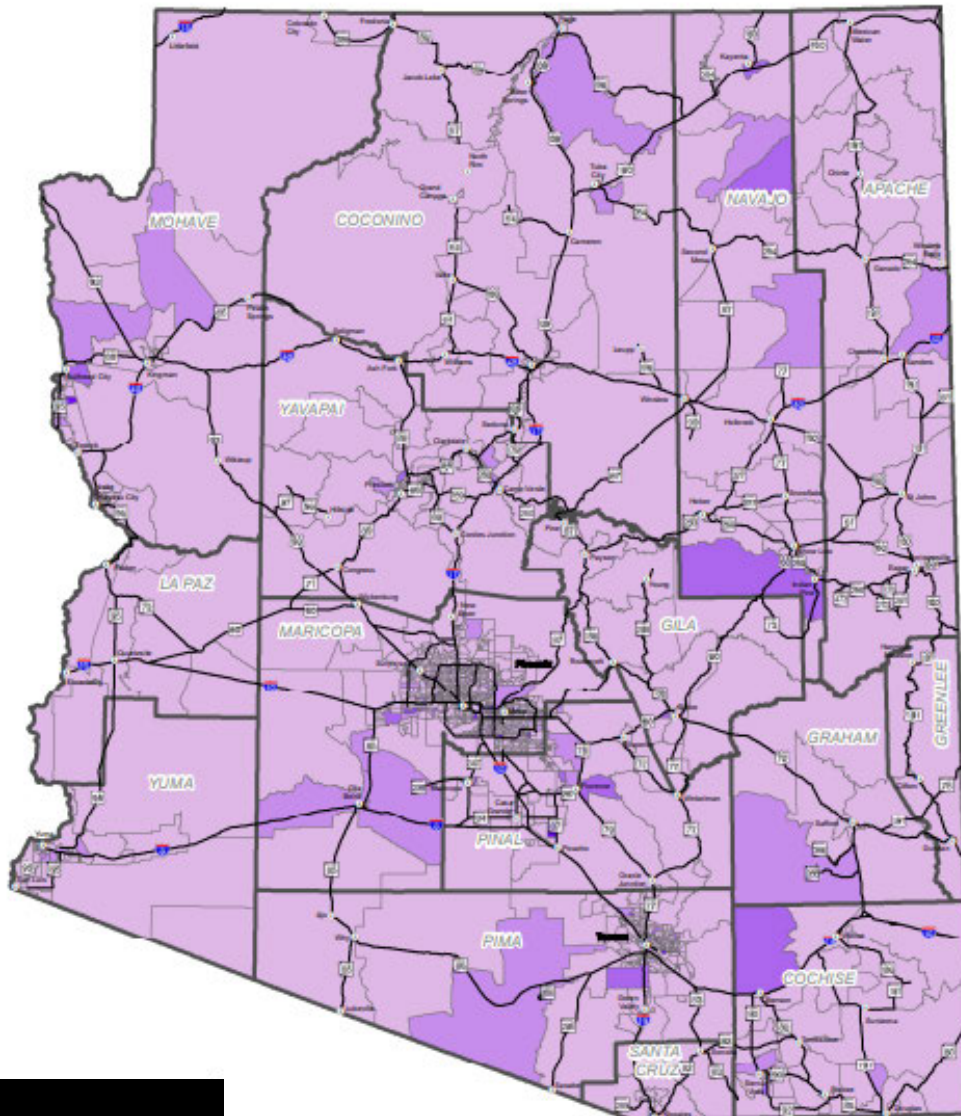
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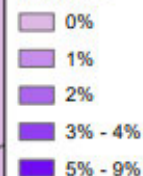
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Populations - Census Tract Population Percentage (Pacific Islander)



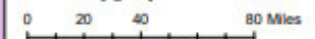
Race Percentage: Pacific Islander



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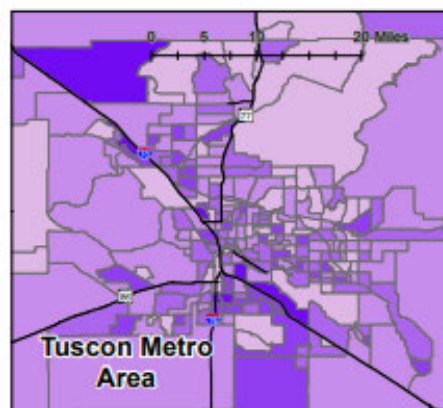
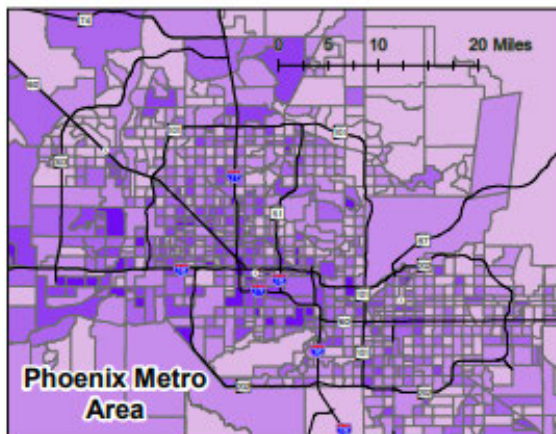
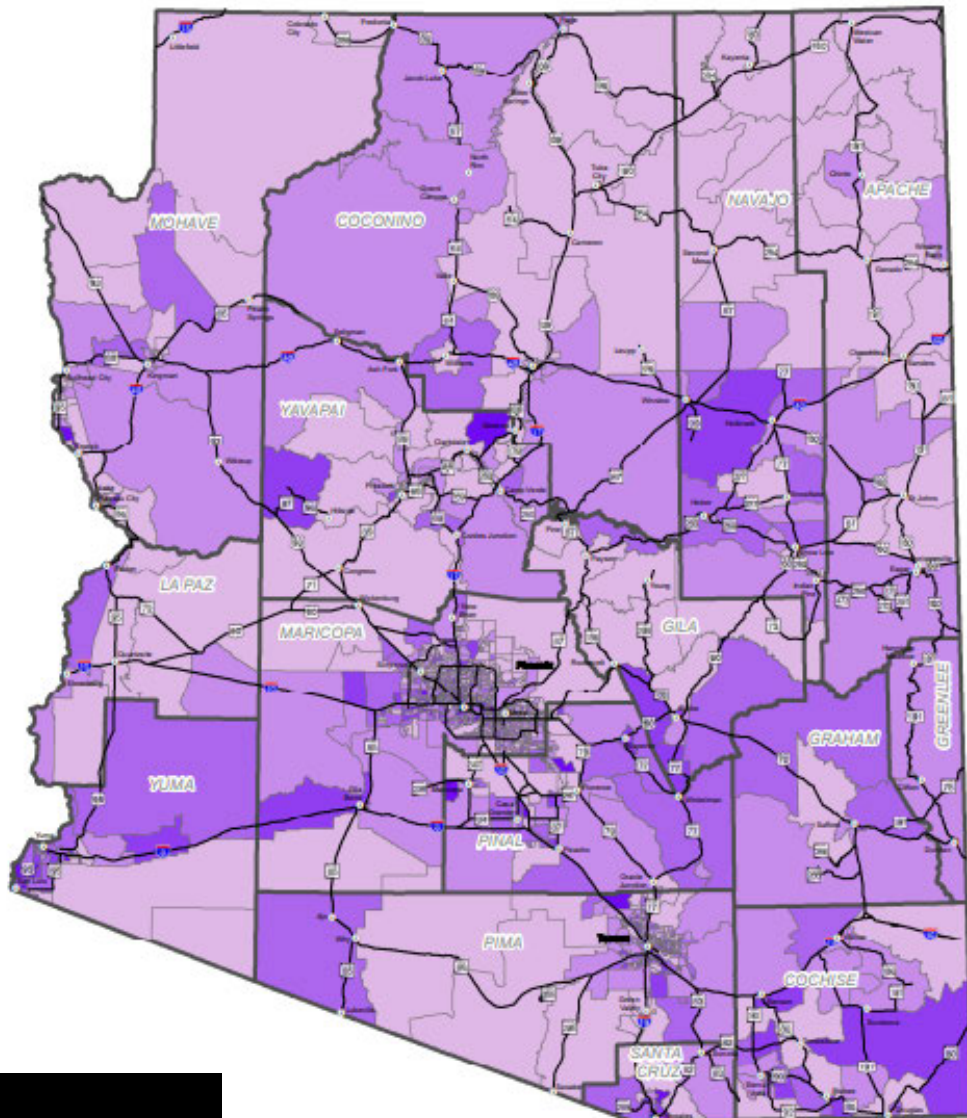
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Populations - Census Tract Population Percentage (MultiRacial)



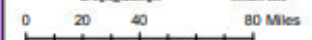
Race Percentage: Multiracial

- 0% - 3%
- 4% - 7%
- 8% - 12%
- 13% - 19%
- 20% - 40%

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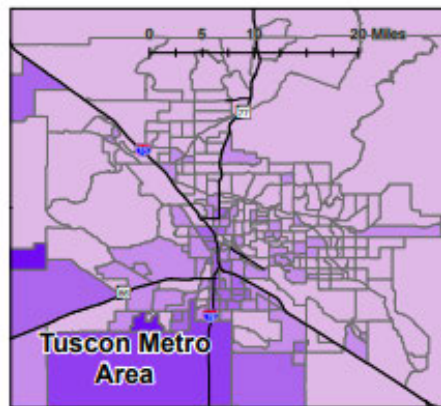
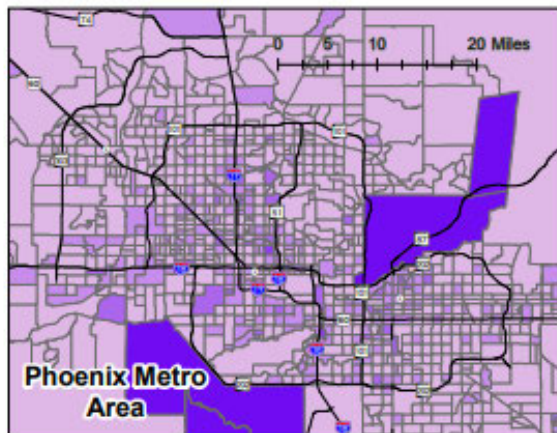
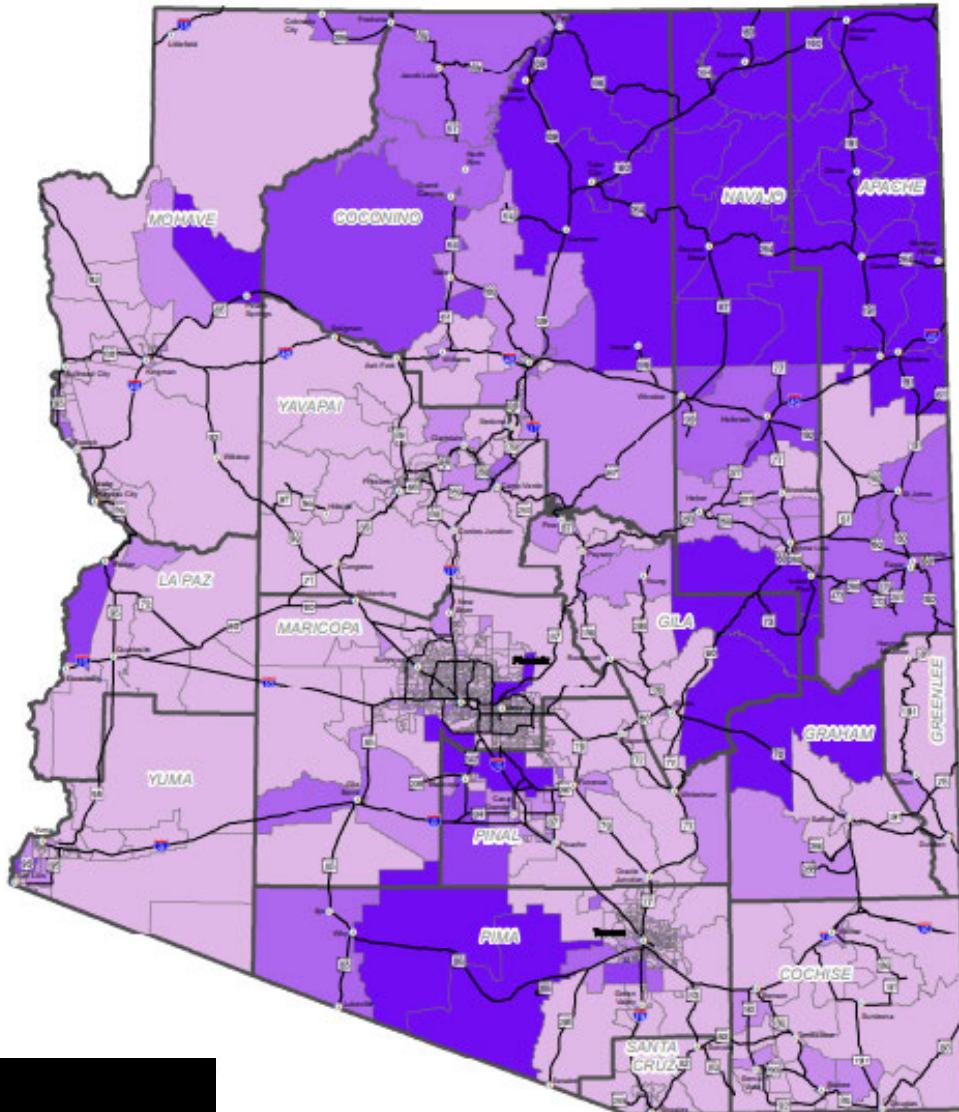
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MPDg@azdot.gov

October 2022



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Populations - Census Tract Population Percentage (American Indian)



Race Percentage:
American Indian

0% - 2%
 3% - 7%
 8% - 20%
 21% - 48%
 49% - 100%

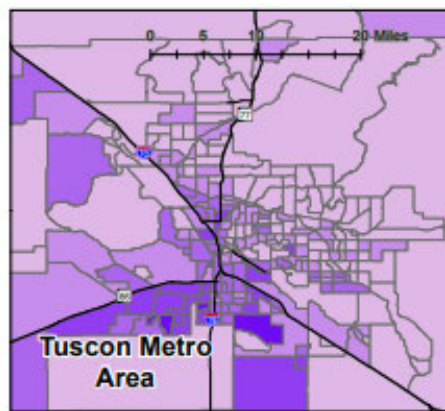
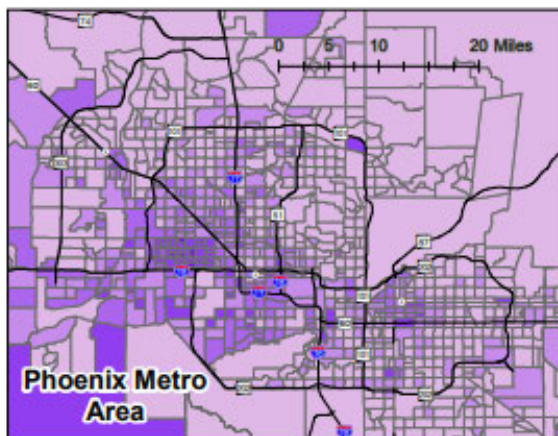
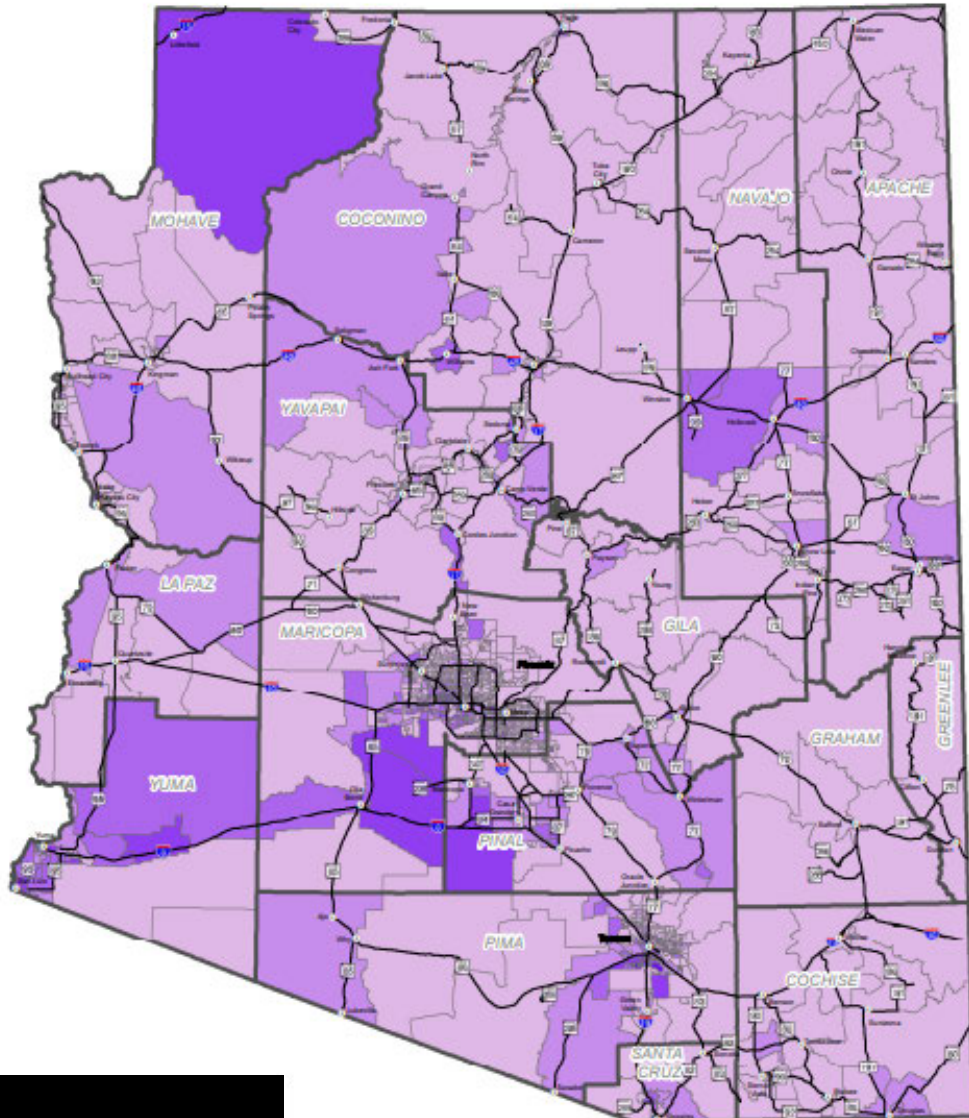
Note:
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Prepared by:
Arizona Department of Transportation
Multimodal Planning Division
Geospatial Analysis Section

October 2013

A horizontal number line representing distance in miles. It starts at 0 on the left and ends at 80 on the right. Major tick marks are labeled at 0, 20, 40, and 80. There are also minor tick marks between these major numbers, representing intervals of 10 miles (10, 30, 50, 60, 70).

Populations - Census Tract Population Percentage (Other Race)



Race Percentage: Other Race

- 0% - 4%
- 5% - 11%
- 12% - 21%
- 22% - 38%
- 39% - 100%

Note:
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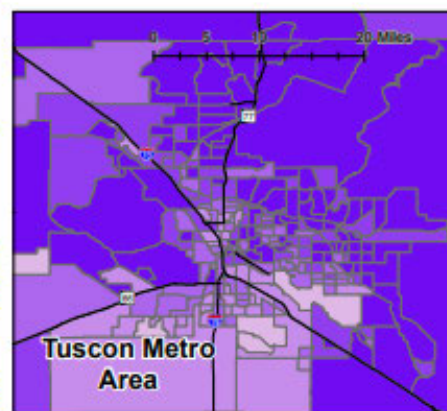
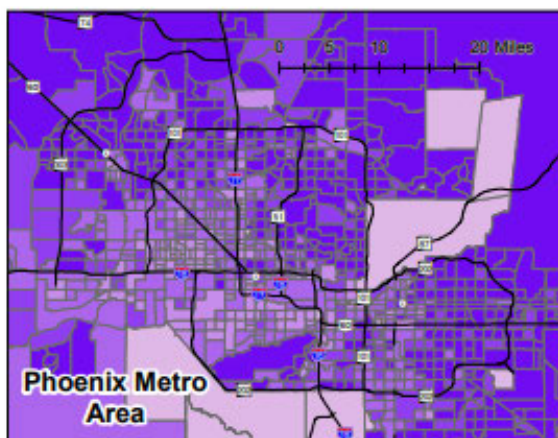
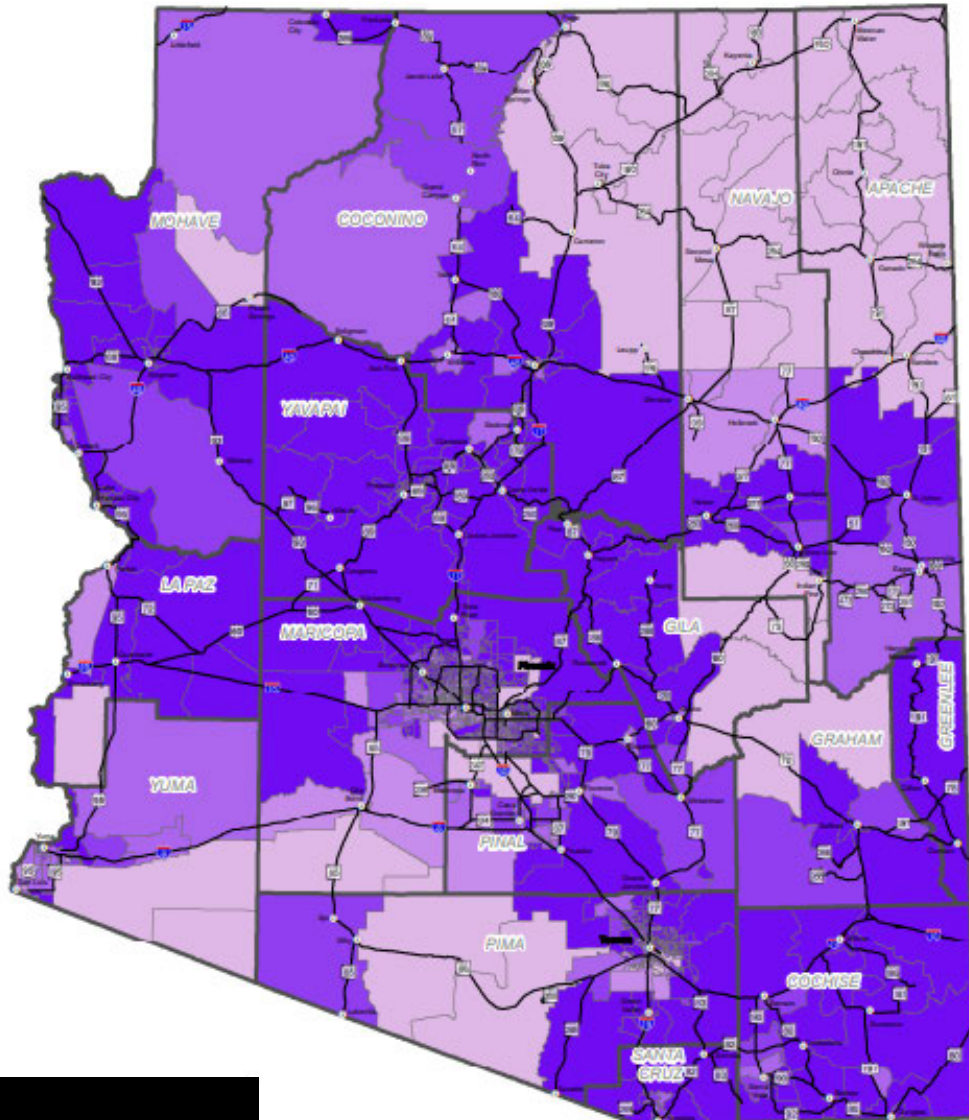
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MPG@azdot.gov

October 2022

0 20 40 80 Miles

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Populations - Census Tract Population Percentage (White)



Race Percentage: White

0% - 22%

23% - 58%

59% - 73%

74% - 80%

81% - 100%

Notes:
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Geospatial Analysis Section
MPDgisa@azdot.gov

October 2013

0 20 40 80 Miles

DEMOGRAPHIC ANALYSIS

Based on the maps and other information provided from the U.S. Census Bureau or American Community Surveys, the transit program staff has conducted an analysis that evaluates the impacts of distribution of State and Federal funds in the aggregate for public transportation purposes. These analyses are maintained by the Transit Section Programs and are available for review upon request.

The analysis is conducted at a county level with data from the 2013-2017 American Community Survey 5-Year Estimates.

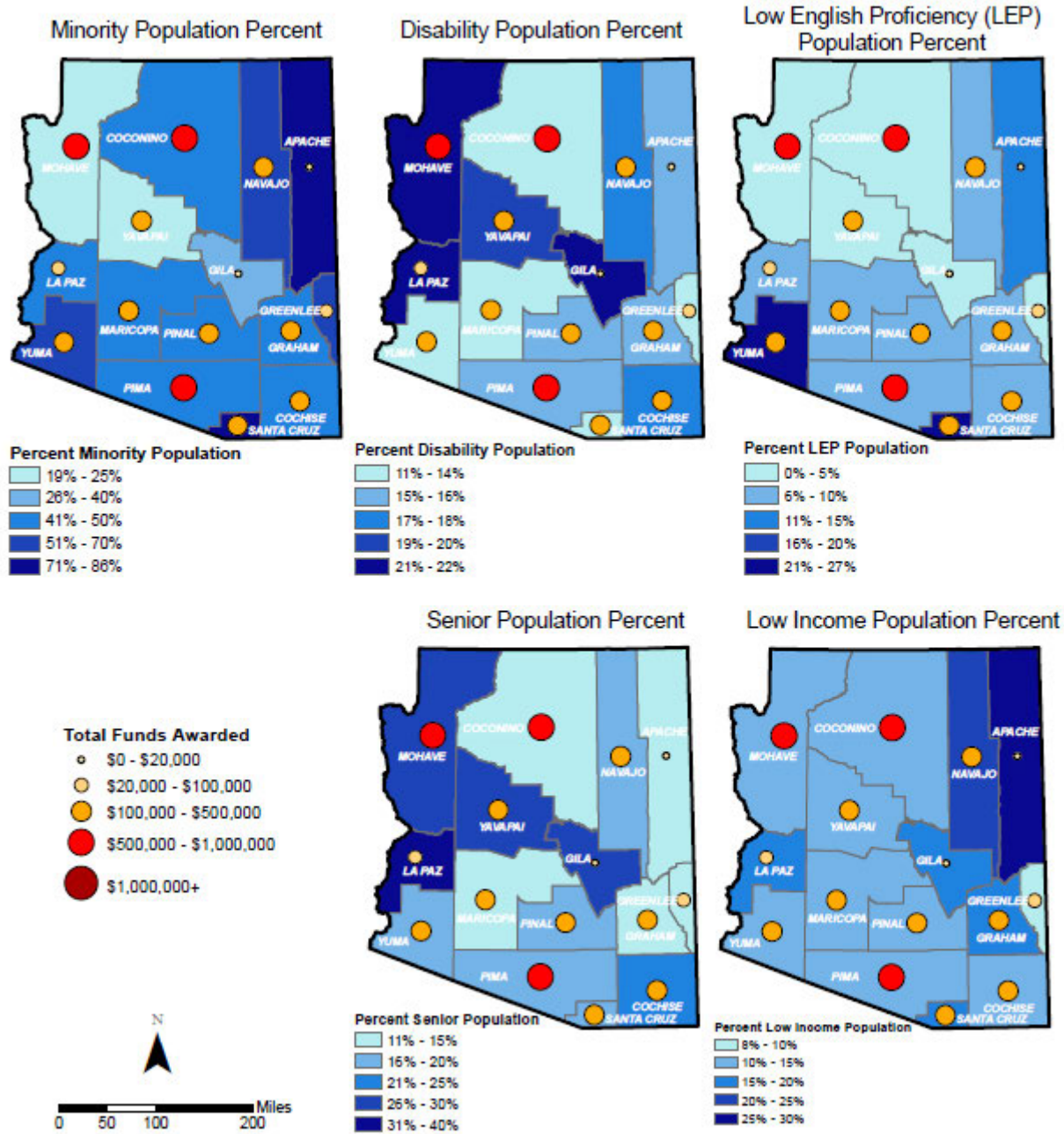
Steps in the analysis process include:

1. Select Title VI Data by County
2. Compile Awards by County
3. Calculate a Weighted Average for Title VI and Protected Classes Criteria by County
4. Compare the percent of total awards given by county and region to the percent of requested dollars by minority and weighted classes average populations by county.
5. Evaluate any disparate impacts based on these areas determined by any score that exceeded the median value for the various categories.
6. Also consider individual impacts of the different Title VI and non-Title VI protected classes to ensure that no individual area was disparately impacted.

Disparate impact is a negative adverse effect for a community of people that may not receive a transportation service if an applicant's request is not funded.

For example, if the area has a higher minority, elderly, or disabled population that would be left without any suitable transportation service if the project is not funded, and the request for service does not meet the 5310 program intent, was presented poorly with inaccurate performance measures, or the applicant does not have adequate technical capacity to facilitate the project, then ADOT's 5310 program management staff and the regional mobility managers may meet prior to the next application cycle with local stakeholders to determine the best method in order to meet the needs.

ADOT 5310 Program 2019 Funding Distribution and Demographics

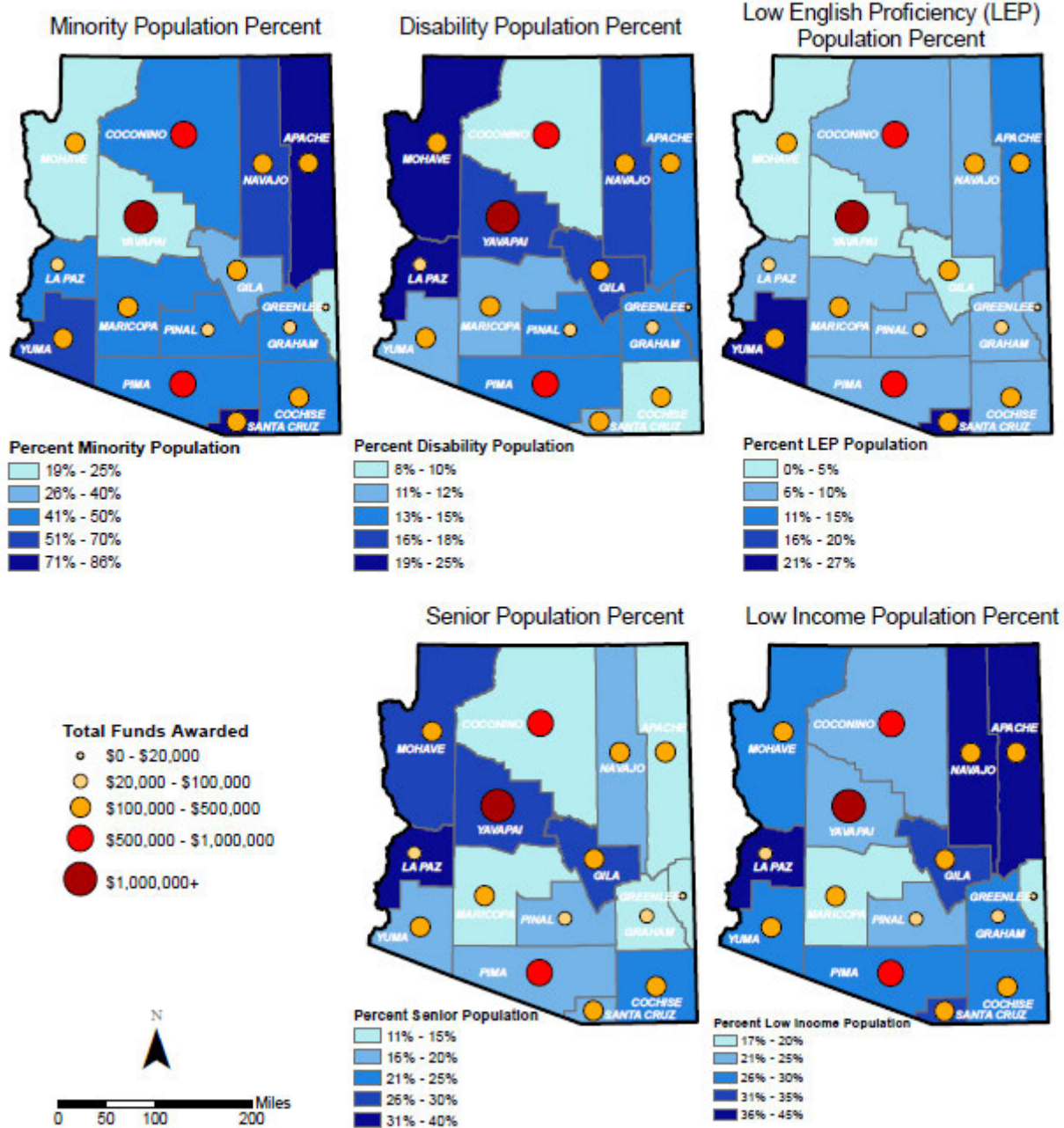


Note:
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the accuracy of this map nor assumes any liability
resulting from the use of the information herein.
Percent population is shown by county
based on 2010 Census data

Prepared by:
Arizona Department of Transportation
Multimodal Planning Division
Transportation Analysis GIS Section
MPOGIS@adot.gov October 2022

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ADOT 5310 Program 2020 Funding Distribution and Demographics

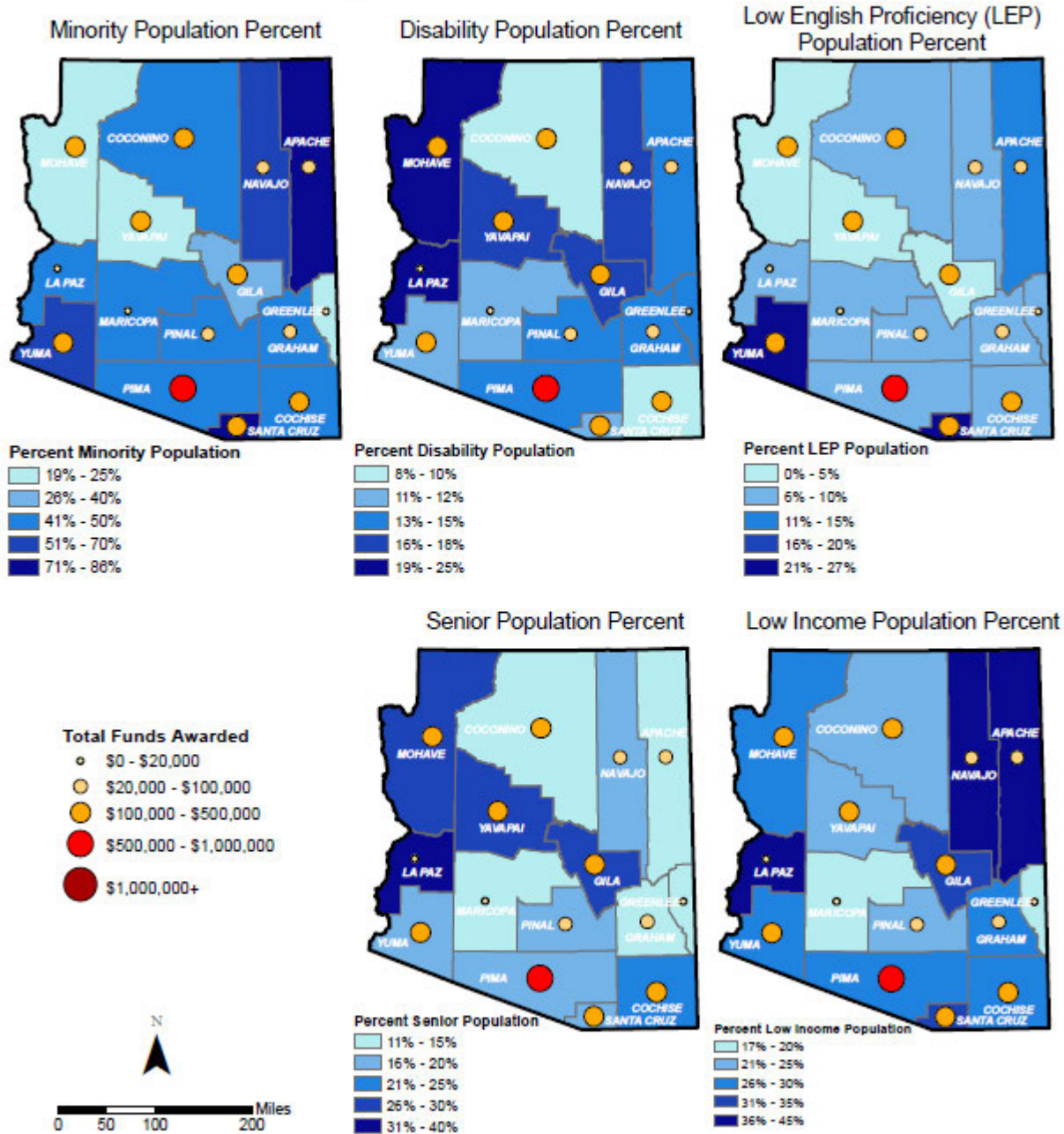


Note:
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Percent population is shown by county based on 2010 Census data

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Arizona Department of Transportation
Multimodal Planning Division
Transportation Analysis GIS Section
MPOGIS@adot.gov October 2022

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ADOT 5310 Program 2021 Funding Distribution and Demographics

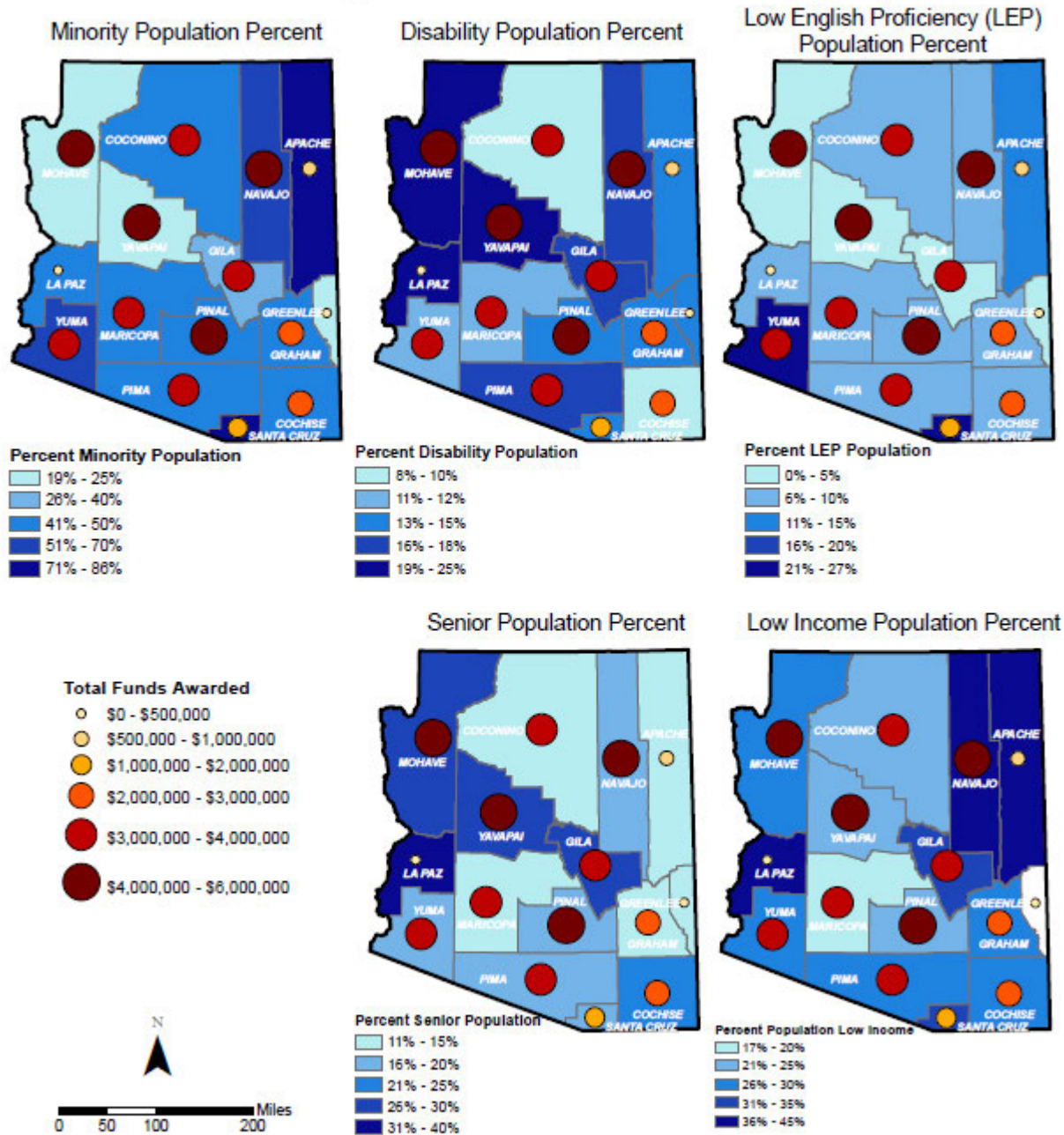


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2019 Funding Distribution and Demographics

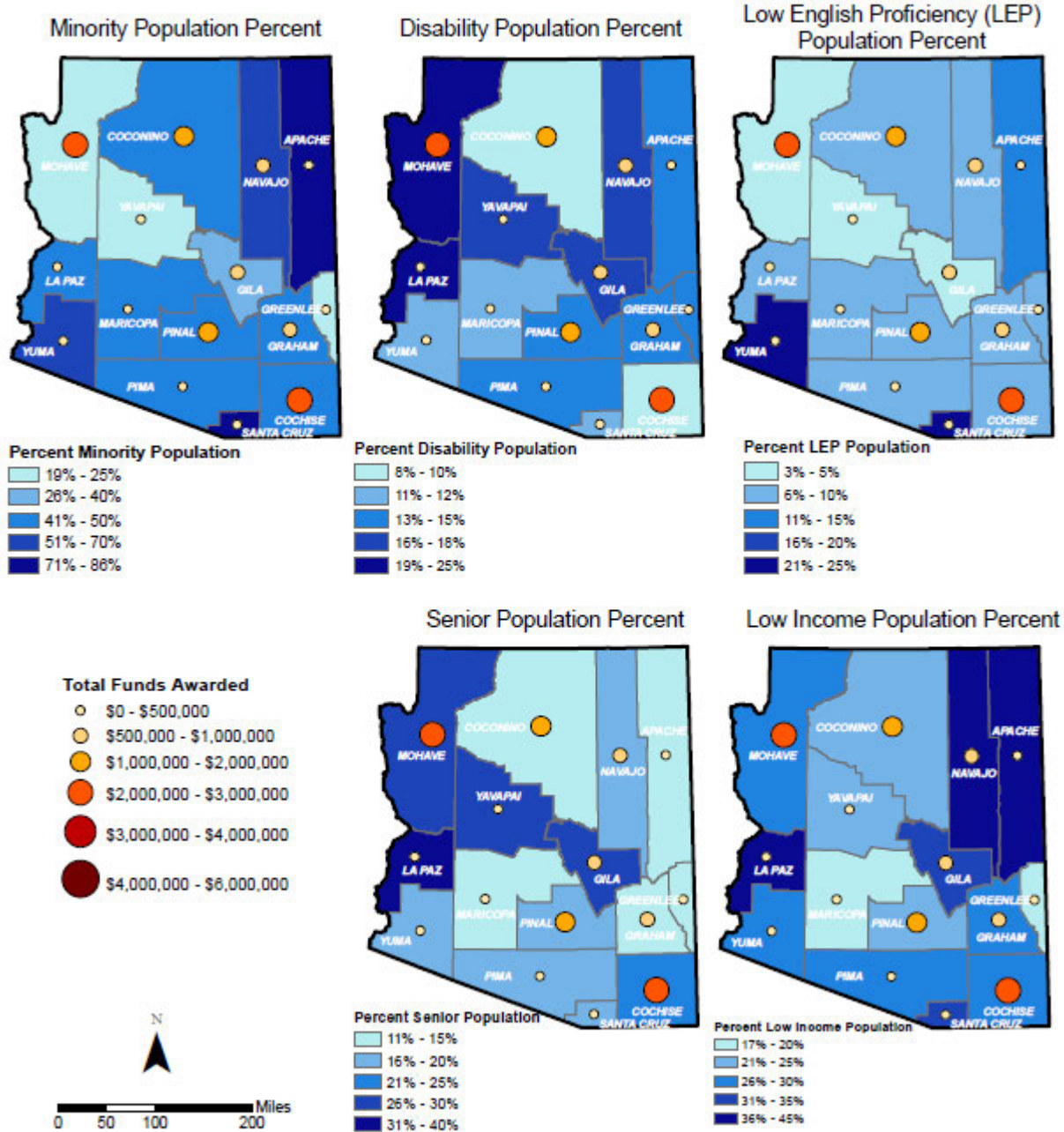


Percent population is shown by county based on 2010 Census data.

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ADOT 5311 Program

2020 Funding Distribution and Demographics



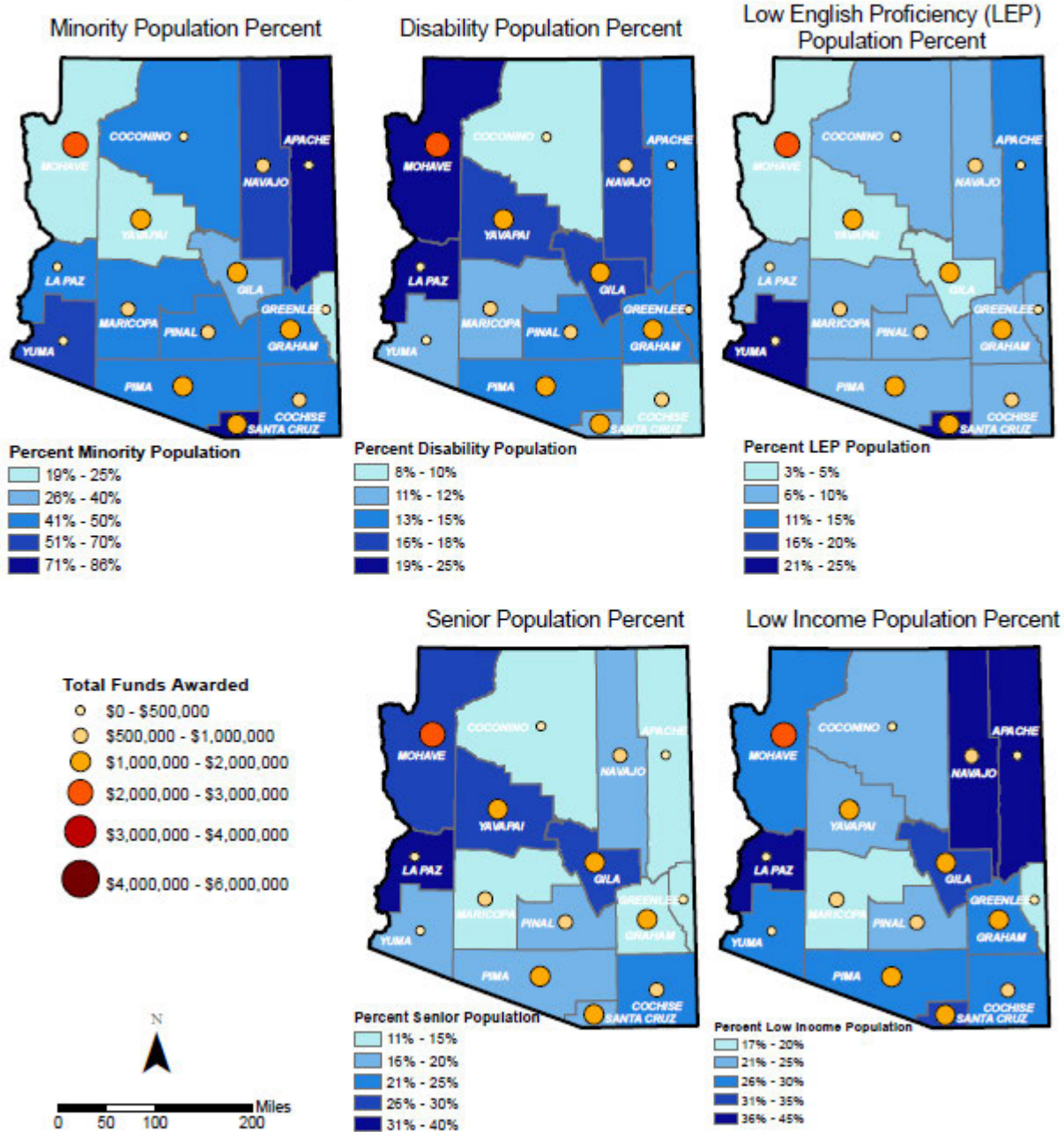
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ADOT 5311 Program

2021 Funding Distribution and Demographics



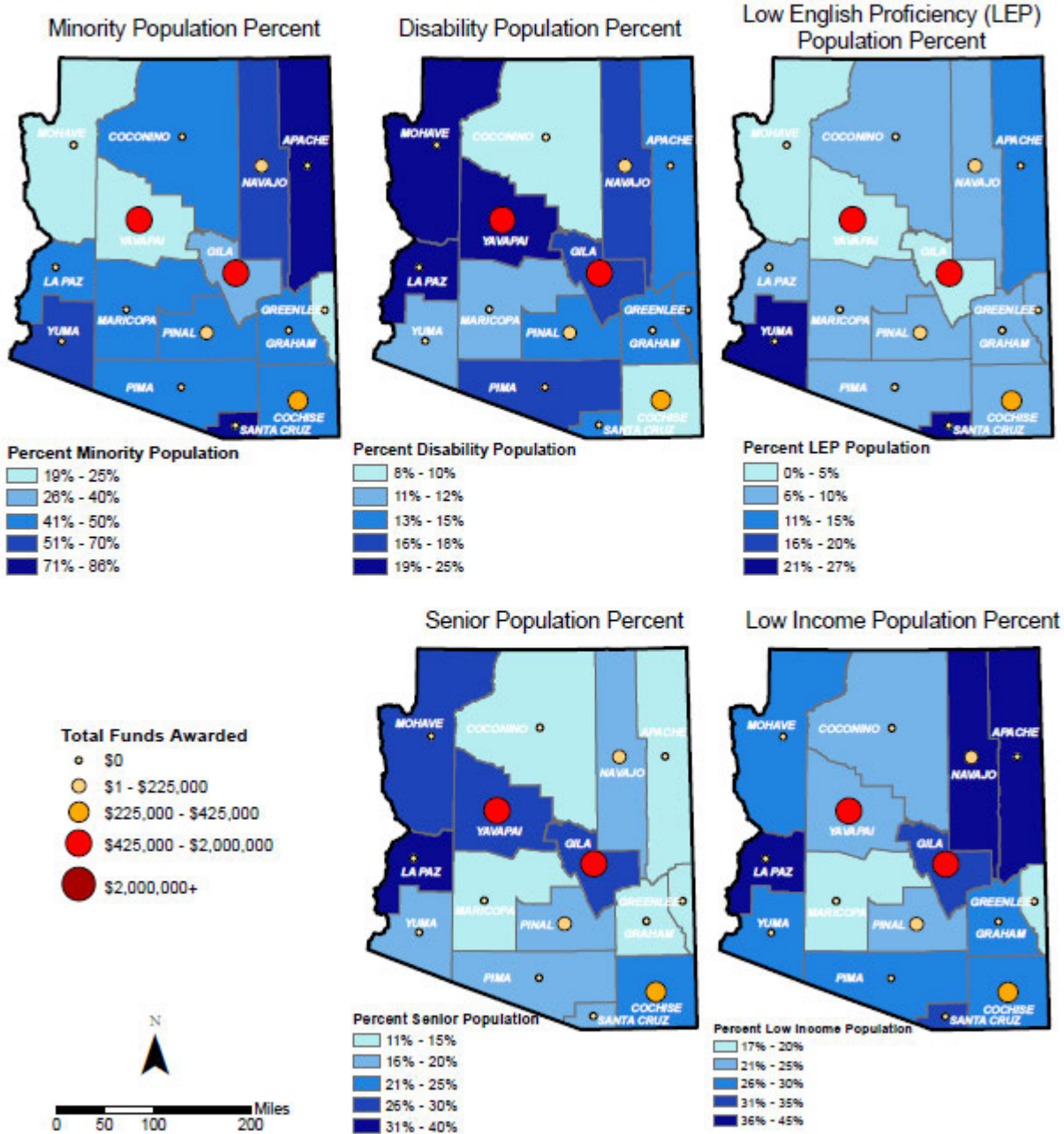
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ADOT 5339 Program

2019 Funding Distribution and Demographics

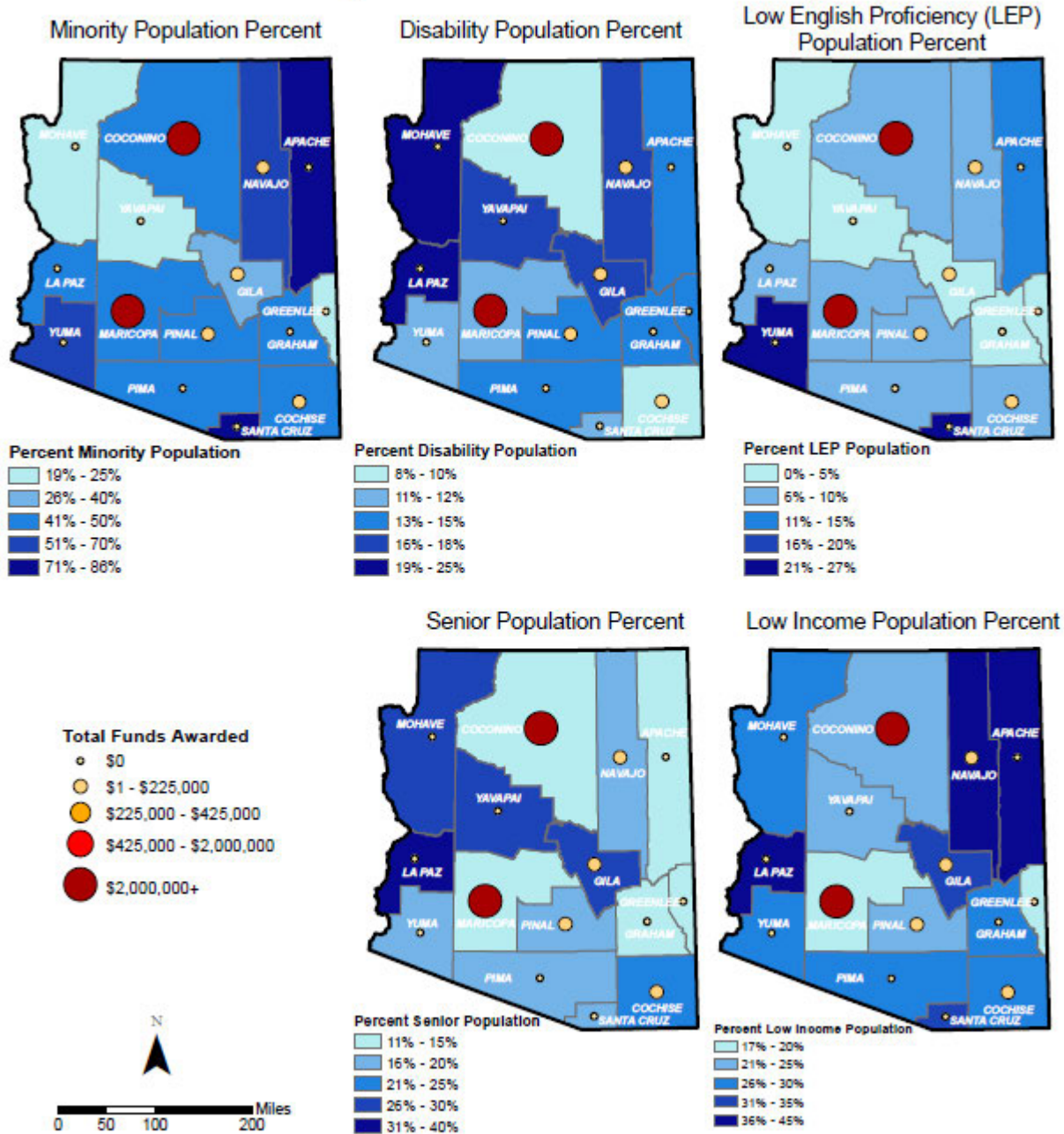


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Percent population is shown by county
based on 2010 Census data

Prepared by:
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MPOGIS@adot.gov October 2022
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ADOT 5339 Program

2020 Funding Distribution and Demographics



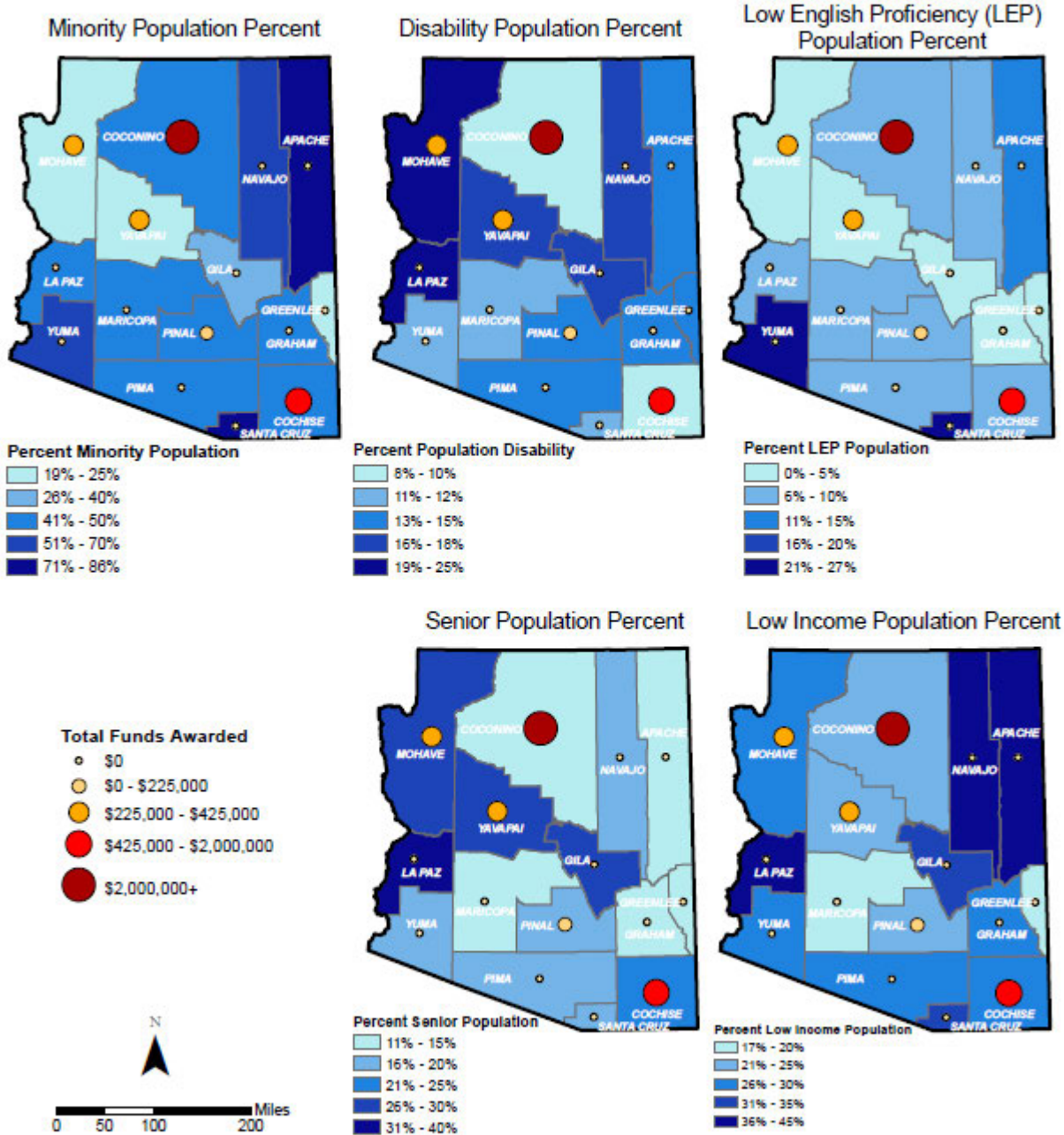
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Percent population is shown by county
based on 2010 Census data

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MPOGIS@adot.gov October 2022

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ADOT 5339 Program

2021 Funding Distribution and Demographics

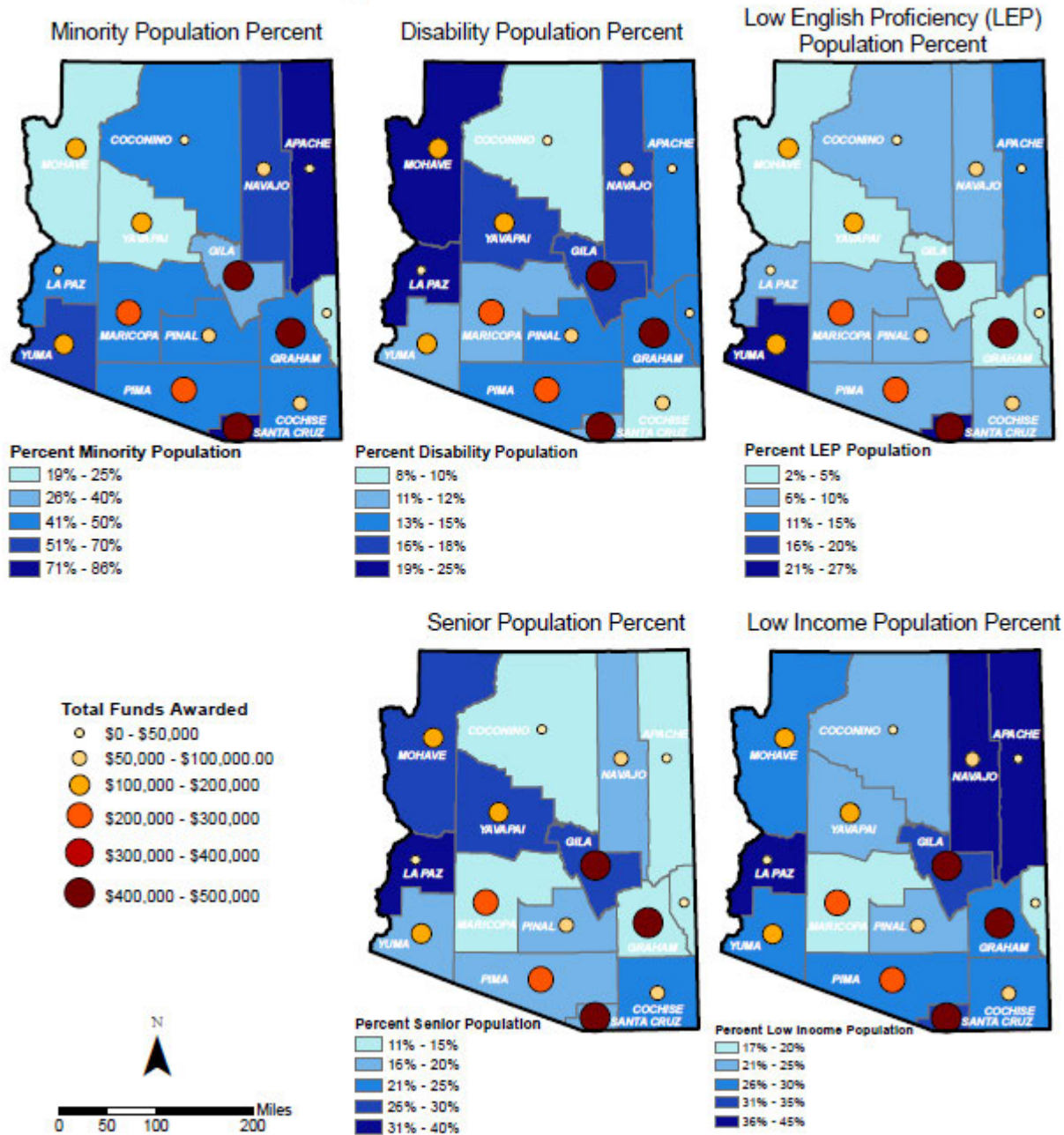


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Percent population is shown by county
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Multimodal Planning Division
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**ADOT 5311 Program ARP
2021 Funding Distribution and Demographics**



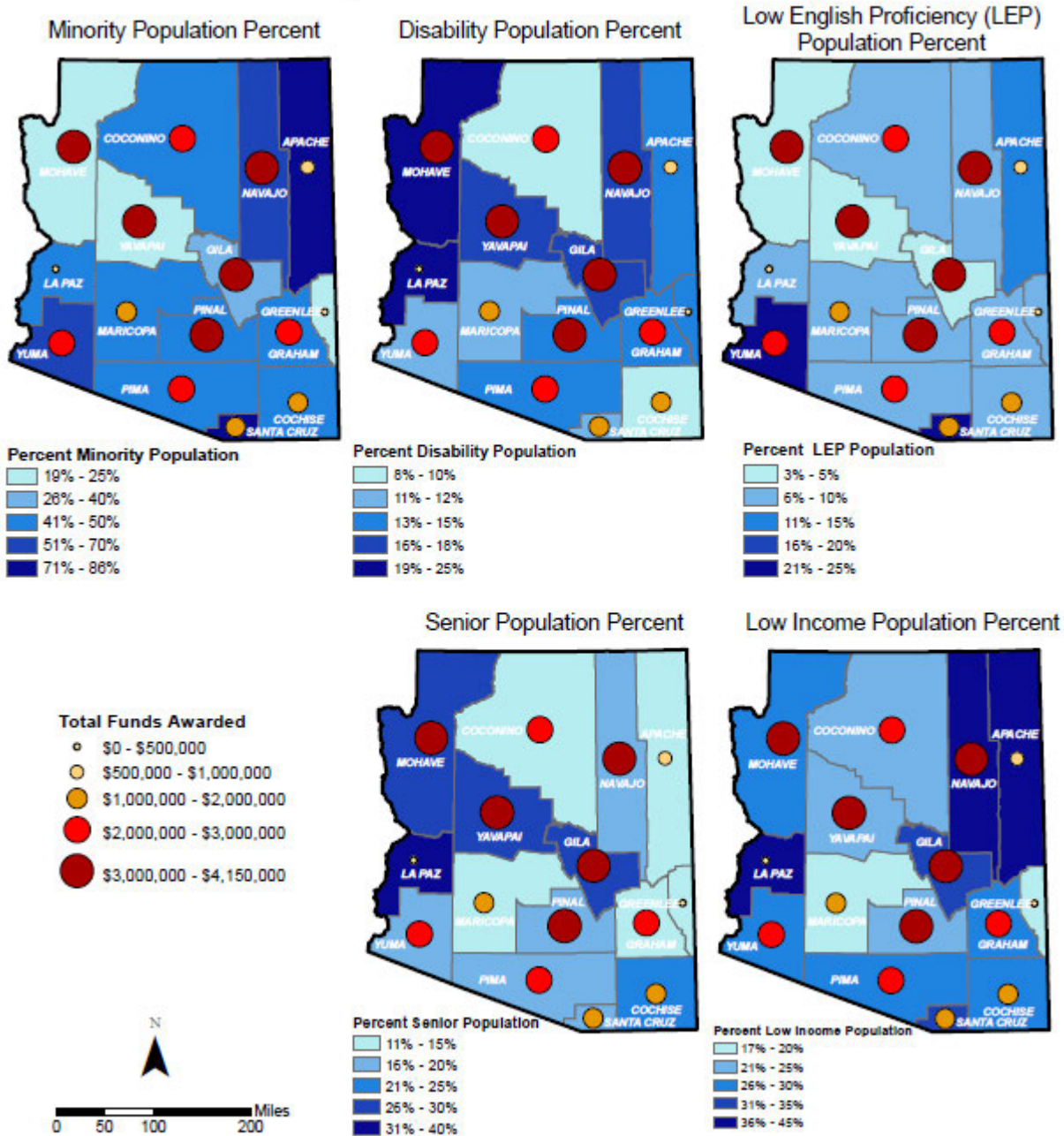
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Percent population is shown by county based on 2010 Census data

Prepared by:
Arizona Department of Transportation
Multimodal Planning Division
Transportation Analysis GIS Section
MPOGIS@azdot.gov October 2002

ADOT 5311 Program CARES

2020 Funding Distribution and Demographics



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PUBLIC INVOLVEMENT, OUTREACH AND TECHNICAL ASSISTANCE

A draft of ADOT's 2022 Public Involvement Plan, as well as a comment form provided by the Federal Highway Administration (FHWA) is included in this document as Attachment 1; the document is currently pending final approval from FHWA. Once finalized the updated Public Involvement Plan will be uploaded into the FTA's portal Transit Award Management System (TrAMS) for review and it will also be posted on ADOT's website at the link below:

<https://www.azdot.gov/planning/transportation-planning/public-involvement-plan>

The Statewide Transportation Plan addresses efforts to ensure that members of minority or low-income communities are provided with full opportunities to engage in the Statewide Transportation Planning process. This includes actions to eliminate language, mobility, temporal, and other obstacles to allow these populations to participate fully in the planning process. A link to the Statewide Transportation Management Plan follows:

<https://www.azdot.gov/planning/TransitProgramsandGrants>

As documented in ADOT's State Management Plan, ADOT Section 5310 and 5311 grant programs hold annual application and implementation workshops and webinars throughout the state. Public notifications of all workshops are advertised on ADOT's website. RTAP scholarships are used to subsidize travel costs to encourage participation from individuals statewide, to include minority populations. Online options, such as "Go to Meeting," are also utilized for application workshops and presentations to allow individuals who cannot travel to still obtain the necessary application information.

Over the last three years, Section 5310 and 5311 workshops have occurred on the following dates:

- 5311 Implementation Meeting: September 5-6, 2018
- 5310 Implementation Meeting: September 7, 2018
- 5310/5311 Implementation Meeting: October 7-9, 2019
- Reimbursement/Disadvantaged Business Enterprise (DBE) Training: September 9, 2020
- 5310/5311 Transit 101, Virtual Webinar: September 23, 2020
- Annual 5310 Virtual Implementation Meeting: September 24, 2020
- Arizona's 33rd Annual Statewide Transit Conference: October 20-21, 2020
- 5311 Peer Group Roundtable: February 4, 2021
- Contract Reporting (DBE) Transit Training Webinar: April 14, 2021
- 5311 Peer Group Roundtable: May 5-6, 2021
- 5311 Peer Group Roundtable: August 5, 2021
- Contract Reporting (DBE) Transit Training Webinar: August 5, 2021
- 5310 Implementation Workshop: October 6, 2021
- Civil Rights & Disadvantaged Business Enterprise (DBE) LPA Contract Reporting: October 6, 2021
- 5311 Implementation Meeting: October 7, 2021
- RTAP Invoicing Webinar: December 1, 2021
- 5311 Application Webinar: January 5, 2022
- 5310 Application Webinar: February 9, 2022
- AzTA ADOT Conference: April 12, 2022

Public notification of the workshops and training is also disseminated at a regional level through the mobility management program for the Councils of Government agencies and Metropolitan Planning Organizations (COG and MPO).

COG and MPO mobility management staff post the information on their websites in English and Spanish and distribute the information to multiple programs within the COG or MPO, and their respective Advisory Committees/Councils, including Head Start, Economic Development, Aging, and Community Services. Generally they share the information with their Regional Council. The Regional Council is composed of elected officials, county, city, towns and tribal members from communities throughout each region. Individual counties, town and city governments are also included on the distribution list.

ADOT also funds specific regional planning and mobility management positions at the COG and MPO level to provide one on one assistance as well as group meetings to assist with the application process.

Regional mobility management staff also sends public information notices by email to all human service providers, transportation providers, and public transit agencies in each region. Distribution lists also include multiple departments within the following tribes: Hopi Tribe, Navajo Nation, White Mountain Apache Tribe, Gila River Indian Community, Hualapai Tribe, San Carlos Apache Tribe and Intertribal Council of AZ.

Additionally, ADOT staff, mobility managers, and/or trained contractors assist applicants in not only applying for ADOT/FTA transit grant program funding but also to secure other funding to support their transportation programs.

Local technical advisory committees are encouraged to include representatives from minority and human service agencies. Representatives from human service agencies also sit on the coordinating councils. These councils help to determine the needs of the region and how the funds should be used most effectively in the region. These plans are used to set the transit awards (specifically Section 5310 applicants).

ADOT also provides specific outreach to the state's Native American tribes through a consultative process and coordination with the ADOT tribal liaison. ADOT holds consultative quarterly meetings with the San Carlos, Hopi, and Navajo tribes. Transit staff coordinates with the tribal liaisons. Additionally, ADOT MPD FTA Section 5310 and 5311 program management staff specifically reach out to the tribes to provide information and scholarships to cover travel to application workshop sites and coordinate regularly with the ADOT tribal liaisons to ensure that staff is aware of upcoming deadlines so that they may personally encourage tribal representatives to attend training and put forward applications for funding.

In regard to the online system (E-Grants) requirements for the application itself, ADOT funds a helpdesk to provide immediate technical assistance.

PROGRAM ADMINISTRATION

Grant Application Process

ADOT follows an application process to pass through FTA financial assistance to subrecipients in a non-discriminatory manner. The application process and procedures are extensively documented and publicized in both the ADOT FTA Programs State Management Plan, as well as, specific grant program guidebooks and application

instruction materials that are updated and disseminated during each application cycle (see external web links below). ADOT MPD and Civil Rights Office also provide outreach and training in various areas of the state in regards to these documented procedures, in order to explain the requirements of the grant programs and how new applicants can become eligible for potential funding. This public information provided notates all requirements for Title VI distribution of funding and applicants are notified that financial assistance is awarded in a non-discriminatory manner.

<https://azdot.gov/planning/transit-programs-and-grants/program-handbooks-applications-and-awards>
<https://www.azdot.gov/planning/TransitProgramsandGrants>

Award Process and Environmental Justice Analysis

The award process is based on a ranking of applications against predetermined evaluation criteria in line with the goals and priorities of each grant program identified at the federal and state level. Awards are made initially based on application requests and the ability of applicants to meet these predetermined criteria. After initial awards are determined, final award amounts are developed by considering the Title VI minority and protected classes' populations by county and region.

In most instances, the Section 5310 program highlights a potential disparate impact in the COG and MPO regions that include urban and small urban areas, such as Phoenix, Tucson, Flagstaff and Yuma. But there is substantial legitimate justification for this policy as apportionment of 5310 funding are set by FTA. ADOT manages the Tucson funds, but not the Phoenix program. The urban areas of the state are served by additional 5310 program dollars as mandated by FTA apportionment levels, which document the potential disparate impact from the analysis conducted.

For the COG and MPO areas that include the cities of Flagstaff and Yuma, those areas receive a FTA 5307 program direct allocation for public transit service that supports all protected classes, including minorities, decreasing the need for 5310 funds to be put towards this purpose. Additionally ADOT transfers STBG funding towards these regions to support the transit programs.

In regard to any award adjustments based on the evaluation of Title VI categories, for 5310, this is only done if there is not a solid, justifiable policy decision (either made at the state or federal level) that supports the reason the discrepancy between the awarded amounts of funding and the number of minorities in a given population area. An alteration of the award or reconsideration of the information and type of award to be made is completed if there is a potential adverse effect that not funding a particular project or program would cause and the application/applicant meets the baseline threshold and evaluation criteria requirements of the 5310 program.

In the 5311 applications, all agencies are ranked according to their applications by a team of reviewers separately reviewing applications. Then the scores are compiled to determine a rank order. First, Intercity projects are funded at a minimum of 15% based on the requirements of FTA. Historically, ADOT funds slightly more than the 15% to ensure the 15% expenditure threshold is met. Then, ADOT funds administration and operating project requests. ADOT considers historical expenditures, future projected expenses, and the ranking to ensure that agencies are able to continue transit operations with these project dollars.

Lastly, ADOT considers capital project requests. The subrecipients are asked in their application to rank their needs. ADOT takes those rankings into consideration and prioritizes rolling stock replacement needs first, then other capital requests until the funding runs out. This does not mean that all rolling stock requests are funded; instead, ADOT reviews the need and determines whether the project could be delayed a year or two because there is always more need than funds available. ADOT has historically considered tribal programs very carefully to ensure adequate funding levels. There is also significant consideration and discussion as to how to better meet the needs of our rural areas across the state. Program management staff recognizes that requests more often than not are minimized due to lack of local funding. Therefore, ADOT meets regularly with subrecipients to discuss ways to find and secure sources of local funding so that the needs are met on a consistent basis.

The highest request this year was in Yavapai County and they were awarded close to what was requested as this region has an extremely high disabled person's population and senior population. La Paz County which has a high percentage of disabled persons, low income, and senior population that is served by the Town of Quartzsite transit program.

In regard to alternatives that could be employed that would have a less discriminatory impact, ADOT MPD FTA Section 5310 and 5311 program management staff work closely with the regional COGs, MPOs and Mobility Managers to assist with completing outreach to potentially affected populations, as is the case in the CAG region at this time.

After the initial awards are made according to the documented evaluation criteria for each grant program, the ADOT MPD FTA Section 5310 and 5311 program management staff reviews each award according to the Title VI guidelines and determines whether there has been a disparate impact. Based on this analysis, consideration is given as to whether additional outreach or technical assistance is needed for the following year's application cycle.

RECORD RETENTION

ADOT's MPD FTA Grant Program management staff maintains files and publicizes funding awards/requests by type of entity, to include private non-profit organizations, local governmental authorities, and Indian tribes. Through the analysis of county minority populations, it is documented which counties and COG and MPO regions are using their grant program funds to provide assistance to predominately minority populations.

ADOT maintains descriptive information on how the competitive selection process and annual of program of project submission process to FTA emphasizes the method used to ensure the equitable distribution of funds to subrecipients that serve predominantly minority populations and the criteria for selecting entities to participate in FTA grant programs in its FTA Programs State Management Plan, as well as program specific guidebooks updated annually.

SUBRECIPIENTS AND REVIEW PROCESS

Subrecipients of Federal-aid in Arizona include metropolitan planning organizations, councils of governments, local governments, universities, private for profit and non-profit agencies, transit grantees, airport authorities and contractors/consultants.

There are eight metropolitan planning organizations and four councils of governments in Arizona that receive financial assistance from FTA that is passed through by ADOT.

For the fiscal year of 2023, there are approximately 43 Section 5310 grantees with 161 projects for the application cycle. There are a total of 28 Section 5311 grantees, 25 of which are funded by ADOT and 3 who report directly to FTA. All new and returning applicants apply for transit funds under a 2-Year Application cycle. 5310 and 5311 grantees' application window is scheduled in a manner in which their respective application submittals don't overlap in the same year. Each application for financial assistance will include a certification that the new or returning applicants' programs, policies and activities comply with FTA Title VI and ADA.

The Civil Rights office oversees Title VI compliance and provides technical support and training for the Metropolitan Planning Organizations (MPO), Councils of Government (COG) and all new and reapplying Section 5310 and 5311 applicants.

The Civil Rights Office uses guidance from FTA Circular 4702.1B to ensure all FTA Title VI requirements are met by all subrecipients.

MPO AND COG REQUIREMENTS

MPO and COG agencies are required to submit a Title VI Program Plan every year or as otherwise directed by FTA and to report any complaints to ADOT within 72 hours. As part of its compliance requirements, ADOT's Civil Rights Office reviews and maintains copies of MPO and COG Title VI Program Plans and provides technical support, training and monitoring of these organizations for compliance with Title VI.

ADOT and subrecipients receiving FTA financial assistance must ensure that all programs and activities are operated in a nondiscriminatory manner. ADOT documents the technical support and subrecipient monitoring activities of MPOs and COGs that are provided to:

1. Ensure compliance with Title VI.
2. Provide technical assistance in the implementation of the Title VI program.
3. Correct deficiencies when found to exist.

As part of its monitoring activities, the ADOT Civil Rights Office requires each MPO and COG to submit an annual report of its Title VI related activities including data collected, outreach methods, changes to Title VI Implementation Plans, executive management and compliance efforts for the past year and goals for the coming

year. The annual reports are analyzed and categorized on a high/low risk assessment using the following criteria to create an MPO/COG onsite review schedule:

- Amount of federal financial assistance received
- Date of last review
- Complaints received
- Number of deficiencies identified in previous Title VI Plan submissions

MPO AND COG ONSITE REVIEW PROCESS

Notification

1. Subrecipients will be notified within 30 days of the upcoming Title VI on-site review by certified letter and/or prioritized email using DocuSign. This will include a copy of the Compliance Review Form and a list of documents and other information that should be made available for review.
2. One week prior to the onsite review, a reminder will be sent by priority email to discuss agenda, logistics and expectations of the onsite visit.

Onsite Review

1. A Title VI staff member will review:
 - a. The location of the Public Notice and a sampling of meeting notices, project flyers and other similar materials used to reach minority populations and LEP individuals;
 - b. The Language Assistance Plan (LEP) and LEP efforts including a sampling of vital documents that have been translated, language assistance services offered and the number of LEP requests received;
 - c. All methods used to identify the locations of minority populations within the MPO/COG region;
 - d. Demographic maps and charts that analyze the impacts of distribution of funding for public transportation purposes;
 - e. Subrecipient means for analyzing Title VI data to identify the mobility needs of minority populations as identified within the planning process;
 - f. Procedures used to identify Title VI populations that could potentially be adversely affected by transit-related planning or projects;
 - g. Accommodations available for disabled individuals;
 - h. Compliance activities including any upcoming subrecipient reviews.
2. A description of any discrimination-related complaints received and review the subrecipient's Investigations, Complaints and Lawsuits Log.
3. During the onsite review, the Civil Rights Office Title VI representative will conduct staff interviews to determine familiarity with Title VI requirements; discuss the effectiveness of public outreach measures, as indicated by minority participation in public meetings; discuss data collection and analysis practices to

ensure minority populations are included in the planning process; examine the efficiency of Title VI complaint procedures; and, make verbal recommendations toward best practices.

Deficiencies

If deficiencies are found:

1. Within 30 days of the onsite review, deficiencies will be documented in a report provided to the MPO or COG Executive Director, ADOT's Multimodal Planning Division and the ADOT Civil Rights Administrator.
2. By expectation, the subrecipient should correct all deficiencies within a reasonable time period, not to exceed 90 days of receipt of the report.
3. Within 30 days of report mailing, a meeting will be scheduled to discuss possible technical assistance and an action plan towards full compliance.
4. Outstanding high priority vital items such as signed Title VI assurances will be submitted within 30 days of report mailing.
5. Subrecipient will be asked to submit a formal action plan within 45 days of report mailing.
6. Within 90 days, the subrecipient MUST be fully compliant on outstanding deficiencies.
7. If not compliant, ADOT will make a formal funding recommendation to the appropriate Multimodal Planning division responsible for oversight of the subrecipient.

No Deficiencies

If no deficiencies are found:

1. A formal letter of full compliance will be provided within 30 days of the onsite review and include a report of findings.
2. The report may provide recommendations for strengthening the sub recipient's Title VI Program.

Follow-up Monitoring

Title VI staff members will determine if additional monitoring is needed to ensure ongoing compliance with Title VI requirements.

SECTION 5310 AND 5311 GRANTEE REVIEWS

Technical Assistance

The Civil Rights Office provides technical assistance and training to new and returning Section 5310 and 5311 applicants during the application process to ensure compliance with Title VI before funding is awarded. The Civil Rights Office provides applicants with best practices, online tutorials, sample documents and a template of the FTA Implementation Plan. The sample documents and the FTA template are located at:

<https://azdot.gov/business/civil-rights/title-vi-nondiscrimination-program/fta-funded-programs>

Desk Review Process

The Civil Rights Office is responsible for carrying out subrecipient/grantee Title VI FTA monitoring and oversight responsibilities and will continue the process of Title VI monitoring by conducting annual Desk Reviews of new and returning transit subrecipients/grantees.

Prior to the Desk Review, the Civil Rights Office will review the most current FTA Title VI Circular for any updates. If updates are required to ensure compliance with Title VI, new and returning grant applicants will be notified. Once the grant application is received, the Civil Rights office will begin a 30-day desk review using the [FTA Subrecipient ADA/Title VI Program Implementation Plan Checklist](#) to determine subrecipient/grantee compliance with ADA & Title VI.

During the Desk Review, the Civil Rights Office will review each subrecipient/grantee's Implementation Plan for the following:

- Nondiscrimination Notices to the Public (English & Spanish)
- Complaint Procedures
- Complaint Form
- List of Investigations, Complaints and Lawsuits
- Public Participation Plan
- Language Assistance Plan (LEP)
- Non-elected Membership Table
- Monitoring Procedures for Subrecipient Compliance
- Title VI Equity Analysis (for new facilities only)
- Fixed Route Transit Provider Analysis (For transit providers only)
- Minutes indicating Board Approval of the subrecipient/grantee Title VI Plan
- ADA Policy

Deficiencies

1. If found to be deficient, the Civil Rights Office will send a notice to the subrecipient by DocuSign identifying the deficiencies and recommending corrective actions.
2. Within 90 days of the notice, the subrecipient must bring outstanding deficiencies into compliance.
3. The Civil Rights Office will actively provide technical support and assistance within these 90 days, if needed.
4. If the subrecipient does not become compliant within the 90-day period, the Civil Rights Office will make a formal finding recommendation to the Multimodal Planning Division Transit Program Manager.

No Deficiencies

If no deficiencies are found:

1. A formal letter of full compliance will be provided within 30 days of the completion of the desk review.

Annual FTA Subrecipient ADA/Title VI Self-Certification Compliance Review Process

On the years the subrecipients are not applying for grant funding, an Annual FTA Subrecipient ADA/Title VI Self-Certification Compliance Review is submitted to the CRO. ADOT's MPD will initiate the Annual FTA Subrecipient ADA/Title VI Self-Certification Compliance Review process by sending subrecipients the [Annual FTA Subrecipient ADA/Title VI Self-Certification Compliance Review](#) form. This form is intended for Subrecipients to update the CRO regarding any ADA/Title VI updates that have occurred since the last application cycle and to ensure that they are still in compliance with ADA/Title VI requirements. Subrecipients must fill this form out within a 30 day-period. During this 30-day period active communication is conducted between the CRO and applicants to ensure ADA/Title VI compliance. At the conclusion of the 30 day review period CRO issues a formal letter of compliance or noncompliance.

During the Annual FTA Subrecipient ADA/Title VI Self-Certification Compliance Review, the CRO will review each subrecipient's Self-Certification form to ensure that ADA/Title VI requirements are still being met. This review consists of questions regarding updates to the following sections:

- Complaints
- Leadership Changes
- Location of Nondiscrimination Notices to the Public
- Public Participation Plan
- Language Assistance Plan (LEP)
- Subrecipient Changes
- Title VI Equity Analysis (for new facilities only)
- ADA/Title VI Training Attended

New applicants for grant funding during the Annual FTA Subrecipient ADA/Title VI Self-Certification Compliance Review process will be required to submit a Title VI Implementation Plan, which will be reviewed and commented on by the ADOT Civil Rights Office.

Deficiencies

1. If found to be deficient, the Civil Rights Office will send a notice to the subrecipient by DocuSign identifying the deficiencies and recommending corrective actions.
2. Within the 30 day review period, the subrecipient must bring outstanding deficiencies into compliance.
3. The Civil Rights Office will actively provide technical support and assistance within these 30 days, if needed.
4. If the subrecipient does not become compliant within the 30-day period, the Civil Rights Office will make a formal finding recommendation to the Multimodal Planning Division Transit Program Manager.

No Deficiencies

If no deficiencies are found:

1. A formal letter of full compliance will be provided within 30 days of the completion of the Annual FTA Subrecipient ADA/Title VI Self-Certification Compliance Review.

Monitoring

As part of their oversight responsibilities, ADOT MPD Transit Section Programs are required to monitor these subrecipients/grantees to help ensure compliance with Title VI in their programs and activities. The Transit Section Programs enlist consultants to conduct on-site reviews of subrecipients which include Title VI compliance using a checklist provided by the ADOT Civil Rights Office.

Upon completion of the subrecipient on-site review process, copies of the Compliance Checklist are provided to the Civil Rights Office. If a deficiency is found to exist, the Civil Rights Office will follow up with the subrecipient to provide specific technical assistance and a timeline for the subrecipient to resolve the deficiency. This timeline will not exceed 90-days.

DETERMINATION OF SITE OR LOCATION OF FACILITIES

ADOT did not award FTA funds for the construction of transit-related facilities between 2019 - 2022.

ATTACHMENT “1”

ADOT PUBLIC INVOLVEMENT PLAN

ADOT’s Public Involvement Plan speaks to the requirements to engage the public on transportation planning- related activities, including targeted public involvement that complies with the following mandated federal authorities:

- Title VI of the Civil Rights Act of 1964
- Executive Order 13166 – Limited English Proficiency
- Executive Order 12898 – Environmental Justice in Minority and Low-Income Populations



Arizona Department
of Transportation

PUBLIC INVOLVEMENT PLAN

2023 Update



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

Arizona Division

May 18, 2023

4000 N. Central Ave, Suite 1500
Phoenix, Arizona 85012-3500
(602) 379-3646
(602) 382-8998 (FAX)
<http://www.fhwa.dot.gov/azdiv>

In Reply Refer to:
ENVI 07

Jennifer Toth
Director
Arizona Department of Transportation
206 South 17th Avenue
Phoenix, AZ 85007

Attention: Daina Mann

Dear Ms. Toth:

We have received and reviewed the Arizona Department of Transportation (ADOT) Public Involvement Plan (PIP). Based on our review, we consider the procedures outlined in the ADOT PIP to meet the public involvement requirements of both 23 CFR 771.111 and 23 CFR 450.

We appreciate both the time and effort of ADOT staff in answering our questions about the PIP and incorporating our comments.

Sincerely,

Karla S. Petty
Division Administrator

ecc:
Jonathan Brodsky, ADOT
Daina Mann, ADOT
Alan Hansen, FHWA Arizona
Romare Truly, FHWA Arizona
Greta Halle, FHWA Arizona
Rebecca Yedlin, FHWA Arizona

Notice of Availability of Reasonable Accommodations

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age or disability. Persons who require a reasonable accommodation based on language or disability should contact ADOT's Civil Rights Office at 602.712.8946 or civilrightsoffice@azdot.gov. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras normas y leyes antidiscriminatorias, el Departamento de Transporte de Arizona (ADOT) no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieran asistencia (dentro de lo razonable) ya sea por el idioma o discapacidad deben ponerse en contacto con la Oficina de Derechos Civiles de ADOT al 602.712.8946 o por correo electrónico al civilrightsoffice@azdot.gov. Las solicitudes deben hacerse lo más antes posible para asegurar que el Estado tenga la oportunidad de hacer los arreglos necesarios.

FOREWORD

This document outlines the Arizona Department of Transportation's (ADOT) public involvement guidelines and procedures for ensuring compliance with legal and regulatory requirements for transportation project development and delivery. In accordance with [23 CFR 771.111\(h\)\(1\)](#), each state is required to develop procedures to implement a comprehensive public involvement program, and to receive approval from the Federal Highway Administration (FHWA) that existing regulatory requirements are being met. The agency Public Involvement Plan (PIP) also complies with public requirements for other federal agencies with regulatory authority over highways and other non-highway projects implemented by or in coordination with ADOT.

ADOT is committed to integrating public involvement into project planning and development for all transportation projects. The ADOT PIP provides practical public involvement guidance that is compliant with federal and state laws and regulations. The PIP serves as a central resource for ADOT's public involvement practices and procedures to support project planning, programming and delivery, as well as operations and maintenance activities, for ADOT's Transportation Division.

The ADOT PIP is intended for use by ADOT staff, consultants, Local Public Agencies and others involved in implementing ADOT studies and projects for ADOT's Transportation Division.

ADOT's PIP is required to be updated every five years. This document supersedes the 2017 ADOT PIP.

ADOT's agency PIP will continue to evolve in alignment with innovative and effective best practices and/or new statutes governing public involvement and will be evaluated annually for compliance with federal requirements.

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Glossary

ADOT	Arizona Department of Transportation
ADA	Americans with Disabilities Act
BIA	Bureau of Indian Affairs
CA agency	Certification Acceptance Agency
CE	Categorical Exclusion
CEQ	Council on Environmental Quality
CFR	Code of Federal Regulations
COG	Council of Governments
CRO	Civil Rights Office
CWA	Clean Water Act
DEIS	Draft Environmental Impact Statement
EA	Environmental Assessment
EIS	Environmental Impact Statement
EJ	Environmental Justice
EO	Executive Order
EP	Environmental Planning
FAA	Federal Aviation Administration
FAST Act	Fixing America's Surface Transportation Act
FEIS	Final Environmental Impact Statement
FHWA	Federal Highway Administration
FONSI	Finding of No Significant Impact
FTA	Federal Transit Administration
FRA	Federal Railroad Administration
HOA	Homeowner Association
HHS	Department of Health and Human Services
HURF	Highway User Revenue Fund
IAP2	International Association for Public Participation
IGA	Intergovernmental Agreement
LEP	Limited English Proficiency
LPA	Local Public Agency
LRTP	Long-Range Transportation Plan

MAP-21	Moving Ahead for Progress in the 21st Century
MPO	Metropolitan Planning Organization
MPD	Multimodal Planning Division
NEPA	National Environmental Policy Act
NHTSA	National Highway Traffic Safety Administration
NOA	Notice of Availability
NOI	Notice of Intent
PEL	Planning and Environmental Linkages
PIO	Public Information Officer
PI	Public Involvement
PIP	Public Involvement Plan
PM	Project Manager
ROD	Record of Decision
STIP	Statewide Transportation Improvement Program
TIP	Transportation Improvement Program
Uniform Act	Relocation Assistance and Real Property Acquisition Policies Act of 1970
USACE	United States Army Corps of Engineers
USC	United States Code
USDOT	United States Department of Transportation
VPI	Virtual Public Involvement

Section 1

Introduction





1. Introduction

1.1 About the Arizona Department of Transportation

The Arizona Department of Transportation (ADOT) is a multimodal transportation agency serving one of the fastest-growing areas of the country. ADOT is responsible for planning, building and operating a complex highway system; building and maintaining bridges; and operating the Grand Canyon National Park Airport, the Motor Vehicle Division and the Enforcement and Compliance Division for oversight of commercial vehicles. ADOT is divided into seven engineering districts throughout the state that are responsible for project development and maintenance.

1.2 Use of the ADOT Public Involvement Plan

The ADOT Public Involvement Plan (PIP) provides guidance on ADOT's public involvement practices that will be used to inform and seek input from the public to help guide project and agency-level decisions and actions. The PIP is intended for use by ADOT staff, consultants and others in developing and implementing project- and study-specific public involvement plans (project PIPs). For simplification, throughout this document the term project shall be used to describe a proposed project under study or approved project.



ADOT's Public Involvement Philosophy

ADOT strives to create and maintain a transportation system for Arizona that addresses transportation needs, improves quality of life and bolsters the state economy.

We actively seek the public's input on transportation decisions that affect them and will include a diversity of voices and viewpoints that provide valuable insight to ADOT during the transportation decision making process.

The ADOT PIP should be used throughout the project lifecycle, and in the development of statewide plans and programs, to ensure public involvement occurs in accordance with federal and state laws and guidance and best practices that help ADOT improve transportation decision-making and the project delivery process, as well as foster positive relationships with the community.

Minimum public involvement requirements are included in ADOT's PIP to ensure an appropriate level of engagement is conducted for each project. However, ADOT public involvement guidelines are designed to go beyond simply meeting legal requirements, since that neglects the underlying purpose of engaging the public. Effective public involvement benefits ADOT by understanding community needs and promoting community dialogue that facilitates transportation solutions to meet the collective needs of ADOT and the communities it serves.



Section 2

Public Involvement Overview



2. Public Involvement Overview

The following section defines what public involvement is, its purpose and importance.

2.1 Who is the Public?

The public includes anyone who may have an interest in or may be affected by an ADOT study, project or program. For the purposes of this document, the public is further defined as anyone who does not work for ADOT or its contracted delivery partners for an ADOT project as part of the planning, study, design, construction or maintenance team.

2.2 What is Public Involvement?

Public Involvement is a two-way flow of communication between the agency and the public to share important information with, and receive input from, the public.

Public involvement means to:

- Involve those who are affected by a decision in the decision-making process;

- Provide the public with the information they need to be involved; and
- Communicate how the public's input affected the decision.

2.3 Purpose of Public Involvement

The purpose of public involvement in the transportation decision-making process is to gather public input that may influence the decision. While public involvement educates the public to provide informed input, it does not seek to change the public's opinion. Rather, public involvement captures public opinion to share with project decision-makers.

The primary objectives of public involvement are to:

- **Educate and communicate** to provide information about studies and projects.
- **Gather input** from the public to inform transportation decisions.
- **Improve projects** by understanding the public's desires and concerns.
- **Build relationships** with the public and improve trust to foster a positive decision-making environment.
- **Meet federal and state requirements** to ensure compliance.



2.4 ADOT Public Involvement Principles and Practices

ADOT's public involvement process will:

- Provide early and continuous public involvement opportunities.
- Provide adequate notice of public involvement opportunities and time for public review and comment prior to key decision milestones.
- Be inclusive by inviting all potentially interested parties to participate, equitable by ensuring meaningful access to the decision-making process to all persons, regardless of race, color, national origin, income, age, sex or disability status, and be diverse by engaging people of all cultures, backgrounds and interests.
- Provide reasonable public access to technical data and policy information.



- Provide accommodations to allow participation from all people regardless of their abilities or spoken language.
- Demonstrate consideration of and response to public input received.
- Be conducted in accordance with federal and state laws, regulation, policies and guidance.

2.5 Why is Public Involvement Important?

Arizona's transportation system affects everyone to some degree and transportation decisions have long-lasting impacts on communities and individuals. ADOT believes the public should have the opportunity to be involved when decisions impact them.

When ADOT builds positive relationships with the public and key stakeholders that are based on a foundation of trust and transparency, it helps facilitate important transportation initiatives and project delivery. The public is an important source of information that helps ADOT plan, design and construct the best possible projects.

Lack of effective public involvement can have potential negative effects including jeopardizing federal funding or federal project approvals, delays in the project development process to address issues, public outcry and controversy, decreased public trust and possible formal complaints or legal action.

Section 3

Federal & State Requirements for Public Involvement



3. Federal & State Requirements for Public Involvement

Public involvement has long been an integral part of federal transportation legislation and remains a hallmark of the transportation planning and National Environmental Policy Act (NEPA) process. This section outlines the various federal and state authorizing legislation and requirements for conducting public involvement for transportation projects, which are reflected in ADOT's public involvement procedures.

Federal regulations identify certain activities and considerations that must be included in public involvement efforts.

All ADOT and other core project team members (including consultants) must be familiar with ADOT's PIP and use the PIP guidance required for federal compliance for public participation. The designated ADOT Community Relations liaison to the ADOT Civil Rights Office (CRO) or the Civil Rights Office will provide training and guidance on ensuring compliance with federal nondiscrimination requirements for ADOT and other project core team members when public involvement is required.

3.1 Authorizing Legislation

ADOT will implement public involvement efforts in alignment with federal guidelines under the National Environmental Policy Act of 1969 (NEPA),

the Code of Federal Regulations (CFR) Title 23, Title VI of the Civil Rights Act of 1964, Executive Order 12898 on Environmental Justice (EJ), Executive Order 13166 for Limited English Proficiency (LEP), the Americans with Disabilities Act (ADA) and other applicable federal laws, executive orders, guidance and state statutes.

3.1.1 National Environmental Policy Act (NEPA)

The National Environmental Policy Act (NEPA) (<https://www.ecfr.gov/current/title-40/chapter-V/subchapter-A>) was signed into law on January 1, 1970 and was the first major environmental law established in the U.S. NEPA requires all federal agencies to consider the environmental, social and economic effects of proposed projects or actions prior to making decisions. The Council on Environmental Quality (CEQ) was created to oversee the implementation of NEPA and its associated regulations (40 CFR 1500 to 1508). 23 CFR Section 771 supplements the NEPA regulations of the CEQ and prescribes the Federal Highway Administration (FHWA), Federal Transit Administration (FTA) and Federal Railroad

FEDERAL & STATE REQUIREMENTS FOR PUBLIC INVOLVEMENT



Administration (FRA) requirements under NEPA for highway, urban mass-transportation and rail projects.

The NEPA process requires consideration of numerous federal environmental laws, regulations and executive orders, as well as state of Arizona environmental statutes and regulations. Consideration of these federal and state laws and regulations falls under the concept of the “NEPA umbrella” and requires consultation, coordination and regulatory compliance with a range of federal and state agencies, as well as Native American tribes and the public.

The following are additional federal environmental regulations that have required public involvement activities, which are integrated as part of the NEPA public involvement process. Information regarding public involvement requirements for these regulations is included in **Section 6**.

US Department of Transportation (USDOT) Act of 1966, Section 4(f) (23 CFR 774)

Section 4(f) (23 CFR 774) states that FHWA (state DOTs under NEPA Assignment) cannot approve

the use of land from publicly-owned parks, recreational areas, wildlife and waterfowl refuges, or public and private historical sites unless there is no feasible and prudent avoidance alternative to the use of that land and the action includes all possible planning to minimize harm to the property resulting from such use, or that the use will have a *de minimis* impact (one that will not have an adverse impact). When a project qualifies for a *de minimis* finding, public notice and an opportunity for public review and comment are required in accordance with 23 CFR 774(b)(2)(i).

National Historic Preservation Act of 1966, Section 106 (16 USC 470 et seq.)

Section 106 of the National Historic Preservation Act requires an opportunity for the public to examine the results of efforts to identify historic properties, evaluate their significance and assess the project’s effects upon them. Agencies shall seek and consider the views of the public in a manner that reflects the nature and complexity of the undertaking and its effects on historic properties, the likely interest of the public in the effects on historic properties, confidentiality concerns of private individuals and businesses, and the relationship of the Federal involvement to the undertaking. (36 CFR Part 800.2(d))

Clean Air Act of 1970 (42 USC Code § 7401)

The Clean Air Act requires that transportation planning be consistent with air quality goals. This is determined through the transportation conformity process. Transportation conformity ensures that transportation plans, programs and projects do not produce new air-quality violations, worsen existing violations or delay timely attainment of the National Ambient Air Quality Standards (NAAQS). To receive federal approval for implementation, a proposed action must be included in a conforming Metropolitan Transportation Plan and Transportation Improvement Program (TIP).

FEDERAL & STATE REQUIREMENTS FOR PUBLIC INVOLVEMENT

Guidelines for determining conformity of federal actions are included in 40 CFR 93, Subpart A. For any “regional conformity” determination required for a project outside of a Metropolitan Planning Organization (MPO) jurisdiction, ADOT shall provide opportunity for public review and comment by, at a minimum, providing reasonable public access to technical and policy information considered by the agency at the beginning of the public comment period, or through a separate air quality public involvement process, and prior to taking formal action on a conformity determination consistent with these requirements and those of 23 CFR 450.316(a).

Clean Water Act (CWA) of 1972, Section 404 (33 CFR 230)

The Clean Water Act (CWA) is the primary federal law in the United States governing water pollution. Its objective is to restore and maintain the chemical, physical and biological integrity of the Waters of the United States. Section 404 of the CWA requires authorization through the United States Army Corps of Engineers (USACE) for the discharge of dredged or fill material into all Waters of the U.S. through a Section 404 permitting process.

ADOT must comply with NEPA for all federally funded projects. Per NEPA requirements, ADOT must provide opportunities for public review and comment on certain environmental studies and associated technical analysis as applicable. ADOT Environmental Planning (EP) will work closely with ADOT Public Involvement staff to ensure NEPA compliance for meaningful public involvement based on the context and circumstances of the action.

For guidance on ADOT public involvement for NEPA projects see **Section 6**.

3.1.2 Categorical Exclusions and NEPA Assignment

To help implement environmental efficiencies incorporated into federal law, ADOT assumed FHWA responsibility for carrying out environmental approvals under two available programs:

- Categorical Exclusions (23 United States Code [U.S.C.] 326), known as CE Assignment and
- The Surface Transportation Project Delivery Program (23 USC 327), known as NEPA Assignment

With this assignment, ADOT is responsible for complying with all applicable federal environmental laws, regulations, Executive Orders and policies, and is solely responsible for environmental decisions made on all ADOT administered federal-aid highway projects.

(<https://azdot.gov/business/environmental-planning/ce-assignment-and-nepa-assignment>)

FHWA retains an auditing and monitoring role following the execution of the programs to ensure ADOT is complying with federal environmental laws, regulations, Executive Orders and the requirements of the Memoranda of Understanding (MOU). Some environmental review responsibilities remain the responsibility of FHWA and are not an ADOT-assigned authority, such as Title VI, Section 327 Air Quality conformity determinations at the project level and government-to-government consultation. These FHWA responsibilities are outlined in Section 3 of the MOU which is available at <https://azdot.gov/sites/default/files/2019/06/mou-nepa-approved-041619.pdf>.

On March 22, 2017, Governor Doug Ducey signed into law Senate Bill 1211, which amended the Arizona Revised Statutes Chapter 2, Article 2, Section 28-334 C. to allow ADOT to assume federal environmental review responsibility and to waive sovereign immunity under the Eleventh Amendment to the United States Constitution for the limited purposes of addressing legal matters in

FEDERAL & STATE REQUIREMENTS FOR PUBLIC INVOLVEMENT

carrying out federal NEPA environmental review responsibilities pursuant to 23 USC 326 and 23 USC 327.

3.1.3 Federal Highway Administration

The FHWA (<https://highways.dot.gov>) supports state and local governments in the study, design, construction and maintenance of the nation's highway system and various federal- and tribal-owned lands.

Each state must have procedures approved by FHWA to carry out a public involvement and public hearing program pursuant to Title 23 of the U.S. Code of Federal Regulations U.S.C. 128 and 139 and CEQ regulations.

FHWA public involvement requirements for transportation planning and programming are outlined in Title 23 CFR Section 450.212. The regulations specify that in carrying out the statewide transportation planning process, including development of the Long-Range Transportation Plan (LRTP) and the Statewide Transportation Improvement Program (STIP), the state shall develop and use a documented public involvement process that provides opportunities for public review and comment at key decision points. The LRTP and STIP will follow the guidance and policies for public involvement detailed within this public involvement plan.

The regulation requires the following minimum public involvement process for states:

- Establish early and continuous public involvement opportunities that provide timely information about transportation issues and decision-making processes to all interested and affected parties;
- Provide reasonable public access to technical and policy information used in the development of the LRTP and the STIP;
- Provide adequate public notice of public involvement activities and time for public

review and comment at key decision points, including a reasonable opportunity to comment on the proposed LRTP and STIP;

- To the maximum extent practicable, ensure that public meetings are held at convenient and accessible locations and times;
- To the maximum extent practicable, use visualization techniques to describe the proposed LRTP and supporting studies;
- To the maximum extent practicable, make public information and outreach materials available in electronically accessible formats and means (e.g., the internet and cellular phones/devices), as appropriate to afford reasonable opportunity for consideration of public input;
- Demonstrate explicit consideration and response to public input during the development of the LRTP and STIP;
- Include a process for seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services; and



FEDERAL & STATE REQUIREMENTS FOR PUBLIC INVOLVEMENT

- Provide for the periodic review of the effectiveness of the public involvement process to ensure that the process provides full and open access to all interested parties and revise the process, as appropriate.

3.1.4 Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 (<https://www.justice.gov/crt/fcs/TitleVI>) prohibits discrimination on the basis of race, color and national origin in programs and activities receiving federal financial assistance. The Civil Rights Restoration Act of 1987 further establishes that Title VI applies institution-wide to any entity that receives federal financial assistance. Therefore, under ADOT's Title VI Nondiscrimination program, no person will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination based on race, color, or national origin under any ADOT program, service or activity, whether federally funded or not.

Related statutes and presidential executive orders under the umbrella of Title VI address environmental justice (EJ) in minority and low-income populations and services to those individuals with limited English proficiency (LEP), women and the disabled. See sections 3.1.5 Limited English Proficiency and 3.1.6 Americans with Disabilities Act for more information.

Title VI of the Civil Rights Act of 1964 (Title VI)

Pursuant to the Title VI Civil Rights Act of 1964, no person in the United States 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 financial assistance.

3.1.5 Limited English Proficiency (LEP)

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" requires recipients of federal financial assistance to take reasonable steps to provide limited English proficiency individuals with meaningful access to their programs, activities and services.

LEP individuals are defined as those who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English.

The LEP guidance included in this PIP is detailed in ADOT's 2022 Limited English Proficiency Plan, (<https://azdot.gov/sites/default/files/media/2022/12/limited-english-proficiency-plan.pdf>) prepared by ADOT's CRO as a part of the agency's Title VI Nondiscrimination Program. ADOT's LEP Plan is updated annually and posted on the ADOT Title VI Implementation website at <https://azdot.gov/business/civil-rightsexternal-eeo-contractor-compliance/title-vi-nondiscrimination-program/title-vi>

Additional language resources available to ADOT can be found in ADOT's LEP Plan. The plan stipulates that each program area is responsible for conducting a Four-Factor Analysis and ensuring compliance with LEP requirements on a project-by-project basis.

3.1.6 American with Disabilities Act (ADA) of 1990

The Americans with Disabilities Act of 1990 (<https://www.ada.gov>) stipulates that people with disabilities be involved in developing and improving public services. In highway planning, collaboration with persons with disabilities is essential for developing access beyond that which is required. Special efforts are required to comply with the statutory requirements of Moving Ahead for Progress in the 21st Century (MAP-21) and the ADA.

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The following tools can be used by ADOT, as needed, to ensure persons with disabilities have access to transportation decision-making processes throughout the project's lifecycle:

- Conduct research through U.S. Census Bureau's American Community Survey for data on persons with disabilities as part of a project PIP to help determine ADA outreach needs.
- Include Notice of Availability of Reasonable Accommodations (**Appendix A**) on all digital or printed material created for public dissemination for special accommodation requests.
- For online resources, guidance should be provided on their use and resources must be ADA accessible, with special consideration of Section 508 requirements.
- All meetings or events held for programs or projects with federal-aid funds and open to the public must be made accessible to everyone. Ensure locations where public involvement takes place are ADA compliant, accessible by ADA-compliant transportation options and that information is accessible for persons with vision or hearing disabilities. Prominently display ADOT's Auxiliary Aids and Services Poster/Notice (**Appendix C**) at the meeting (or provide in a slide at a virtual meeting).
- When notified of a person's disability, ADOT will make an effort to provide reasonable accommodations to provide an equal opportunity for participation.
- Develop contacts, mailing lists and other means to facilitate communication with persons with disabilities.
- Conduct community interviews, including one-on-one meetings with disability advocacy groups.
- Collaborate with local and state agencies, such as the Arizona Department of Economic

Security, which offer assistance and information for seniors and individuals with disabilities.

- Engage health care facilities, senior centers or other community facilities that may be effective locations for connecting with persons unable to attend events.

3.1.7 Environmental Justice (EJ)

Executive Order (EO) 12898 on Environmental Justice requires **“the fair treatment and meaningful involvement of all people, particularly minority and low-income populations, in the environmental decision-making process.”**

Under Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, each federal agency must identify and address, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority and low-income populations, collectively known as environmental justice populations. The USDOT Order 5610.2(a) and FHWA Order 6640.23A provides the following public involvement guidance to comply with Executive Order 12898:

USDOT Order 5610.2(a)

- Procedures shall be established to provide meaningful opportunities for public involvement by members of minority populations and low-income populations during the planning and development of programs, policies, and activities (including the identification of potential effects, alternatives, and mitigation measures).

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- Steps shall be taken to provide the public, including members of minority populations and low-income populations, access to public information concerning the human health or environmental impacts of programs, policies, activities and proposed actions.

FHWA Order 6640.23A

- Provide public involvement opportunities and consider the results thereof, including providing meaningful access to public information concerning the human health or environmental impacts and soliciting input from affected minority populations and low-income populations in considering alternatives during the planning and development of alternatives and decisions.

3.1.8 FHWA Actions to Address Environmental Justice in Minority Populations and Low-Income Populations

Executive Order 12898 - Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations and the USDOT Order 5610.2 – Actions to Address Environmental Justice in Minority Populations and Low-Income Populations form federal policy on potential impacts to minority and low-income populations,

collectively known as environmental justice populations. These executive orders establish a review of whether actions are disproportionately high and adverse to either EJ communities directly or to EJ populations' natural and/or human environment.

ADOT's environmental justice guidelines are available on the website at: <https://azdot.gov/business/environmental-planning/guidance-federal-aid-projects/title-vi-and-environmental-justice>.

3.2 Civil Rights Requirements and Implementation

Title VI, along with key environmental and transportation legislation, emphasizes the need for ongoing and proactive public involvement at all stages of planning and project development including early and frequent engagement of affected parties during the transportation decision-making process.

Special consideration is given to reaching and involving the traditionally underserved, including minorities, low-income individuals, individuals with disabilities, those with Limited English Proficiency and other populations facing barriers to information access.

ADOT will make efforts to include as many people as possible in the transportation decision-making process and prevent discrimination through the impacts of its programs, policies and activities.

ADOT, as a recipient of federal assistance, must take concrete steps to ensure nondiscrimination in its programs and activities. ADOT's Title VI Nondiscrimination Program Plan details the steps ADOT will take to ensure nondiscrimination throughout all of ADOT's programs and activities.

ADOT's PIP guidelines for Title VI are in concurrence with ADOT's Title VI



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Nondiscrimination Program Plan and ADOT's CRO, which provides agency oversight and ensures Title VI compliance throughout ADOT. The CRO also provides updates on nondiscrimination Civil Rights programs through training, quarterly notifications and technical support to ADOT employees, its sub-recipients, customers and stakeholders to ensure compliance with all internal and external nondiscrimination programs.

ADOT CRO makes the below information available in English and Spanish:

1. Nondiscrimination Notice to the Public
2. Complaint procedures
3. Complaint form
4. Nondiscrimination program brochures
5. Self-Identification cards to voluntarily collect demographic data
6. Outgoing voice message for CRO's main phone line

The subsequent sections discuss the process and tools ADOT will utilize for public involvement activities to ensure compliance with Title VI, ADA and EJ requirements.

For questions or concerns regarding ADOT's commitment to nondiscrimination or to request additional information, contact the ADOT CRO at civilrightsoffice@azdot.gov or 602.712.8946.

The following sections outline how ADOT will implement civil rights requirements in public involvement activities.

3.2.1 Title VI and ADA Notification and Data Collection Requirements

The following Title VI and ADA notices shall be used in conjunction with ADOT public involvement efforts:

1. **Notice of Availability of Reasonable Accommodations Language (Appendix A)** must be included in English and Spanish on notices used to invite the public to participate in public meetings or other engagement opportunities.
2. **ADOT's Nondiscrimination Notice to the Public (Appendix B)** shall be conspicuously displayed at all public meetings, and on the ADOT website.
3. **ADOT's Auxiliary Aids and Services Poster/Notice (Appendix C)** shall be conspicuously displayed at all public meetings.
4. **ADOT's Voluntary Title VI Self-Identification Survey (Appendix D)** shall be used to collect information from participants at public meetings and other outreach activities.

See the subsequent sections below for more details about use of these notices.

3.2.2 Accommodations Notices

The **Notice of Availability of Reasonable Accommodations Language** (i.e., Accommodation Availability Language) (**Appendix A**) must be included in English and Spanish on notices used to invite the public to participate in public meetings or other engagement opportunities.

The accommodation notice should include the ADOT contact person's name and either the contact person's phone number and email address or the ADOT project phone number (855.712.8530) and email address (projects@azdot.gov) for requests.

ADOT's Auxiliary Aids and Services Poster/Notice (Appendix C) shall be conspicuously displayed at all public meetings (in-person or virtually). If a virtual meeting is held, a slide with this information should be included in the presentation and an accompanying script read aloud. The poster is linked below.

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<https://azdot.gov/sites/default/files/2019/05/ada-auxiliary-notice16x20.pdf>

Requests for accommodations should be made as early as possible to ensure the State has an opportunity to address the accommodation. For additional information and resources on meeting Civil Rights requirements for accommodations for virtual public meetings please contact the CRO.

3.2.3 ADOT's Nondiscrimination Notice to the Public

ADOT's Nondiscrimination Notice to the Public (Appendix B) informs the public of their rights under Title VI and ADA and provides information on how to file a discrimination complaint. The notice must be conspicuously displayed in English and Spanish at all public meetings (in-person or virtually) convened by ADOT and on ADOT web

pages or project web pages maintained by others on behalf of ADOT. At a virtual public meeting, the notice must be included in the slide presentation and an accompanying shortened script, which must include the CRO contact information and the requirement to submit complaints in writing within 180 days, will be read aloud. ADOT's Nondiscrimination Notice to the Public is provided in **Appendix B** and linked below.

<https://azdot.gov/sites/default/files/media/2021/06/FHWA-FTA-Notice-to-the-Public.pdf>

3.2.4 Title VI Self-Identification Survey

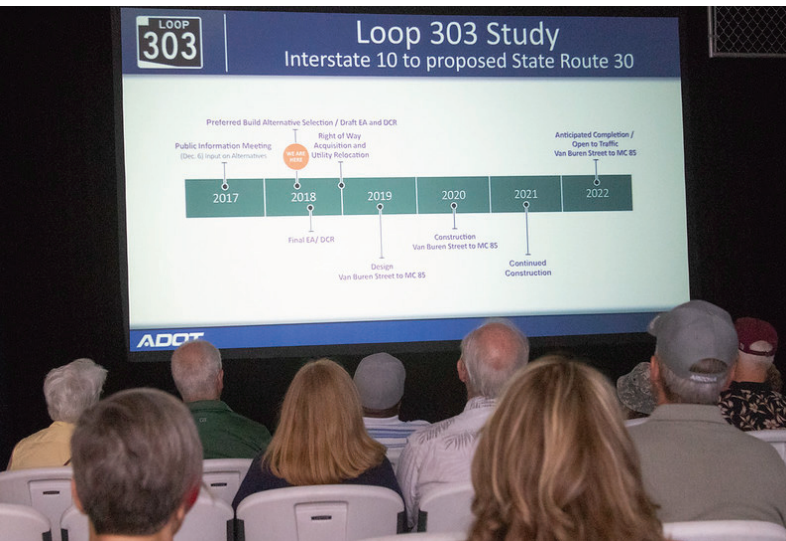
ADOT's voluntary Title VI Self-Identification Survey (**Appendix D**) shall be used to collect demographic information from participants at public meetings and other outreach activities to help determine public participation levels by race/ethnicity. The survey should be provided in

Notice of Availability of Reasonable Accommodations Language

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons that require a reasonable accommodation based on language or disability should contact [contact name] at 855.712.8530 or projects@azdot.gov. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras normas y leyes antidiscriminatorias, el Departamento de Transporte de Arizona (ADOT) no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieran asistencia (dentro de lo razonable) ya sea por el idioma o discapacidad deben ponerse en contacto con [contact name] al 855.712.8530 o por correo electrónico al projects@azdot.gov. Las solicitudes deben hacerse lo más antes posible para asegurar que el Estado tenga la oportunidad de hacer los arreglos necesarios.

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English and Spanish through printed cards at an in-person meeting or event, as a slide in the meeting presentation for a virtual meeting (with the URL provided on the slide and a link to the URL also provided in the meeting Q&A chat to participants) and as a URL on a project web page when the public is asked to comment. Participants are not required to complete the survey but encouraged to do so. Results of self-ID surveys for public meetings and other outreach activities should be included in Title VI Meetings Summaries and Quarterly Reports.

3.2.5 Title VI Compliance Reporting Requirements

The following activities will be conducted to monitor and document Title VI compliance in public involvement activities for ADOT projects and programs:

1. ADOT's Community Relations Title VI Liaison (or trained designee) and the CRO will review project specific PIPs.
2. ADOT's Community Relations Title VI Liaison (or trained designee) and CRO will review project public notices and materials.
3. For each ADOT public meeting or hearing, the designated Public Involvement Representative for the meeting will provide

the CRO and Community Relations Title VI Liaison with a Title VI post-meeting summary within two weeks of the meeting (see **Section 3.2.6** and **Appendix E**).

4. Each quarter, ADOT's Community Relations Title VI liaison shall submit a quarterly report outlining the Community Relations section's compliance with Title VI requirements for the previous quarter (see **Section 3.2.7** and **Appendix F**).

For additional guidance see ADOT's Title VI Nondiscrimination Program at <https://azdot.gov/business/civil-rightsexternal-eeo-contractor-compliance/title-vi-nondiscrimination-program>

3.2.6 Civil Rights Post Meeting Summary

All ADOT program areas that convene a public meeting or hearing must submit to CRO a Civil Rights Meeting summary within two weeks of the hosted event in accordance with PER 18.01 Title VI External Nondiscrimination Policy. See **Appendix E** for the Post Meeting Summary Form to be used. All ADOT-convened meetings where non-ADOT employees are in attendance are considered public meetings for the purposes of Title VI notification requirements. However, only public involvement meetings and hearings (where the general public is invited to attend) require a Self-Identification Survey, a post-meeting summary and inclusion in a Title VI Quarterly Report.

The summary should include copies of meeting notices and materials and any other required documentation as noted in the Public Meeting Summary Form. See **Appendix E** for the Public Meeting Summary Form.

The Civil Rights Meeting Summary should be submitted to the CRO by the Community Relations Project Manager (PM) or other designated ADOT staff member responsible for conducting the public meeting. The Title VI Liaison for Community

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Relations shall be included when submitting the summary to the CRO. If a consultant conducted the public meeting, the report should be sent to the designated Community Relations Title VI liaison for submission to the CRO.

3.2.7 Title VI Quarterly Report

Each quarter the designated Community Relations Liaison to the CRO shall submit a quarterly report to the CRO outlining all Title VI efforts for the previous quarter. A copy of the Title VI Quarterly Report form with required items for inclusion is included in **Appendix F**.

3.3 Limited English Proficiency Requirements

This section provides guidance on how to conduct an LEP analysis to determine translation and interpretation requirements for a project.

3.3.1 Conducting an LEP Four-Factor Analysis

An LEP Four-Factor Analysis shall be conducted for each project/study and should be conducted as part of the development of the project-specific PIP. USDOT guidance requires an individualized assessment to determine LEP language needs for a project, program or activity. An LEP analysis balances the following four factors, which is also outlined in ADOT's LEP Plan:

Factor 1: Identify the number and proportion (percent) of LEP persons eligible to be served or likely to be encountered by an ADOT Program/Project.

- LEP data may be found on the US Census Bureau website at <https://data.census.gov>. For additional instructions on how to use the Census data website for an LEP analysis visit https://www.fhwa.dot.gov/civilrights/programs/title_vi/lep_fourfactor.cfm.

- The geographic area used for the LEP analysis should match the location of the project area. As an ADOT standard practice, the impacted project area for an urban highway/roadway project is considered to be one mile in each direction and two miles in each direction for a rural project. Project teams have discretion to adjust this distance with justification. For statewide projects/programs, the statewide LEP data should be used.
- Supplemental data from surveys, interviews and other direct sources should also be collected.

Factor 2: Identify the frequency in which LEP persons encounter the ADOT Program/Project.

Determine how frequently LEP persons of each language identified interact with the program or project.



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Factor 3: Identify the nature and importance of the program, activity or service provided by the ADOT Program/Project. ADOT has identified those related to safety, public transit, right of way, environmental planning, community relations and public information as the most important to public welfare and federal compliance.

Factor 4: Identify available resources and costs of language assistance services varying from limited to wide ranging with varying costs by the ADOT Program/Project. ADOT has identified the following resources for LEP:

1. Use of certified translators and interpreters under contract with ADOT, when needed or required. All ADOT program areas procure interpretation and/or translation services through the Arizona Procurement Portal which lists ADOT “on-contract” interpretation and or translation vendors.
2. Contact list for ADOT staff who have volunteered to assist as interpreters and/or translators if needed. Lists will be verified and updated annually for each program area by the CRO and will be published on the ADOTNet under the “FHWA Title VI Liaison Resources” tab as an internal employee resource.
3. Program areas that have contact with the public will use the ADOT “I Speak” language identification cards to identify language needs in order to match them with available services. Language identification cards will be verified and distributed annually by the program area Title VI Liaison.

In addition to the above information, the LEP analysis should include the date conducted, the data source used and year of the data (which should not be more than five years old), the geographic boundary of the service area, and accompanying tables with the LEP language results showing totals and percentages for LEP

languages to determine how the calculations were derived.

Once completed, the LEP analysis should be submitted to the CRO for review to ensure proper application of the LEP guidance.

See **Appendix G** for the LEP Four-Factor Analysis template.

Additional guidance can be found online from FHWA and DOT:

- https://www.fhwa.dot.gov/civilrights/programs/title_vi/lep_fourfactor.cfm
- <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

3.3.2 Safe Harbor Threshold and Determining Translation Requirements

The Safe Harbor Threshold is a language provision in the federal guidance that stipulates that **for each LEP group that meets the LEP language threshold (5% or 1,000 individuals, whichever is less, of the population to be served) written translation is required.**

The Safe Harbor provision applies to the translation of written documents only. The failure to provide written translations under these circumstances does not mean there is noncompliance. Rather the threshold provides a guide for agencies that would like greater certainty of compliance. Other ways of providing meaningful access, such as oral interpretation of certain vital documents, might be acceptable. The ADOT CRO should be consulted to determine compliance with alternate methods.

After completing the above four-factor analysis, the appropriate “mix” of LEP services required can be determined. The greater the number or proportion of eligible LEP persons; the greater the frequency with which they have contact with a

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program, activity, or service; and the greater the importance of that program, activity, or service, the more likely enhanced language services will be needed.

There are two main ways to provide language services: written translation and oral interpretation.

Written Translation

- If the Safe Harbor Threshold is met for an LEP language, ADOT standard practice is generally to provide written translation of vital documents, which includes project public notices and public outreach materials (fact sheets, newsletters, surveys, presentations, etc.). However, project teams who believe translation is not warranted based on other factors in the LEP four-factor analysis should confer with the CRO.
- For languages not meeting the threshold, ADOT standard practice is to provide written translation of documents: 1) upon request; and 2) if the project team encounters specific individuals or stakeholder groups needing translated documents.
- When a language approaches the threshold, project teams should consult with the CRO and include language on public notices to determine whether a translator should be secured.

Oral Interpretation

The USDOT LEP guidance states that recipients must provide “meaningful access” to LEP individuals where oral language services are needed and are reasonable.

- ADOT recommended practice is to provide oral interpretation at project public meetings and hearings in the language of an LEP group meeting the Safe Harbor Threshold. If the project team believes oral translation is not warranted at the public meeting they should confer with the CRO.

- Interpretation for LEP languages will be provided if ADOT encounters individuals or groups needing oral interpretation service, or upon request with reasonable notice.

3.4 Demographic Data Sources

Demographic data for use in preparing LEP analysis, including LEP status and languages spoken at home, as well as other demographic information to identify minority, and low-income populations, LEP persons and individuals with disabilities, may be sourced directly from data.census.gov. When identifying languages, use tables C16001 and B16001 to locate languages by ability to speak English at the census tract or block group level. See **Section 10.8 Community and Stakeholder Assessment** for demographic data to be included in a project PIP. Data used for LEP analyses should be no more than five years old.

Other online tools, such as EPA’s EJ Screen found at epa.gov/ejscreen, may be used to supplement the above data but cannot replace it at this time. The current version of EJ Screen does not tell the researcher which tracts or block groups are being counted in the report, and it does not break down the data geographically for targeted outreach planning.

3.5 Providing Equitable Access

The following guidance is provided for providing traditionally underserved populations and LEP persons equitable access to project information and opportunities for input:

- Conduct an LEP Four-Factor Analysis to determine LEP needs for the project.
- Translate materials in the language(s) of the identified LEP group(s) based on the LEP Four-Factor Analysis, and upon request or identified need for other languages.

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- With reasonable advance notice, provide materials in other languages and alternative formats upon request.
- Utilize ADOT's Foreign Language Vendor List or ADOT volunteer interpreters/translators to engage LEP individuals, if needed.
- Use "I Speak" Language Identification cards during direct outreach efforts.
- Include the Notice of Availability of Reasonable Accommodations on project public notices and display ADOT's Nondiscrimination Notice to the Public at public meetings and on the website.
- Provide Nondiscrimination brochures, posters and the voluntary Self Identification Survey cards in both English and Spanish at all ADOT public meetings, hearings and events. At virtual meetings, these notices should be provided in the presentation.
- Select meeting locations that are accessible by public transportation.
- Ensure community members have multiple methods to get information and provide input on a project, even if they lack access to technology. Virtual meetings should have a call-in option for those without digital devices or high-speed internet service. Virtual engagement methods should be supplemented with non-digital methods.
- Develop contacts, mailing lists and other means to facilitate communication with traditionally underserved populations and LEP persons.
- Collaborate with local governments, community organizations and community leaders to help identify and engage minority, low-income and LEP communities.
- Share project materials and posters, with permission, at religious centers and community meeting places.

- Schedule public meetings at the appropriate time of day based on community assessments.
- Use graphics, visual images and simulation videos when feasible to explain information.

3.6 New and Emerging Federal Guidance

Recent DOT guidance and executive orders have created new legislation that tasks federal agencies with developing implementation guidance; however, guidance is still being developed. This section references the new legislation.

3.6.1 Justice40 Initiative

In January 2021, Executive Order 14008, "Tackling the Climate Crisis at Home and Abroad" created a government wide "Justice40 Initiative" that aims to deliver 40 percent of the overall benefits of federal investments in climate and clean energy, including sustainable transportation, to disadvantaged communities.

The USDOT continues to update and refine guidance regarding implementation of the Justice40 Initiative. For more information visit the USDOT's Justice40 Initiative web page at <https://www.transportation.gov/equity-Justice40>

ADOT will continue to work with FHWA on implementation of this new directive.

3.6.2 US DOT Order 5610.2C on Environmental Justice

[US DOT Order 5610.2C](#) (May 2021) was created to outline the measures taken to address EJ in minority and low-income populations.

3.6.3 Executive Order 13985 Advancing Racial Equity and Support for Underserved Communities Through the Federal Government

In January 2021, [Executive Order 13985](#) was set forth to assess and improve systems within Federal

programs to ensure racial inequities are addressed to instead offer support for marginalized communities. The Order aimed to identify barriers that specifically impacted people of color.

3.6.4 USDOT Title VI Order 1000.12C

In June 2021, the **Title VI Program DOT 1000.12C** (https://www.fhwa.dot.gov/civilrights/programs/title_vi/title_vi_order_1000_12C.pdf) was established as a supporting safeguard to ensure all assisted USDOT programs were in compliance with maintaining equal access to the public. The Community Participation Plan section within the Program sets requirements that must be assessed to ensure full compliance with Title VI and public participation.

The Program offers best practices for explaining goals and objectives; identifying affected communities; focused outreach; meaningful education; diverse communication; inclusive and comprehensive engagement; meaningful participation; accessibility; reporting outcomes in public engagement and recordkeeping.

Section 4

Tribal Consultation, Coordination and Involvement



4. Tribal Consultation, Coordination and Involvement

Approximately 1,235 miles or 20 percent of Arizona's state highway system crosses tribal lands. ADOT is committed to working with the tribes, communities and Native Nations in Arizona to consult and coordinate on tribal concerns in statewide transportation planning and decision-making for planned ADOT projects on tribal land, or projects off tribal land that are of interest to tribes.

4.1 Tribal Consultation Policy

ADOT maintains a Tribal Consultation Policy to provide guidance on consultation with Native Nations and tribal governments in statewide and metropolitan transportation planning processes. Federal statute requires statewide transportation planning to consider concerns of tribal governments with land holdings in the state, and also requires the state's LRTP and STIP to be developed in consultation with tribal governments (23 USC 135).

Additionally, the NEPA process and Section 106 of the National Historic Preservation Act requires that tribes be consulted in any decisions affecting their historic and cultural legacy or other environmental, cultural, socioeconomic and transportation considerations throughout project development, decision making and implementation. This applies to all tribes in Arizona and tribes with aboriginal or ancestral

interests in Arizona. Consultation guidelines outlined in the ADOT policy provide a basis for mutual understanding as appropriate partnerships and agreements are carried out to address state and tribal transportation issues.

ADOT and FHWA have formal agreements that document the protocols for consulting with tribal governments for federal aid projects in Arizona. These agreements include ADOT's Section 326 and 327 NEPA Assignment MOUs; the Section 106 Programmatic Agreement (PA) between ADOT, FHWA, the Advisory Council on Historic Preservation (ACHP), and the Arizona State Historic Preservation Office (SHPO) and a 2022 Letter Agreement between the FHWA Arizona Division and ADOT, *Protocol for Tribal Consultation for Federal-aid Highway Projects in Arizona*. The Letter Agreement further clarifies the process that ADOT uses to coordinate on Section 106 eligibility, effect and mitigation to improve communication with the tribes and prevent project delays.

4.2 Tribal Consultation and Coordination Definitions

Tribal consultation involves conferring on a government-to-government basis according to an established process *before* taking actions on issues of mutual importance. Tribal coordination involves working cooperatively and respectfully with the tribes and tribal staff to efficiently and effectively

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implement actions to achieve the objectives of the parties involved. Both consultation and coordination are conducted in an atmosphere of trust, built through mutual respect and understanding, and in consideration of the sovereignty, history, culture, protocols and views of the parties involved.

FHWA has primary government-to-government consultation responsibilities with Indian Tribes, which are recognized as sovereign governments. FHWA's responsibility is to initiate and carry out consultation with tribes when they may be impacted by potential Federal-aid highway projects, ensure adherence to all federal requirements at the program level, and facilitate conflict resolution with tribes. ADOT is responsible for carrying out project specific administrative tasks on behalf of FHWA, including conducting environmental evaluations and involving tribes in the study process under NEPA assignment.

4.3 Tribes in Arizona

There are 22 federally recognized Indian tribes, communities and Native Nations in Arizona with tribal land encompassing approximately 27,736,000 acres or 28% of the State land base.

There are seven tribes located out-of-state with aboriginal and ancestral land interests in Arizona. A list of tribes in Arizona with links to tribal websites, as well as maps of tribal lands in Arizona, is available at: aztribaltransportation.org.

4.4 Tribal Transportation

While federal law recognizes the sovereign status of Tribal governments and their jurisdiction over lands within reservations boundaries, it also recognizes ADOT's control over state highways within reservation boundaries as designated in easements granted by tribal governments and the Bureau of Indian Affairs (BIA).

ADOT maintains a tribal outreach and coordination website at aztribaltransportation.org to support tribal transportation activities and to improve state-tribal intergovernmental relations through resource information sharing. It is designed to be a central location for state-tribal transportation partnerships, projects, activities, groups, links and other related information.

4.5 Tribal Liaisons

To facilitate needed state-tribal discussion, coordination and consultation, ADOT's Tribal Transportation Program focuses on transportation-related partnerships, projects and activities. The tribal liaisons in ADOT's Multimodal Planning Division (MPD) and Environmental Planning are the agency resource on tribal consultation policy and tribal transportation issues and are assigned to work with each Arizona tribal entity – either through the planning and programming process or through the project development and Section 106 consultation process, respectively. The tribal liaisons serve as conduits between the tribes and the agency and ensure that coordination and consultation with tribal governments occurs on statewide efforts (such as the statewide LRTP and STIP).



4.6 Tribal Consultation and Engagement Protocols

Consultation and coordination support the fundamental principle that the tribes are sovereign nations, recognized as “domestic dependent nations” under the protection of the United States (Executive Order 13175, 2000). As such, proper government-to-government consultation must occur, including officials of comparable governmental stature and authority. The tribe’s highest official—its governor, president, or chairperson—represents the party to be consulted unless that official delegates authority to other personnel. Because of this formal relationship, ADOT has designed a procedure for consulting with the tribes, which is outlined in ADOT’s Tribal Consultation Policy at <https://aztribaltransportation.org/sites/default/files/2022-11/MGT-16-01-Department-Wide-Native-Nation-Tribal-Government-Consultation.pdf>

In addition, concurrent tribal engagement often occurs through the ADOT NEPA process as put forth in the aforementioned Executive Order 13175 and as established in provisions in Sections 1501.2 and 1501.7 of the CEQ Regulations for the involvement of tribes. ADOT EP encourages active solicitation of tribal governments in the development and review of NEPA documents and establishes communication protocols for tribal participation during project development. ADOT EP conducts tribal coordination and consultation throughout the project development process.

As noted in **Section 4.1**, ADOT and FHWA have Tribal consultation protocols to establish the process for when and how tribes are to be notified of and involved in projects, as well as ADOT’s and FHWA’s roles and responsibilities. These are identified in ADOT’s Section 326 and 327 MOU, ADOT’s Section 106 PA and August 5, 2022 Letter Agreement (*Protocol for Tribal Consultation for Federal-aid Highway Projects in Arizona*). ADOT’s Section 106 PA Manual also provides guidance for

EP staff on Section 106 tribal consultation protocols.

Tribal governments have a prescribed decision-making process that typically involves interim review and approvals by various departments and oversight committees before being presented to the tribal council or other governing body for approval. Formal tribal review and approval processes are often lengthy, and ADOT project teams involved in proposed projects on tribal land, or projects of interest to a tribal community off tribal land, should allow adequate time for the tribal consultation process.

When ADOT projects occur on tribal lands or are off tribal land and of interest to a tribal community, the appropriate tribal representatives should be invited to participate as part of a project study, design or construction team. ADOT’s tribal liaisons and Tribal Historic Preservation Officers maintain a list of tribal representatives, which can be provided to project teams.

4.7 Tribal Public Involvement Considerations

When conducting public involvement for an ADOT project on tribal land, tribal representatives should be consulted in advance on the public involvement and communication plan. Tribes have existing communications channels to reach community members, which may include a tribal newspaper, radio station, Facebook or other social media platforms. Communication may be in English, in the tribe’s native language, or both. As part of the LEP analysis to determine translation needs, interviews should be conducted with tribal representatives to determine their preference and customary communications approach regarding translation. Tribal Communications or Transportation Offices are a good resource to determine the most effective methods to reach community members and whether translation of

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ADOT materials into the native language is customary.

Any direct mailings, hand-canvassing or posting of ADOT materials to community members on tribal land - as well as any ADOT-hosted public meetings on tribal land or virtual meetings inviting tribal community members - must be cleared in advance with an authorized tribal representative.

Many tribal lands encompass a large land area, are located in relatively remote rural areas and may lack access to high-speed internet access - all factors that need to be considered when planning public meetings or other direct outreach activities in a tribal community. If a virtual meeting is planned, or if an in-person public meeting will require use of the internet for a presentation, then the meeting coordinators must verify if there is reliable high-speed internet access. If an in-person public meeting is planned, staff should coordinate with a tribal representative to identify an appropriate location that is likely to have the best attendance and is ADA accessible, as well as determine whether multiple meetings may be needed in more than one location. If possible, consider piggybacking an ADOT public meeting onto another planned tribal meeting or event to increase participation.

Tribal communities have Title VI and environmental justice considerations due to their indigenous and minority status, and often face barriers to accessing information. Efforts should be made to provide opportunities for meaningful engagement for tribal community members throughout the transportation decision-making process.

Project teams should consult with tribal staff to determine alternative methods to reach community members who are unable to participate in a public meeting, or by virtual methods. Some options to consider are staffing booths with project information at large community events or in higher-traffic community

locations, such as community centers or government buildings. Direct mailing of project information with pre-paid return postage is another way to reach and receive input from tribal members living in remote areas.

4.8 Guidelines for Demonstrating Cultural Respect and Sensitivity

When hosting a public or stakeholder meeting for a tribal community, there are a few important things the project team can consider to the extent possible to demonstrate cultural respect and sensitivity:

- Invite tribal leaders and introduce them at the beginning of the meeting, starting with the highest elected official. Offer elected officials an opportunity to speak.
- Allow tribal representatives to review the presentation and materials in advance before finalizing.
- Provide a tribal member the opportunity to offer a prayer at the beginning of the meeting.
- Offer food and drink, as this is a customary practice and expected at tribal community meetings. Ensure that procurement rules are followed for approval of food and beverage.
- Provide ample time for verbal comments and questions at the end of a presentation. If possible, do not enforce strict, short time limits on comments (three minutes or less). Do not cut off or rush those speaking, even if they run long. If possible, do not end the meeting until everyone who wishes to have had an opportunity to speak.
- Capturing verbal comments on an easel board or laptop with projector screen also ensures that the state has heard what the attendees had to say.

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- Ensure team members know how to correctly pronounce the name of the tribe and any tribal facilities, towns or geographic features being discussed.
- Confirm with tribal representatives whether a native speaking interpreter should be arranged. If an interpreter is arranged through the tribe, provide an honorarium for the interpreter (ensure ADOT procurement rules are followed).
- Seek approval from tribal representatives prior to the meeting before taking photos of tribal meeting locations or tribal meeting attendees.
- A public meeting summary should be provided and, if possible, a follow-up presentation or notice to tribal officials and community members should be provided to summarize the comments received and how their input was included in the decision-making process. This can be done during oversight committee meetings, community meetings or as a tribal council meeting agenda item to report project progress.



Section 5

Public Involvement During the Planning and Programming Process





5. Public Involvement During the Planning and Programming Process

The public participation process for statewide transportation planning and programming is authorized by the MAP-21, the Fixing America's Surface Transportation (FAST) Act and 23 CFR §450.210, and is intended to complement and coordinate all planning efforts. The process is not intended to replace local (e.g., city and county-

level planning) or regional

public participation processes such as

neighborhood and local-level transportation plans, regional corridor plans or feasibility studies.

According to 23 CFR 450.210, the state shall develop and use a documented

public involvement process that shall be reviewed periodically for effectiveness to ensure full and open access is provided to all interested parties.

ADOT's public involvement documentation required for both planning and programming efforts should reflect the federal guidelines followed under Title VI, such as, EJ, and LEP, as well as the ADA.

Public involvement should occur at every stage of a project lifecycle. **Figure 5-1** on the next page depicts a general overview of how projects move through the project planning and delivery process.

The first step in ADOT's transportation decision-making process includes planning. Planning lays the foundation for all future projects and helps identify transportation priorities and potential projects to address a transportation issue or need. The planning process at ADOT begins with a long-range visioning process to set strategic investment priorities that are documented in ADOT's LRTP. ADOT's MPD conducts planning efforts for statewide and mode-specific plans, as well as corridor and project-specific planning efforts. In some cases, project planning efforts may be



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conducted by the local planning organization or jurisdiction, and ADOT implements the project delivery.

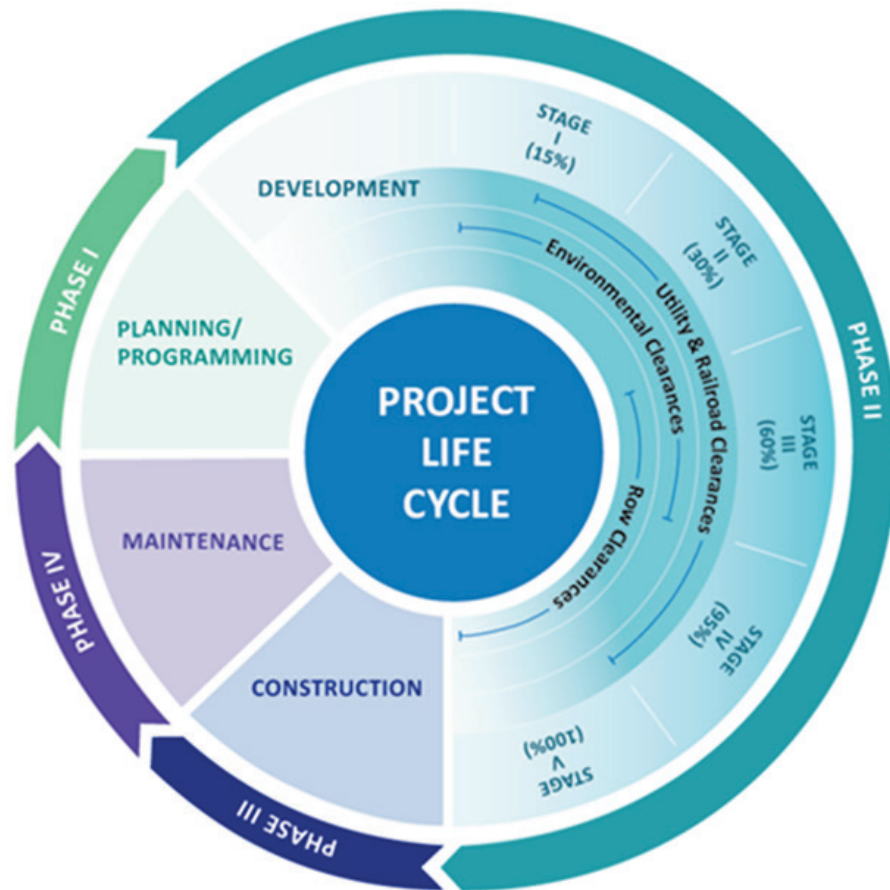
Projects are prioritized for inclusion in the STIP and Five-Year Transportation Facilities Construction Program. Prioritizing projects for implementation requires both public input and a sophisticated technical evaluation referred to as the Planning to Programming (P2P) Process. The public and key stakeholders will have the opportunity to review and provide input on statewide plans prior to adoption.

5.1 ADOT Long-Range Transportation Plan (LRTP)

The ADOT Long-Range Transportation Plan (LRTP) provides a blueprint for how the state's transportation system should develop over the next 25 years. The plan is not project-specific but sets the overall strategic priorities that guide

ADOT's investments in system preservation, modernization and expansion based on anticipated funding levels. According to Arizona law, the LRTP must be updated every five years.

FIGURE 5-1 PROJECT LIFECYCLE



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ADOT shall conduct a robust public involvement approach for the LRTP that includes:

- A **45-day review and comment period** on the draft plan before any major changes or revisions to existing procedures are adopted.
- Opportunities for public and key stakeholder input during plan development and on draft plan recommendations.
- An inclusive engagement process that seeks input from diverse audiences and stakeholder interests.
- Collaboration with regional and tribal planning organizations throughout the state.
- Opportunities for engagement for those without access to technology.
- Multiple methods to provide input, including email, mail, phone and an online survey.
- Use of visualizations to the extent possible to describe the LRTP and supporting studies.
- A summary of the outreach efforts conducted and key findings.

5.2 State Transportation Improvement Program (STIP)

The Statewide Transportation Improvement Program (STIP) is a compilation of projects utilizing various federal funding programs and includes highway projects on the city, county and state roadway systems, as well as projects in the National Parks, US Forest Service and Indian Reservation Roads. All highway and transit projects funded under Title 23 and the Federal Transit Act must be included in a federally-approved STIP. Projects in the STIP must be consistent with the statewide LRTP and [Transportation Improvement Programs \(TIPs\)](#) developed by the MPOs and COGs for metropolitan areas. ADOT conducts limited public involvement for the STIP, since MPOs and COGs are required to have a documented public participation process for the development of their TIPs.

ADOT shall conduct the following public involvement process for the STIP:

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- Provide a **45-day public comment period** for the draft STIP.
- Place the draft STIP on the ADOT website, with commenting methods and deadline.
- Provide public notice of the availability of the draft STIP and comment period.

5.3 Five-Year Transportation Facilities Construction Program

ADOT's Five-Year Transportation Facilities Construction Program (Five Year Program) identifies design and construction projects for the state highway system and airports for the next five years and is updated annually. The program identifies near-term projects and designates how much local, state and federal funding is allocated for those projects.

ADOT will provide the following opportunities for input on the Five-Year Program:

- **A minimum public comment period of 45 days.**
- Notice of the availability of the draft program and public comment period via multiple methods.
- Post the draft program on the ADOT website during the public comment period.

- Provide multiple ways for the public to provide comments on the program. These include a public hearing of the Arizona State Transportation Board, an online comment form, and by email, phone and mail.
- ADOT shall document all comments received and provide to the board for consideration before final adoption.

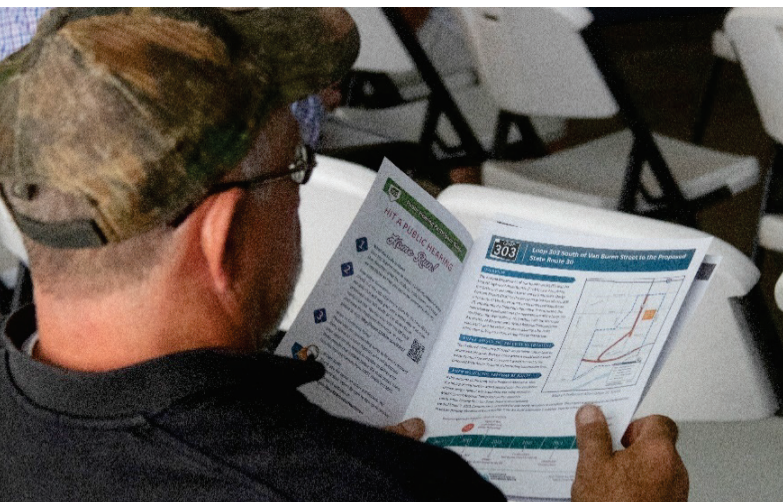
Useful Links:

- ADOT Long-Range Transportation Plan (What Moves You Arizona)
<https://azdot.gov/planning/transportation-programs/state-long-range-transportation-plan>
- ADOT State Transportation Improvement Program (STIP)
<https://azdot.gov/planning/transportation-programming/state-transportation-improvement-program-stip>
- ADOT Five Year Transportation Facilities Construction Program
<https://azdot.gov/planning/transportation-programming/current-five-year-program>

5.4 Other Statewide Transportation Studies and Plans

In addition to planning for projects on the state highway system, ADOT also conducts master plans and other planning processes for various transportation modes. Many plans are regularly updated to reflect changing conditions, trends and new technologies. These include but are not limited to the following:

- **Active Transportation Program** for biking and walking in Arizona.
- **Arizona-Sonora Border Master Plan** to improve cross-border traffic at Arizona's six ports of entry along its border with Mexico.
- **Arizona State Aviation System Plan** to provide an integrated framework for the planning,



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operation and development of Arizona's aviation assets.

- **Arizona State Freight Plan** to identify and prioritize near-and long-term freight related transportation investments.
- **Arizona State Rail Plan**, a comprehensive assessment of the state's freight and passenger rail needs.
- **Key Commerce Corridor Plan**, which identifies the critical corridors throughout the state that are important for interstate and international commerce.

Public involvement processes for statewide plans will vary depending on the nature and importance of the plan to various key stakeholders and the public at large. The public should have an opportunity to review and provide comments on any statewide plan that makes recommendations or prioritizes future transportation investments for funding and implementation.

Statewide plans that make recommendations or prioritize investments will provide the following minimum public involvement:

- Provide a **minimum public comment period of 15 days** on a draft plan before finalizing (with the exception of the LRTP, STIP and Five-Year Program, which have longer comment periods as noted in previous sections).
- Provide an opportunity for public comment through a variety of methods - including email, phone and mail. An online survey tool is also recommended.
- Post draft and final document on the ADOT website, with information about how to provide comments.

- Send a GovDelivery email alert to interested parties to notify them of the availability of the draft document and comment period. Other methods, such as social media, should be considered to augment notification.
- Document notification and outreach efforts and comments received.

5.5 Planning and Environmental Linkages

To better connect long-range planning with the NEPA process FHWA initiated the Planning and Environmental Linkages (PEL) process. PEL allows the following types of long-range planning and environmental analysis to inform the preparation of subsequent NEPA documents:

- Project purpose and need, including planning goals.
- Public and stakeholder involvement.
- Description of the environmental setting.
- Identification of general travel modes.
- Identification of a reasonable range of alternatives.
- Preliminary screening of alternatives and elimination of unreasonable alternatives.
- Recommendations for future studies, including mitigation strategies.

The PEL process enables potential problems to be identified and addressed early, and allows early decisions and coordination to be incorporated into the NEPA process. The extent of a planning study may vary widely based on the type of project, the time horizon and the resources available to prepare the study. The full PEL process applies primarily to corridor and sub-area planning.

Public involvement for PEL studies should follow the same public involvement process conducted for NEPA studies – whether conducted by ADOT or others, such as an MPO.

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The following public involvement is required for PEL studies to be incorporated into subsequent NEPA documents:

- Involvement of interested state, local, tribal, and federal agencies. During the environmental review process, ADOT or the relevant agency shall make the planning documents available for public review and comment to members of the general public and federal, state, local, and tribal governments that might have an interest in the proposed project.
- Public review of PEL study documents and public notice that the PEL study recommendations and documents may be adopted during a subsequent NEPA environmental review process.
- A reasonable opportunity to comment during the statewide transportation planning process or the metropolitan transportation planning process and development of the corridor or subarea planning study.
- Documentation of the relevant decisions in a form suitable for review during NEPA scoping; and
- FHWA review, as appropriate.

These requirements are in addition to public involvement requirements applicable to transportation planning and the environmental review process.

5.6 Role of Metropolitan Planning Organizations and Councils of Government

Every community within Arizona is represented by a regional planning agency – Councils of Governments or Metropolitan Planning Organizations – to conduct and coordinate transportation planning. An MPO is a local decision-making body in an urban area with 50,000 or more people that coordinates with state agencies, local and tribal governments and transit

operators to facilitate transportation planning for the area. COGs serve areas with smaller populations.

The regional planning agencies, in cooperation with ADOT, have an important role in planning and coordinating transportation projects. ADOT's planning partners often are responsible for facilitating the project process between local communities, public transit providers and ADOT. Certain federal transportation funds for highways, public transit, and other modal funding are distributed to local governments through the MPO. According to the FHWA, states may carry out their public involvement processes through, or in coordination with, Regional Transportation Planning Organizations.

An MPO produces various programs and plans, including a long-range transportation plan, a regional transportation plan and a TIP, which annually identifies capital and operational costs for transportation projects and documents an agency's intent to construct or implement projects. Once approved by an MPO's governing board, the TIP is submitted to ADOT for inclusion in the STIP. Each MPO is required to develop a Public Participation Plan that defines reasonable opportunities for interested parties to be involved in the MPO transportation planning process as identified under 23 CFR 450.316.

Section 6

Public Involvement During Project Development Process





6. Public Involvement During Project Development

Once a project is identified and prioritized for funding through the planning processes described in **section 5**, it moves into the ADOT project development process. The goal of this process is to guide a project through environmental review, preliminary design and authorization to proceed with final design and right of way acquisition.

Public involvement is most extensive and well-defined during project development, but also extends into the final design, construction and operation of larger and more impactful projects.

NEPA approval is required for all ADOT projects that receive federal funding or have a federal action. The NEPA process [40 CFR 1501.8(t)] considers the potential environmental consequences of projects, documents the associated analysis and makes this information available to the public for comment and agency consideration prior to project decision making and implementation.

Public involvement requirements for the NEPA process are described in the following sections. These requirements generally depend on the scope of the proposed project and the level of environmental documentation being prepared to comply with NEPA. Minimum requirements are identified in the ADOT PIP to ensure an appropriate level of public involvement is

conducted to meet federal and state requirements. However, this does not mean that each project will only require the minimum. Each project is different, and the public involvement approach should be commensurate with a project's type and complexity.

While public input is encouraged throughout the NEPA process, it is targeted at key points during major phases of the project development process:

- Scoping to identify issues, a project's purpose and need, and a range of possible alternatives.
- Developing alternatives, refining and screening possible solutions and alternatives.
- Evaluating potential impacts and mitigation measures.
- Reviewing draft and final NEPA documents.
- Determining the preferred alternative.

Public involvement requirements and activities vary in relation to the type of project and environmental document being prepared.

In addition to public involvement associated with the NEPA and environmental review process, there are public involvement requirements to comply with other federal laws and regulations, including Title VI, environmental justice and the ADA. This includes ensuring that minority and low-income individuals, those with limited English proficiency

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and individuals with disabilities are identified and have meaningful opportunities to be engaged on projects and studies. Strategies for identifying and engaging disadvantaged populations are provided in **Section 3.2** Civil Rights Requirements and Implementation.

Useful Links: FHWA NEPA and Public Involvement Guidance

https://www.environment.fhwa.dot.gov/nepa/transportation_decisionmaking.aspx

https://www.fhwa.dot.gov/planning/public_involvement/

6.1 Project Scoping

The scoping process determines the range of issues to be addressed and identifies potential issues related to the proposed project. Specifically, it calls for early and consistent coordination with appropriate agencies and the public. Scoping also aids in determining the type of environmental review document a federal action requires, the scope of the environmental review document, the level of analysis and related environmental requirements.

At the beginning of the project development process, a scoping meeting is typically held

involving ADOT, FHWA, environmental agencies, tribal communities, the appropriate MPO or COG and local government staff. This meeting helps determine the purpose and need for the project, key issues and topics, data needs and action items for moving the project through the development process.

Also, early in the project development process, a list of key stakeholders, including local leaders and officials, property owners and others who may have an interest in the project should be created. These stakeholders are sent a letter or other notice that the project study process has been initiated. The notice may also serve as a right-of-entry notice that surveys and other field work are anticipated on the recipient's property within the project study area. On some projects, a meeting with local officials, small group meetings, and/or a public scoping meeting are held to introduce the project and obtain public input.

ADOT's Guidelines for Agency and Public Scoping for Projects with Categorical Exclusions (https://azdot.gov/sites/default/files/2019/07/categorical_exclusions_scoping-guidelines.pdf) provides guidance on the scoping process, developing scoping letters and responding to comments.

6.2 Types of NEPA Approval (Class of Action)

Federal projects subject to the NEPA are evaluated in one of the following three classes of federal action and corresponding environmental documents:

- **Environmental Impact Statement (EIS):** Prepared for projects where it is known that the action will have a significant effect on the environment. The agency's decision on the project is recorded in a Record of Decision (ROD).
- **Environmental Assessment (EA):** Prepared for actions in which the significance of the



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environmental impact is not clearly established. An EA process determines whether a more extensive EIS is required. If analysis determines the project will have no significant impacts, a Finding of No Significant Impact (FONSI) is issued.

- **Categorical Exclusion (CE):** Prepared for actions that do not typically individually or cumulatively have a significant effect on the environment and are therefore excluded from the full NEPA process (i.e., CEQ requirements for an EIS or EA). Many ADOT projects, such as pavement preservation, bridges and safety projects are approved as “listed” CEs under 23 CFR 771.117, which includes a specific list of project types and actions that typically qualify under this category.

Larger projects, such as widening projects, are normally approved as documented CEs, and typically require more environmental evaluation and public involvement efforts. ADOT's Environmental Planning Categorical Exclusion (CE) Checklist Manual provides

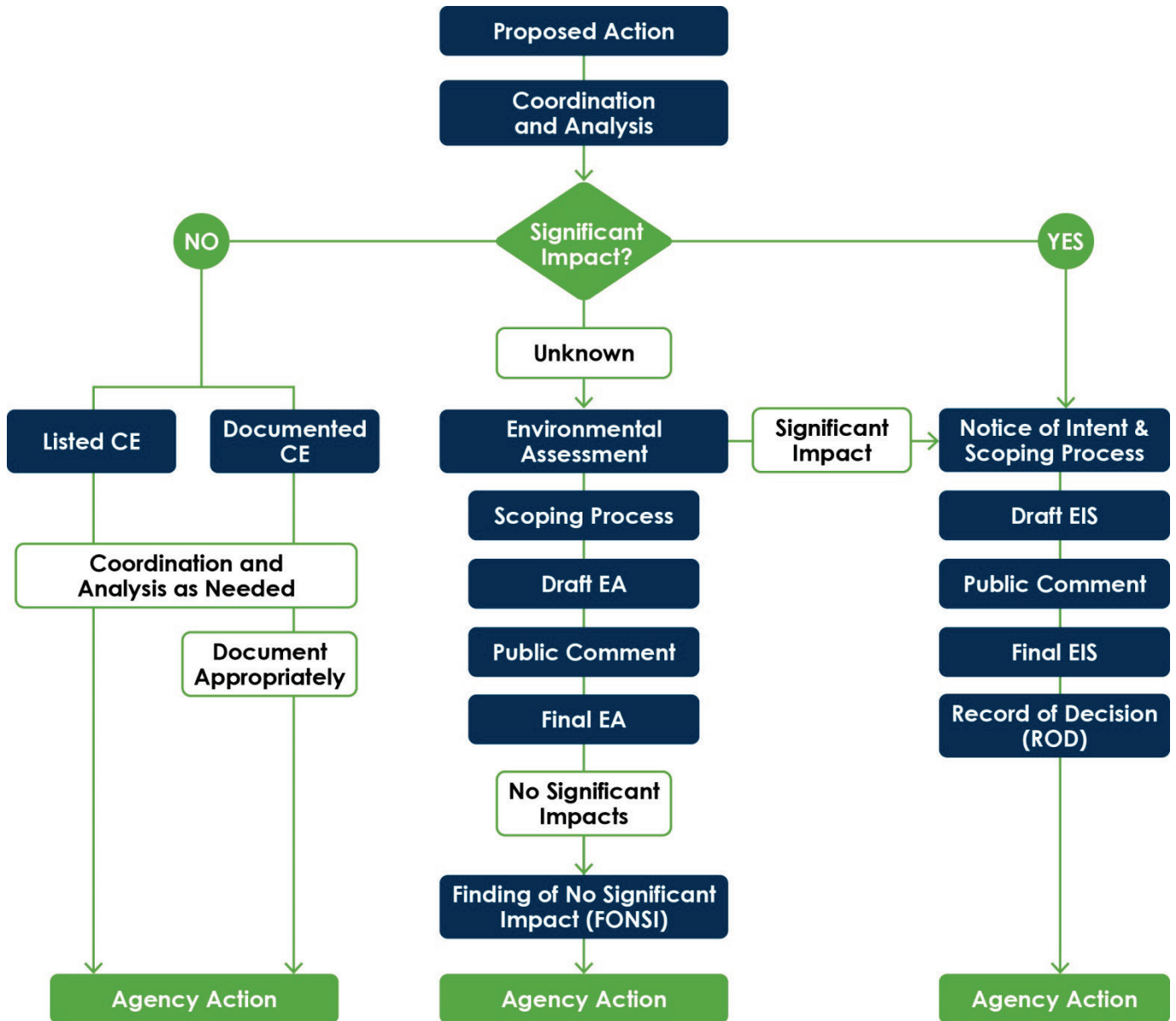
definitions of CE project types: <https://azdot.gov/business/environmental-planning/guidance-federal-aid-projects/nepa-guidance>

ADOT EP conducts a project determination to determine what level of environmental document should be prepared for a project based on a number of factors.

Figure 6-1 provides a flow chart of the NEPA project decision-making process.

The following sections outline legally required public involvement activities for each NEPA class of action, as well as ADOT's recommended practices. **Figure 6-2 NEPA Public Involvement Requirements for Transportation Projects** provides a summary of the public involvement requirements for transportation projects during various stages of the NEPA project development process, as well as recommended ADOT practices.

FIGURE 6-1 NEPA CLASS OF ACTION AND APPROVAL PROCESS



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FIGURE 6-2 NEPA PUBLIC INVOLVEMENT REQUIREMENTS FOR TRANSPORTATION PROJECTS

Public Involvement	FEDERAL ACTION LEVEL		
	Documented Categorical Exclusion (CE)	Environmental Assessment (EA)	Environmental Impact Statement (EIS)
Notice of Intent	NA	◆	■
Scoping Notices(s)	◆	●	■ (30 days)
Property Owner Notification	■	■	■
Newsletter / Postcard	◆	●	●
Agency / Public Scoping Meeting(s)	◆	●	■
Public Website(s)	●	●	●
Public Information Meeting(s)	◆	●	●
Local Officials Meeting	◆	●	●
Public Hearing	NA	●	■
Availability of Environmental Documentation for Review / Notice of Availability	◆	■ (30 days)	■ (Draft 45 days; Final: 30 days)*
Notice of Final Environmental Document	●	●	■

Note: *The public comment period for a Draft EIS is 45 days with an option for 60 days or longer, if needed.

No public review period is required for a combined FEIS/ROD.

The Title 23, Section 139 efficient environmental reviews for project decision making process for EAs is different than shown in the table and is optional/at ADOT's discretion under NEPA Assignment.

Legend: ■ Legally Required ● Recommended ◆ Optional NA Not Applicable

6.3 Public Involvement Requirements for NEPA Projects

The following public involvement activities are required for implementing NEPA provisions based on CEQ guidance [<https://www.ecfr.gov/current/title-40/chapter-V/subchapter-A/part-1506/section-1506.6>]:

According to CFR 40, Subsection 1506.6 Public involvement, Agencies shall:

- Make diligent efforts to involve the public in preparing and implementing their NEPA procedures.
 - Provide public notice of NEPA-related hearings, public meetings, and other opportunities for public involvement, and the availability of environmental documents so as to inform those persons and agencies that may be interested or affected by their proposed actions. When selecting appropriate methods for providing public notice, agencies shall consider the ability of affected persons and agencies to access electronic media.
- » In all cases, the agency shall notify those who have requested notice on an individual action.
 - » In the case of an action with effects of national concern, notice shall include publication in the Federal Register. An agency may notify organizations that have requested regular notice.
- In the case of an action with effects primarily of local concern, the notice may include:
 - » Notice to state, tribal, and local governments that may be interested or affected by the proposed action.
 - » Following the affected state or tribe's public notice procedures for comparable actions.
 - » Publication in local newspapers (in papers of general circulation rather than legal papers).
 - » Notice through other local media.
 - » Notice to potentially interested community organizations including small business associations.
 - » Publication in newsletters that may be expected to reach potentially interested persons.
 - » Direct mailing to owners and occupants of nearby or affected property.
 - » Posting of notice on and off site in the area where the action is to be located.
 - » Notice through electronic media (e.g., a project or agency website, email, or social media).
 - Hold or sponsor public hearings, public meetings, or other opportunities for public involvement whenever appropriate or in accordance with statutory requirements applicable to the agency. Agencies may conduct public hearings and public meetings by means of electronic communication except



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where another format is required by law. When selecting appropriate methods for public involvement, agencies shall consider the ability of affected entities to access electronic media.

- Solicit appropriate information from the public.
- Explain in its procedures where interested persons can get information or status reports on Environmental Impact Statements and other elements of the NEPA process.
- Make Environmental Impact Statements, the comments received, and any underlying documents available to the public pursuant to the provisions of the Freedom of Information Act.

6.4 Public Involvement Requirements for a Categorical Exclusion (CE)

A CE is a category of actions that typically does not individually or cumulatively have a significant effect on the environment. As a result, these projects are excluded from developing an EA or EIS and there are fewer federal NEPA public involvement requirements for a CE. For example, a public hearing is not required for a CE-level project and would typically not be held since there aren't significant impacts. Most ADOT projects fall under a CE level action. However, environmental review is still conducted for CE level projects. Public involvement may still be required for compliance with NEPA and other federal requirements to provide meaningful opportunities for public participation, particularly for disadvantaged and underserved populations. ADOT conducts public involvement for projects based on the context of the project, level of impact, concern and need, not solely on meeting minimum requirements.

The following are public involvement requirements for federally funded projects conducted at the CE-level:

- Conduct any required public notification, review and comment opportunity for environmental impacts related to Section 4(f), Section 106, air quality conformity and noise. See **Sections 6.10 and 6.11** for more details.

Recommended Activities

The following activities are not federally required but are recommended ADOT practice for documented CE projects during project development:

- Maintain a project website.
- Seek input from stakeholders and the public regarding the project scope and design concept alternatives, if applicable.
- Send postcards, GovDelivery emails and other notices to the project area to provide notification to the public of the project and/or opportunities for input, including public meeting notices.
- Conduct public meetings or other outreach opportunities, such as survey comment tools, at appropriate times before key decisions are made. Public meetings are recommended for widening projects, new interchange or interchange reconstruction projects or other projects that are likely to be of high interest or concern to the public.
- Provide notification to affected property owners of any direct impacts, such as new/modified sound walls. ADOT's Right of Way Office shall notify property owners of right of way impacts and the right of way acquisition process.

ADOT's practice is to determine what is best for the individual project. Project teams should base the public involvement approach on the level of anticipated impacts and the unique nature of the project, community and level of anticipated public interest or concern. For example, ADOT freeway widening projects are typically conducted at a CE level when widening occurs within the existing

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roadway footprint without acquiring a significant amount of new right of way. From a public involvement perspective these types of projects still warrant a high level of public outreach, since motorists and adjacent communities typically have concerns about traffic, freeway noise, construction and other short- and long-term impacts.

6.5 Public Involvement Requirements for an Environmental Assessment (EA)

Public involvement requirements for an EA and the FONSI process are defined in the following regulations: 23 CFR 771.119 (Environmental Assessments) and 23 CFR 771.121 (Findings of No Significant Impact).

In addition to the NEPA public involvement requirements identified in Section 6.3, the following public involvement activities are federally required for an EA:

- Notice of availability of the draft EA for review and comment, the comment period and methods for submitting comments. At a minimum this notice shall be provided in the newspaper of largest circulation within the study area at the commencement of the comment period. This notice will be combined with the public hearing notice if one is held.
- A minimum 30-day public comment period for the draft EA.
- Availability of draft and final EA documents in electronic formats and at publicly-accessible repository locations in the study area.
- A public hearing is not automatically required but may be held based on certain criteria (see **Section 6.7** below).
- If a public hearing is held, then the same public hearing notification and hearing format used

for an EIS project should be followed (see **EIS Section 6.8** below).

- If a public hearing is not planned, the public must be notified of the opportunity to request a public hearing. This notification should be included as part of the notification for the availability of the draft EA and public comment period (see **EIS Section 6.7**).
- Comments received during the Draft EA comment period must be included and substantive comments are addressed in the final EA document, either individually or collectively as a group of similar comments.

Recommended Activities

The following activities are not federally required but are recommended and standard ADOT practice:

- If a public hearing is held, then the same public hearing notification and hearing format used for an EIS project should be followed (see **EIS Section 6.8** below for public hearing requirements and **Section 12.5 for more details on implementing a public hearing**).
- Maintain a project website. ADOT places all draft and final EA documents on the study web page.
- Send postcards or other notices, such as news releases, GovDelivery email alerts and social media, to announce the start of the project, public meetings, and the release of the draft EA and comment period.
- Hold public scoping meetings and public information meetings to review alternatives.
- Hold meetings with local public officials.
- Use videos, graphics, visualizations and photo simulations to convey highly technical information.

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- Provide notice to the public of the Final EA and FONSI.



6.6 Determining whether a public hearing will be held

A public hearing is always required for an EIS. Public hearing requirements for federally funded transportation improvements are outlined in 23 CFR 771.111. ADOT requires one or more public hearings or an opportunity for a public hearing for EAs.

The recommendation whether to hold a public hearing for an EA will be based on the context, such as population and employment of an area and degree of impacts of the project, such as the amount of new right-of-way, the number of displacements or changes to highway access, as well as comments received from a review of a Draft EA. It is ADOT's practice to hold a public hearing for most EAs.

The determination whether to hold a public hearing is made on a project-by-project basis by ADOT EP in cooperation with ADOT Communications and Public Involvement, ADOT Civil Rights Office and the ADOT Project Manager.

If ADOT EP does not believe a public hearing is warranted based on the project context, degree of impacts and level of public concern or controversy, ADOT will publish a Notice of Opportunity for a Public Hearing to determine public interest in holding a hearing.

The Notice of Opportunity should be advertised in a similar manner as a public hearing notice, indicate how interested parties can request a public hearing, and provide a 30-day response timeframe to submit requests.

6.7 Addressing Requests for a Public Hearing

If, during the 30-day request period, ADOT receives one or more requests to hold a public hearing, the following process will be used to determine whether to grant the request for a hearing. Requests from the public are a factor but are not the sole determinant of whether or not to hold a public hearing.

1. All requests will be acknowledged within a reasonable timeframe and documented in the project file.
2. If a small number of requests are received to hold a public hearing, ADOT will offer to meet with the requestor(s) to explain the proposed project, review materials, answer any questions and receive input. These meetings must be well-documented and made a part of the project record. Following this meeting, ADOT will confirm with the requestor(s) whether they are satisfied and wish to withdraw their request for a hearing.
3. If one or more requestors do not wish to withdraw the request and believe a public

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hearing should be held, the following factors will be used by ADOT in determining whether to grant a request to hold a public hearing:

- The potential for significant impacts consistent with CEQ regulations defining context and intensity of a proposed project.
- Whether there is significant community interest or concern regarding the project.
- Whether public involvement, public review of the Draft EA and comment opportunity cannot be achieved through other means.
- The complexity of the proposed project and issues and likelihood that information presented at a public hearing will be necessary to obtain informed public comment, versus providing the information through other means.
- Whether there is new, relevant information that is not evaluated in the Draft EA and the concern(s) cannot otherwise be addressed.

The final determination whether to hold a public hearing based on these factors will be made by ADOT EP in cooperation with ADOT Communications and Public Involvement, ADOT Civil Rights Office and the ADOT Project Manager. Any decision made to not hold a public hearing will be documented by outlining the factors listed above.

4. ADOT shall notify each requestor in writing of the final decision whether to hold or not hold a public hearing, and the reasons for the decision.

If a public hearing is not held, ADOT shall conduct other public involvement activities to provide opportunity for review of and comment on, the draft EA and DCR. This should include the ability

to review printed and electronic versions of the draft EA and DCR documents. Other materials, such as a fact sheet and a self-guided presentation explaining the information presented in the draft EA and DCR and how to provide comments, should be posted on the project website and made available in printed form. A Public Involvement Summary documenting the public notification, outreach activities and comments received shall be prepared for inclusion in the final EA.

6.8 Public Involvement Requirements for an Environmental Impact Statement (EIS)

The regulatory requirements for an EIS are more detailed and rigorous than the requirements for an EA. Projects that require an EIS process are typically new freeway corridors.

In some cases, when funding is not available to implement a project, ADOT may conduct a tiered EIS approach for high-level planning purposes.

- A **Tier 1 EIS** focuses on broad issues such as general location of a corridor route, mode choice and area-wide air quality and land use implications of the major alternatives.
- A **Tier 2 EIS** addresses site-specific details on project impacts, costs and mitigation measures and more detailed project elements are defined and assessed, such as the alignment and the location of traffic interchanges.

The ROD represents the final decision for a proposed project, either the selection of the Build Alternative or the No Build Alternative. A Tier 1 EIS identifies the selected corridor location and a Tier 2 EIS fully defines the selected alternative that will be implemented and associated environmental commitments.

For projects being evaluated using an EIS, public involvement is outlined in the following federal

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regulations: 23 CFR 771.123 (Draft Environmental Impact Statements), 23 CFR 771.125 (Final Environmental Impact Statements) and 23 CFR 771.127 (Record of Decision).

In addition to the public involvement requirements outlined in Section 6.3, the following describes the public involvement activities that are federally required for an EIS:

- A Notice of Intent (NOI) to initiate an EIS is published by FHWA in the Federal Register.
- Placing an ad in the newspaper of general circulation within the project area to provide public notice of the EIS. If there is a Spanish LEP translation requirement, an ad should also be placed in a Spanish language publication or a bilingual ad should be placed if there is no Spanish language publication.
- The 23 USC 139 environmental review process requires that a coordination plan be developed and in place within 90 days of NOI publication [23 USC 139(g)].
- Agency and tribal coordination and agency and public scoping notices.

- Availability of draft and final EIS documents in electronic formats and in printed format at publicly-accessible repository locations in the study area.
- Public notice of the public hearing(s) and availability of the draft EIS for public review and comment must be provided. This may be provided through one or more of the following notices:
 - » Direct mailing to owners and occupants of affected property.
 - » Notice to state, tribal, and local governments that may be interested or affected by the proposed action.
 - » Notice to potentially interested community organizations.
 - » Posting of notice on and off site in the area where the action is to be located.
 - » Placing an advertisement in the local newspaper of general circulation within the study area to advertise a public hearing. If there is a Spanish LEP translation requirement identified for the project area a separate ad should be placed in a Spanish language publication. ADOT advertises a hearing a minimum of 15 days prior but no more than 30 days prior to the public hearing (see **Appendix T Public Hearing Ad Example** and **Section 12.5 for ad content requirements**).

» A news release.

- The timing for the NOI, NOA and required public hearing is prescribed to ensure adequate time for the public to provide comment.
- » The Draft EIS must be available for review for a minimum of 45 days from the date of the NOA. A longer notice may be provided if desired.



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- » The Draft EIS must be available for review for a minimum of 15 days prior to a public hearing.

Within the review and comment period, ADOT must conduct one or more public hearing(s) to provide an opportunity for oral comments before a panel.

- » Hearings must be held at convenient locations and times within the study area.
- » Oral comments by the public are recorded by a court reporter and a verbatim transcript of the hearing is prepared.

» **For more details regarding how to implement a public hearing see Section 12.5.**

- Comments received during the comment period, written or verbal, become part of the project record and must be addressed individually or collectively in the Final EIS or ROD, a document that is prepared after the FEIS has been completed.
- Once completed the Final EIS is made available for public review via the website and at repository locations and another NOA is placed in the Federal Register.
- The Final EIS may be released with a minimum 30-day public review period. Alternatively, the document may be published as a combined Final EIS/ROD, in which case there is no public review period and the decision has been recorded.
- ADOT provides notice of the availability of the Final EIS (or combined Final EIS/ROD) via a newspaper advertisement (same format as the NOI/NOA).
- Following the public review period, the document is finalized.
- A combined Final EIS/ROD is published in the Federal Register; a Notice for Limitation on

Claims may be issued for a ROD. This records the agency's final decision.

Recommended Activities

The following activities are not federally required for an EIS but are recommended and standard ADOT practice during project development. Additional public involvement activities may also be warranted based on the scope of the proposed project and impacts, as well as level of public interest or concern.

- A project website. ADOT places all draft and final EIS documents on the study web page. Additional documents, such as scoping summaries, public involvement summaries, fact sheets, newsletters, maps and other information about the proposed project should also be placed on the website for public review.
- Postcards or other notices (e.g., email alert, news release, social media) to announce the start of the EIS, public meetings, availability of the draft EIS and comment period and the final EIS and ROD.
- Agency and public scoping meetings, and public information meetings to review the alternatives analysis as part of Alternative Selection Reports. It may be beneficial to hold a public meeting or hearing if there have been substantial changes in the project design or study area conditions since the Draft EIS.
- Meetings with local officials.
- Ads in multiple local publications beyond the minimum required notice.
- The ability to comment through multiple methods, such as email, mail, phone and an online commenting tool.
- Use of videos, graphics, visualizations and photo simulations to convey highly technical information.
- Public hearing guide that summarizes the Build Alternative(s), provides a summary of the

document and information on how to comment and when comments are due.

- Interactive EIS documents that enable the public to zoom in and out of maps and click through layers of information are also encouraged. These interactive formats are accessible through a mobile phone, translatable into other languages and fully web accessible for those with visual impairments.
- A public notification process should be conducted to notify the public of the final decision via the ROD or combined Final EIS/ROD, beyond the required NOA advertisement. This may include any of the following: a news release, GovDelivery email, social media, or other notices.

6.9 Use of Public Involvement Consultants to Support the NEPA Process

Due to the extensive public involvement requirements involved, ADOT's standard is to utilize public involvement consultants to develop and implement public involvement plans for EA and EIS-level studies. However, ADOT Community Relations staff shall continue to maintain a role on the study by attending study team meetings, reviewing Public Involvement Plans and materials from consultants, assisting in planning and attending study-related meetings and hearings, assisting in responding to public inquiries outside formal comment periods, posting study related materials to the study website, sending approved email notices via GovDelivery to study contact lists and other tasks. Public involvement consultants are required to follow the ADOT Public Involvement Plan and are responsible for compliance with CRO requirements, reviews and documentation as outlined in the ADOT PIP.

6.10 Traffic Noise Analysis/Noise Abatement

While ADOT must evaluate many potential environmental impacts from a planned project, highway noise is frequently one of the greatest concerns expressed by residents. Project teams can anticipate the need to address community concerns about noise as part of a new highway or highway expansion project. Therefore, additional information and guidance on this topic as it relates to public outreach efforts is included in this section.

ADOT provides mitigation for traffic noise in accordance with federal requirements (23 CFR 772). A noise analysis is prepared for all projects that involve construction of a highway on new roadway alignment; making a substantial change in the horizontal or vertical alignment of an existing highway; and adding new through travel lanes to an existing highway. The noise report showing proposed locations and details of recommended new noise barriers will be made available to the public and presented when holding public meetings and hearings.



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Identification of a noise impact - predicted future noise levels approaching or exceeding the ADOT and federal noise thresholds - does not automatically warrant noise abatement measures. Abatement measures must also meet other criteria, including acoustic and engineering feasibility, as well as reasonableness and cost effectiveness. To be eligible for noise abatement, an eligible property must be permitted for development by the local jurisdiction prior to completion of the environmental document for the project. The date that the environmental document is approved is known as the Date of Public Knowledge.

ADOT follows a prescribed process for noise abatement evaluation based on federal guidance and ADOT policy, and data from the noise analysis. Therefore, *public input on perceived noise levels does not influence the noise abatement recommendations* regarding whether noise abatement will be provided. However, the input could warrant additional noise evaluation to verify the previous result. ADOT must seek and consider the viewpoints of property owners and residents who would benefit from the new abatement measures if they *do not wish* to have a new wall built, for example due to concerns about scenic views or property visibility from the roadway.

To fulfill NEPA environmental requirements and determine the public's viewpoints, ADOT shall provide an opportunity for the public to review and provide input on the final Noise Analysis Report for a project with the location of new or raised noise walls or other abatement measures.

The public involvement process includes any activity by ADOT to solicit active public input that engages identified benefited residents and property owners to determine their viewpoints on the final noise abatement. This may include one or more of the following activities: public meetings/workshops, surveys, mailings, emails and community group meetings.

If ADOT becomes aware of neighborhood opposition to a noise wall, ADOT Communications and Public Involvement and EP staff will follow a process which includes directly notifying all affected property owners (benefitted receptors) via mail and offering them an opportunity to reject or approve the proposed wall through a balloting process. All noise sensitive facilities, irrespective of their activity category, shall be given a vote for every receptor allocated to them in the Project Noise Analysis Report. Facilities may be represented exclusively by the owner, legal representative, or legal occupant of the facility. A legal occupant must have the legal authority to act on behalf of the property owner according to Arizona Statute and/or the underlying legal property agreement. A legal representative can be the homeowner association, property manager or other entity authorized by a legal property agreement to act on behalf of a property owner.

Noise abatement measures recommended are constructed unless a majority of opposing votes are received. Property owners that were involved in the balloting process are notified of the final results of the balloting.

Additional information about ADOT's Noise Abatement Policy can be found on the website at:

<https://azdot.gov/business/environmental-planning/noise/noise-abatement-requirements>

6.11 Public Involvement for Other Environmental Impacts

Public involvement activities to comply with federal regulations under the "NEPA umbrella" (Section 4(f), Section 106 historic properties, Clean Air Act, Clean Water Act and Section 404 permits) are typically conducted as part of the NEPA public involvement process for EA and EIS documents. When a project is conducted at a CE-level but has 4(f), Section 106, air quality or water quality

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impacts, there are still requirements for public notification, review and comment.

The following guidance is provided for public involvement associated with these regulations.

Section 4(f)

Public involvement during the Section 4(f) process is prescribed in the following instances.

- **De minimis Finding:** When a project qualifies for a de minimis finding, public notice and an opportunity for public review and comment are required in accordance with (23 CFR 774(b)(2)(i)). After considering any comments received from the public, if the official(s) with jurisdiction concurs in writing that the project will not adversely affect the activities, features, or attributes that make the property eligible for Section 4(f) protection, then ADOT may finalize the *de minimis* impact determination. Public notices may be used to state that ADOT, under NEPA Assignment, is seeking public input on a proposed *de minimis* finding(s) details of which are included on a project website.
- **Net Benefit Programmatic:** For a project where one or more public meetings or hearings are held, information on the proposed use of the Section 4(f) property shall be communicated at the public meeting(s) or hearing(s).
- **Section 4(f) Statement:** An individual Section 4(f) evaluation is required when a project requires the use of Section 4(f) property that is not considered de minimis nor can it be processed with a programmatic evaluation. The public may review and comment on the draft evaluation during the NEPA process.

For CE-level projects, public notice of Section 4(f) Statements and *de minimis* findings is provided via the website and should also be included in public meeting information.

Section 106 Historic Properties

Section 106 public involvement requirements are usually accomplished as part of the NEPA process. Section 106 public involvement may take place during all steps in the Section 106 process, from initiating the process, identifying historic properties, assessing effects on historic properties, and identifying measures to resolve adverse effects to historic properties in a manner that reflects the nature and complexity of the undertaking and its effects on historic properties, the likely interest of the public in the effects on historic properties, confidentiality concerns of private individuals and businesses, and the relationship of the federal involvement to the undertaking.

If there are Section 106 historic property impacts associated with a CE-level project, ADOT EP will conduct any necessary notification to and coordination with the property owner, local jurisdiction and other potentially- interested parties. EP will consult with Community Relations to determine additional notification and outreach that may be needed to potentially interested parties, based on the nature of the project and historic property impacts, such as adjacent properties and organizations with an interest in historic preservation.

Clean Air Act & Air Quality Conformity Analysis

ADOT conducts project-level air quality conformity analysis and consultation, and submits a request to FHWA for a project-level air quality conformity determination. Information on the Interagency consultation process is located on the ADOT Air Quality (AQ) website (<https://azdot.gov/business/environmental-planning/air-quality/guidance-air-quality>).

- For project conformity determinations that require a hot-spot analysis and air quality technical report the public review and comment for air quality is included in the project NEPA public involvement process. If a conformity determination is made later in time than the public review and comment period for

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a NEPA document, then ADOT must provide a separate opportunity for public review and comment of project-level conformity analyses. If a project requiring a hot-spot analysis and air quality technical report is approved with a CE then the analysis is made available for public review and comment before the conformity determination is made.

- For a project of air quality concern that is conducted at the CE level, the air quality information should be presented at a public meeting if one is held. Additionally, for CE level projects public notification regarding the availability of the draft hot spot analysis for review and comment may be provided on the project website and may also be noticed through other methods, such as email notices to the project contact list and/or mailings within the study area.
- All completed project level AQ documents and FHWA Section 327 Conformity Determinations are posted to the ADOT (AQ website for public review and may also be posted to the project website).

Clean Water Act and Section 404 Permitting

- Federal regulations allow United States Army Corps of Engineers (USACE) to adopt another federal agency's Environmental Impact Statement (EIS) or Environmental Assessment (EA)/Finding of No Significant Impact (FONSI) when considering permit applications. In these situations, the CWA public involvement requirements are met as part of the NEPA process. USACE public involvement

requirements for an Individual Permit require a public notice and 30-day comment period, and USACE may decide to hold a public hearing. As part of the public notice for an Individual Permit, the USACE is also required to notify adjacent landowners.

When a CE-level project requires a Section 404 permit this information should be provided in a project public information meeting, or through a separate public notification process if a public meeting is not planned.

6.12 NEPA Assignment Disclosure Language

In addition to including in environmental documents for public review, the approved NEPA Assignment Disclosure Language shall be used in the following ways as part of the NEPA public involvement process for an EA or EIS:

- In any advertisement, mailed or electronic notice for a public hearing, scoping meeting, public meeting, Notice of Availability or Notice of Intent.
- On a single slide in the public hearing or public meeting presentation slides.
- On a single poster or sign at an in-person public hearing.
- In a public hearing guide.
- On the website.

NEPA Assignment Disclosure Language

The environmental review, consultation and other actions required by applicable Federal environmental laws for this project are being or have been carried out by ADOT pursuant to 23 USC 327 and a Memorandum of Understanding dated 04/16/2019 and executed by FHWA and ADOT.

Section 7

Public Involvement During Design





7. Public Involvement During Design

Final design involves refinement of preliminary designs and advances the design plans from the 30% level to the final plans for construction.

Project teams can anticipate that new highways, highway widening projects, new interchanges and interchange reconstruction projects, bridge removal/reconstruction projects, roundabouts, and grade separation or access management projects that create changes in business access or visibility will be of high interest to impacted residents and businesses and a corresponding level of public involvement should be conducted during final design.

Often, members of the public don't engage in projects until the final design phase when they realize a project is imminent or "real." This can be challenging because the public has an expectation that changes can still be made if a project hasn't been built. Any design elements that have already been determined and not subject to change should be conveyed to the public to manage expectations.



7.1 Public Involvement Guidelines for Design

- The public should be informed of any substantial changes in design plans that occurred after the NEPA process was completed. If these changes require supplemental NEPA documentation or a reevaluation of the NEPA documentation due to the passage of time or changes to the design, additional public involvement or environmental requirements, and modified effects or mitigation, coordination with FHWA and ADOT will be required along with a mutually-agreed level of public involvement.

- Project public involvement plans should include methods for soliciting input during the early design phase before final decisions are made on project details. When input is provided during design, it should be shared with the project team with more immediacy, since project plans can progress quickly.
- If design plans require re-evaluation of, and changes to, noise abatement measures presented in the environmental document, notification to affected properties of proposed noise abatement measures is required to determine if there is substantial community opposition to the walls or other abatement measures. See **Section 6.10 Traffic Noise Analysis/Noise Abatement**.
- For larger projects likely to generate significant community interest (highway widening, new interchanges/interchange reconstruction, etc.), a public meeting to present the project features at or near the Stage III submittal (60% completion level) is recommended.
- Proactive engagement with impacted properties, nearby businesses, homeowner associations (HOAs) and other community stakeholders is recommended to ensure they are aware of project design plans.
- Additional activities and tools may be recommended in the project PIP, based on the nature of the project and community.



7.2 Right of Way Impacts/Temporary Construction Easements

ADOT administers a right of way program to acquire private property to implement transportation projects, which conforms to the federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (Uniform Act) for property acquired for a federally funded project. The right of way program ensures appropriate notice is provided and the rights of property owners and tenants are protected. ADOT is legally required to notify affected property owners within project routes.

The ADOT Right of Way office is responsible for acquiring property needed for construction, including temporary construction easements, notifying and coordinating with property owners. Any property owners with questions about right of way impacts, the right of way acquisition or relocation process or timeline should be directed to the ADOT Right of Way Officer assigned to the project. Community Relations staff will refer all related right of way matters to ADOT Right of Way Office. At the request of, and in coordination with the Right of Way Office, Community Relations staff may facilitate meetings with impacted property owners or advise a property owner that ADOT has identified a right of way impact to their property and refer them to the Right of Way Office for more details. Any public outreach and information during the right of way acquisition process should be coordinated with the Right of Way Office so it doesn't negatively impact acquisition negotiations.

Section 8

Public Information and Outreach During Construction, Maintenance and Operations





8. Public Information and Outreach During Construction, Maintenance and Operations

Construction-phase public outreach by nature is typically for public information purposes since project plans are finalized. While there are no federal requirements for public involvement during the construction, maintenance and operations phases of a project, there may be specific carryover requirements from the NEPA process included in environmental commitments. In addition, all requirements for outreach to low-income, minority and disabled populations apply during construction, including providing reasonable accommodations and translation into identified LEP languages.

Construction is the most visible part of the project to the public and is likely to directly impact the highest number of people. Examples of these impacts include property acquisition, temporary and permanent changes in property access, construction noise, road restrictions and closures, driveway and sidewalk reconstruction, construction of noise walls and replacement of landscaping.

ADOT's Community Relations PMs have the primary responsibility for conducting public outreach for construction and maintenance projects unless this task is contracted to others or performed by the Local Public Agency (see **Section 9**).

8.1 Minimum Public Outreach for Construction Projects

The following are the minimum public outreach requirements for ADOT projects in the construction phase if there are construction-related impacts to the public. If there are no impacts, no outreach or notification is required.

- For projects that will have ongoing closures, flagging operations or other significant traffic restrictions over an extended period, have direct impacts to properties (e.g., reconstruction of driveways, sidewalks and walls) or are of high community interest or concern, develop a construction-phase communications plan to identify strategies, tools and anticipated timelines.

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- » Identify specific anticipated impacts, major project milestones and associated outreach/notification.
- » An updated LEP analysis should be conducted if the previous LEP data is more than five years old.
- » Identify specific outreach activities to affected minority, low-income and disabled populations.
- Update/develop a project contact list with email addresses.
- Update the project web page with construction information.
- Translate all project construction notices in required LEP languages. Ensure the project team is aware of the need for translation of construction notices, to allow adequate lead time to develop and distribute notices to affected properties. Text in email notices and the website does not need to be translated into required LEP languages if it can be automatically translated via Google Translate.
- Develop a fact sheet with information on what to expect see **Appendix N**.
- For projects with major restrictions or closures that affect emergency access, conduct a project-specific Transportation Systems Management meeting (or meetings) with local public safety personnel, including Department of Public Safety, police, fire and ambulance providers, to review construction closures and emergency access.
- Provide public notification of the start of the project via at least one of the following methods, which will vary according to the project:
 - » Postcard to all properties within one mile of the project for urban projects and two miles for rural areas (for larger and more impactful projects).



- » Preconstruction public meeting (for larger/more impactful projects).
- » Flyers to directly impacted businesses or properties adjacent to/directly impacted by work activities. See **Appendix P** Example Construction Notice.
- » GovDelivery email alert; news release and social media.
- Provide advance notice of traffic restrictions and closures via GovDelivery email and the project web page. See **Appendix O** Example Email Notice. Additional notice is recommended via social media, news release or other methods.
- Create and distribute construction flyers to notify directly impacted parties of closures or major road restrictions lasting longer than one week. Notices shall include a map of impacted locations and detours.

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- Conduct tribal notification and outreach for projects on or adjacent to tribal lands or of tribal interest as identified during the NEPA process and development phase – such as those that impact traditional cultural properties. The appropriate ADOT personnel should contact the tribe to secure any needed environmental or right-of-entry permits for the work.
- Provide project information and materials in electronic and accessible formats.
- Follow all notification requirements for Title VI and ADA Nondiscrimination and accommodation requirements.

See **Appendix H** Minimum Requirements for Public Involvement.

ADOT's construction project teams, contractors and District Infrastructure Delivery and Operations staff also play a role in public outreach and information for projects. Construction contractors may be required by the contract to provide certain notice to affected properties of construction-related activities and impacts, will have notification requirements to advise ADOT of construction schedules and needed restrictions and closures, may be required to avoid construction activities during prescribed holiday periods or special events identified in the contract and to minimize construction-related noise, dust, lighting and other impacts. ADOT Resident Engineers are responsible for enforcing contract provisions to minimize impacts.

8.2 Preparing Affected Communities for Construction

ADOT recognizes the impact that highway construction can have on local communities. ADOT works with local jurisdictional partners to determine allowable construction-related work hours, restrictions, closures and detour routes, as well as large community events to be avoided, if

possible. Community-specific restrictions are identified during project development and these commitments should be memorialized in the construction contract specifications to avoid issues with local jurisdictions and approval of traffic control plans.

Minimizing traffic impacts to heavily-traveled commuting, commerce and recreation corridors is also considered. Recognizing that all construction projects will have some impacts, ADOT attempts to balance the need to complete a project in a timely and cost-effective manner with the need to minimize impacts to drivers and the local community.

The larger and more impactful the project is to the affected community, the more advance notice ADOT should provide to notify of the start of construction and anticipated impacts so community members can begin preparing appropriately. Project teams should not necessarily wait for a project contract to be awarded to start providing advance notice of an upcoming project. General information about the scope and anticipated impacts and duration of a project can be conveyed initially until a contractor is on board, at which time more specific information can be shared.

It is imperative that contacts for directly impacted properties and other interested parties in the vicinity (e.g., HOAs, businesses, schools, hospitals, etc.) are secured, so they can be notified prior to construction activities commencing and in a timely manner prior to activities that impact them.

8.3 Preconstruction Public Meetings

If a construction project is large and will be extremely impactful to drivers and the adjacent community, a preconstruction public meeting should be considered. A public meeting allows for an in-depth overview of the project scope, schedule and impacts, as well as an opportunity

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for community members to ask questions to better understand the project.

If a project will require reconstruction of multiple driveways and sidewalks, have extended detours for specific property access, require removal and replacement of walls adjacent to private property, permanently close streets or have extended road closures affecting certain properties or have other highly-localized property impacts it is recommended that an in-person meeting be held to provide an opportunity to review plans with directly impacted property owners. An in-person meeting can be supplemented with a virtual meeting if desired, however specific property impacts should not be included as part of a virtual meeting presentation.

8.4 Notification of Traffic Restrictions, Closures and Detours

ADOT endeavors to provide as much advance notice as possible of upcoming construction projects to the traveling public and local communities, particularly those projects that will have more significant impacts to drivers and adjacent properties.

Due to the impact on the traveling public, ADOT's standard practice is to provide advance notice of major traffic restrictions, closures and detours so drivers and others impacted can plan accordingly. The more impactful the traffic restriction and the longer the duration, the more advance notice should be provided.

ADOT Community Relations and Public Information staff is reliant on the construction team to provide timely and accurate information about upcoming restrictions and closures, so they can in turn provide adequate advance notice to the public. Due to the dynamic nature of construction and the review and approval of traffic control plans, restrictions and closures may not be confirmed until shortly before they occur.

ADOT will endeavor to provide the following minimum notice for restrictions and closures:

- Twenty-four hour notice of short-term traffic restrictions and closures (those that occur for a few hours, overnight, on weekends or over a few days).
- At least seven (7) days' notice for longer-term closures, such extended closures of ramps and roadways for construction.
- See **Section 8.5** below for additional notification for other direct property/stakeholder impacts.

The project team should ensure that advance notification periods are included in the contract special provisions so the ADOT Resident Engineer is able to enforce them.

Notification methods for project construction will generally include:

- Traffic alerts emailed to project and corridor email lists via GovDelivery.
- Media releases for larger closures and restrictions.
- Posting construction notices and traffic alerts on the project website.
- Construction notices hand-delivered and/or emailed to affected businesses and properties for longer-term closures or direct impacts.
- Social media notices.
- Dynamic message signs on highways.
- Inclusion of closures in ADOT's AZ 511 system.

8.5 Notification of Other Impacts

It is ADOT's preference for construction contractors to be responsible for notification of direct impacts to affected properties (e.g., driveway partial or full closures, sidewalk closures, temporary change in

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property access, wall removals/relocations, parking restrictions, utility impacts, irrigation and landscape removal/replacement, bus route detours, park-and-ride closures and mailbox relocations, etc.). If direct property impacts are anticipated, these notification requirements should be written into the construction contract as part of the contract special provisions identifying the minimum notice requirements and acceptable methods for notification. ADOT's preference is for notices to be in writing and hand-delivered, mailed and/or emailed to affected parties. If notification is not identified as a contractual responsibility of the construction contractor, and with adequate advance notice from the contractor and associated direct costs borne by the project, ADOT public involvement staff will make reasonable efforts to provide notice to affected parties of direct impacts. Adequate time shall be provided to develop, review, translate (if required) and distribute notices.

Extended advance notification may be necessary for affected parties who provide vital public services or need ample time to notify internal stakeholders and make alternate plans (e.g., hospitals, fire stations, post offices, schools, places

of worship and shopping centers). Other on-site signage, such as portable variable message signs and static signage, may also be provided by the contractor.

As noted in the previous section, the project team should ensure that advance notification requirements are included in the contract special provisions so the ADOT Resident Engineer is able to enforce them. Draft contract specifications should be provided to the ADOT Community Relations office for review prior to finalization.

8.6 Minimizing Noise, Lighting and Dust Impacts

ADOT construction contractors are required to minimize impacts of construction to adjacent properties to the extent possible, including following any local ordinances to limit overnight construction noise levels, following requirements to limit dust, attempting to point construction lighting away from homes and providing sound-dampening measures for construction equipment where possible. These requirements are outlined in the construction contract and may also be included in the environmental documents for the project as part of the agreed environmental mitigation measures.

It is recommended that a courtesy notice be provided to impacted properties of activities conducted during overnight hours likely to generate significant additional noise (e.g., saw cutting, demolition, rock crushing, loading/unloading of material, etc.). This notice can be provided by ADOT Community Relations or the contractor; however, if the contractor is responsible it needs to be stated in the contract specifications.

If ADOT receives complaints from adjacent community members regarding construction noise, lighting, dust or other issues, the ADOT Resident Engineer or designee will investigate to determine whether the contractor was following



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the approved mitigation measures and will take appropriate corrective action. The ADOT Community Relations PM or other designated public outreach representative shall communicate any follow up actions or resolution with the constituent.

8.7 Responding to Public Questions and Concerns During Construction, Maintenance and Operations

ADOT's Communications and Public Involvement section staff has the primary responsibility of responding to questions and concerns from the public regarding the construction, maintenance and operation of ADOT facilities.

ADOT Community Relations Project Managers (PMs) serve as the public point of contact for all active projects, including maintenance projects. Once notified of the concern, the Community Relations PM will work with the project construction team to address the concern and

then follow-up with the constituent. A record of the concern and ADOT response or resolution will be documented by the Community Relations PM in a project constituent inquiry log.

The Constituent Services Office responds to a variety of public concerns related to highway operations and maintenance, such as litter, pavement conditions and other non-project related items, as well as concerns forwarded from the Governor's office or other state agencies. Concerns are sent to the appropriate ADOT staff or department for follow-up and documented in a constituent inquiry database.

ADOT's Government Relations Office has the primary responsibility for addressing questions and concerns from local, state and federal elected officials and staff. ADOT's Public Information Office responds to inquiries from the media and public records requests.

ADOT's staff work in close cooperation with project teams and other ADOT technical staff, in developing responses and messaging related to projects and community issues.



8.8 Addressing Noise Concerns After Project Completion

If ADOT receives concerns about highway traffic noise from multiple residents in a neighborhood adjacent to a recently completed ADOT project (within three years of project completion) that met the criteria for noise abatement consideration, ADOT will make reasonable efforts to verify noise levels in that location through courtesy noise readings. If courtesy noise verification readings are taken, they will be performed in accordance with ADOT's federally-approved procedures for noise readings, within 650 feet of the edge of the ADOT right of way, but not more than 900 feet in extenuating circumstances. Noise readings are not warranted outside these limits and readings may be affected by other factors at this distance.



Section 9

Public Involvement for Local Public Agency Projects





9. Public Involvement for Local Public Agency Projects

This section discusses responsibility for planning and implementing public involvement and outreach efforts for projects administered by the Arizona Department of Transportation on behalf of Local Public Agencies (LPAs) during the design and construction phases of the project.

LPAs are counties, towns, cities and tribal governments in Arizona. ADOT-administered refers to projects that are funded by the Federal Highway Administration and occur within the LPA's jurisdiction, but ADOT staff administers and manages the contract.

Certification Acceptance Agencies (CA) are LPAs that are authorized to manage most aspects of the project development process independently in alignment with all applicable agency, state, federal and tribal laws and construction regulations and requirements. Currently the state of Arizona has eight CA-approved agencies: the cities of Chandler, Mesa, Phoenix, Scottsdale, Tempe and Tucson and Maricopa County and Pima County.

ADOT has responsibility for ensuring compliance with all applicable federal and state regulations and policies for LPA projects. For LPA projects that are directly administered by ADOT, this is done at a project level. For CA agencies, programmatic oversight for compliance with public involvement and other requirements is conducted at a program level as part of recertification and annual

regulatory compliance reviews. The responsibilities held by ADOT EP through NEPA assignment and ADOT Civil Rights for Title VI requirements are additional means by which public involvement is monitored on LPA projects.

9.1 Public Outreach Role on LPA Projects

If possible, LPAs should manage public outreach for ADOT-administered projects, since the LPA knows its own community and its stakeholders the best, the project “belongs” to the LPA and is not on the state highway system and because ADOT has limited community relations resources. However, some LPAs lack sufficient community relations resources and want public outreach to be part of administering the contract, while some LPAs might wish to plan and implement public outreach efforts.

The Project Manager, in coordination with the Community Relations PM who supports the engineering district where the LPA project is located, will give LPAs the first right of refusal to plan and implement public outreach efforts. In doing so, the LPA would incur all related costs. The ADOT Project Manager will document this information in the Intergovernmental Agreement (IGA).

PUBLIC INVOLVEMENT FOR LOCAL PUBLIC AGENCY PROJECTS

If desired by the LPA, the ADOT Office of Community Relations will manage public outreach for LPA projects with the following exceptions:

- Highway User Revenue Fund (HURF) HURF-funded projects (via HURF exchange) as these projects are not administered by ADOT;
- CA projects; and
- Non-CA local governments that have ample resources to provide public outreach for the project.

Public outreach and related costs for HURF-funded and CA projects are the responsibility of the LPA/CA. Per Federal Highway Administration regulations, public outreach for ADOT-administered LPA projects must be completed in compliance with ADOT's FHWA-mandated Public Involvement Plan.

9.2 ADOT Office of Community Relations Public Involvement Support for LPA Projects

When the ADOT Office of Community Relations plans and manages public outreach for LPA projects, the following services will be provided with costs incurred by ADOT:

- Develop a communication plan in alignment with the ADOT PIP.
- Establish and maintain a project webpage on azdot.gov.
- Attend project meetings.
- Issue email alerts with updates or alerts to key stakeholders via GovDelivery.
- In cooperation with ADOT Government Relations, provide information and briefings to local elected officials and/or community groups, as needed or requested.

- Respond to questions or comments via the ADOT Bilingual Project Information Line, email, mail or online.
- In cooperation with the ADOT Office of Public Information, coordinate news and/or social media support when appropriate and feasible.
- Create and distribute project flyers as needed.



9.3 Additional Public Outreach on LPA Projects

Public outreach efforts that extend beyond the scope of what the ADOT Office of Community Relations can provide, and costs thereof, will be the responsibility of the LPA. This will also be documented in the IGA.

For more information about Local Public Agency Projects administered by ADOT, contact the ADOT Local Public Agency Section or review ADOT's Local Public Agency Projects Manual at <https://azdot.gov/sites/default/files/2019/06/lpa-manual.pdf>

Section 10

Public Involvement Plan Development and Implementation



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10. Public Involvement Plan Development and Implementation

This chapter focuses on the development and implementation of project-specific Public Involvement Plans. The purpose of a project PIP is to identify public involvement strategies, goals and tools to reach and engage the public affected by or interested in a proposed project. The PIP provides an outline of anticipated public outreach efforts for a project and shows ADOT's deliberate and conscious efforts to include the public in project decision making. A PIP is used as a roadmap to guide public involvement activities at each stage of a project.

Though not required for every project or study, any project in the planning, project development/environmental study or design phase that requires public involvement or ongoing outreach activities should have a project-level PIP. PIPs are required for statewide plans requiring agency and public input (e.g., Long Range Transportation Plan, Freight Plan etc.); projects conducted with an EIS or EA; larger documented CE projects (e.g., widening and interchange projects) and other projects that are likely to be of high interest or concern to the community.

10.1 Developing a Project-Specific Public Involvement Plan

A PIP should be developed at or prior to the start of the current project phase. Depending on the type and size of a project, the PIP can range from a brief summary to a full, stand-alone report. The construction-phase of a PIP is referred to as a Communications Plan since public outreach is focused on public information during construction.

Public involvement activities for a project should not occur prior to the development and approval of the PIP. For larger studies and projects, such as new freeways or major freeway reconstruction projects, teams should develop a PIP well in advance of the start of the project to allow adequate time to determine the approach.

PIPs should be developed or updated for each phase of project development (planning, environmental study, design and construction) and reflect previous public involvement efforts, stakeholders, issues and outcomes.

10.2 Preparation and Review of the Public Involvement Plan

The PIP should be prepared by the ADOT Community Relations PM or a Public Involvement consultant for the study or project, with input and review from the technical Project Manager, the Public Involvement Title VI liaison (or trained designee), the Civil Rights Office and EP staff to ensure federal requirements are met. If a PIP is developed by a consultant, ADOT Community Relations shall be consulted and review the draft PIP before any public involvement activities occur.

Public involvement plans must ensure all audiences have equal access to the same information and that opportunities for input are equitable across community demographic groups. ADOT may also seek review and concurrence of the PIP with federal or local agencies, MPO(s) and other partners on a project.

ADOT is responsible for ensuring public involvement was conducted in accordance with federal and state requirements and in alignment with the agency PIP. Whether drafted by ADOT staff or a consultant, project-specific PIPs should follow the agency PIP requirements and guidelines and drafters should ensure adequate review of the project PIP by appropriate parties.

10.3 Public Involvement Plan: Determining Level of Effort

The level of public involvement needed on a project depends on a number of factors including:

- Type, size, location and duration of the project.
- Complexity of the project.
- Significance of direct, indirect, cumulative and disproportionate impacts to the public.

PIPs for EIS and EA actions and large and impactful projects will need to be more comprehensive given the extent of public involvement involved. Other projects may be relatively short where only a basic level of public notification and outreach is needed.

A project PIP is not needed for smaller projects or studies that:

- Have no direct, substantive (long-term) social or environmental impacts to the public.
- Will not result in ongoing or significant traffic restrictions or closures of an ADOT facility.
- Affect a single stakeholder or a small group of stakeholders.
- Are not making decisions about alternatives, priorities or funding.
- Do not need to seek public input to meet federal requirements.
- Are otherwise not likely to be of interest to the public.

Many routine, short-term maintenance and repair activities, such as fog sealing work that occurs over a weekend, do not require a PIP. Another example is a bridge project in a remote area that is widened without needing lane restrictions or closures. While there still may need to be notification conducted to drivers or directly impacted properties, and an LEP analysis conducted to determine translation needs for any notices, a PIP is not required in these situations. If there are no impacts to the public from a project and the public is not likely to have any interest, no public outreach or notification is needed.

Consult the sections below, as well as **Appendix H** Minimum Public Involvement Requirements for Projects, to assist in determining the level of PI effort needed for a project.

10.4 IAP2 Public Participation Spectrum

The International Association for Public Participation (IAP2), the recognized international leader in public participation, developed the Spectrum of Public Participation (**Figure 10-1**) to help agencies clarify the desired role of the public in a planning and decision-making process. The Spectrum provides helpful clarity on the public's role on the project.

The Spectrum identifies the five levels of public participation: Inform, Consult, Involve, Collaborate and Empower. Each level is an indicator of how much the agency will consider public input in the decision and how the agency will involve the public.

The IAP2 Spectrum should be used in the development of ADOT project-level PIPs to identify the public's level of input.

10.5 Determining the Appropriate Level of Public Involvement for a Project

The recommended level of public participation should be based on several factors including: federal requirements, the anticipated public interest, concern or controversy, expectations by local stakeholders, the significance of the project and decision and the authority of ADOT to make the decision versus other stakeholders involved. The public will become involved according to its perception of the importance of the issue to them.

The **Project Public Participation Assessment Worksheet (Appendix L)** will help gauge the minimum level of public participation for the project. This worksheet should be updated when a project moves through different phases of the project development process.

FIGURE 10-1 IAP2 PUBLIC PARTICIPATION SPECTRUM

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the Public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Source: International Association for Public Participation, www.iap2.org

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10.6 Developing an Appropriate Scope of Work, Schedule and Budget

Public involvement activities should be tailored to the project and public/stakeholders affected. The ADOT Community PM or Public Involvement consultant will work in conjunction with the ADOT technical project manager to determine the appropriate scope of work, schedule and budget for public involvement as part of the Project PIP development.

The ADOT technical project manager should provide the anticipated project schedule for all major deliverables, such as preparation of draft environmental documents, design plan submittals, etc. The schedule will help determine the appropriate points where public input is needed and allow adequate time in the schedule to implement public outreach and share with the project team for consideration prior to moving forward.

The Project PM is responsible for ensuring there is adequate budget allocated for the project to implement required public involvement and outreach activities, such as newspaper ads, direct mailings, translation or other accommodations, public meeting or hearing implementation, comment/response log preparation and other items.

10.7 Project Public Involvement Plan Elements

ADOT's project-specific PIP template includes the following elements:

- Current phase of the project.
- Project overview, including purpose and need, scope and schedule.
- Key project milestones/decisions during the current phase.

- Community and stakeholder assessment, including LEP analysis, Title VI/EJ/ADA demographics and identification of stakeholders.
- Community concerns (previously expressed or anticipated) and history relevant to the project.
- Public involvement goals and measures of success.
- Public involvement activities and tools to be used.
- Anticipated timeline/schedule of public involvement activities.
- Responsibilities matrix.

See **Appendix I** Project Public Involvement Plan Template.



10.8 Community and Stakeholder Assessment

By understanding the stakeholders and demographics of the community in the project area, public involvement efforts can be customized to more effectively engage affected and interested members of the public. Additionally, ensuring all interested members of the public are identified and provided an equal

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opportunity to have input helps ADOT comply with federal nondiscrimination regulations.

Elements of a Community and Stakeholder Assessment

- Required community demographics:
 - » Language spoken at home (LEP analysis).
 - » Race/ethnicity.
 - » Median household income by block group.
 - » Individuals with disabilities.
- Community demographics to help inform the public involvement strategy.
 - » Age.
 - » Sex.
 - » Employment.
 - » Home ownership and occupancy.
 - » Vehicles available/use of transit.
 - » Household availability of broadband internet.
 - » Household availability of digital devices (computers, smartphones, etc.).

The Census website <https://data.census.gov> is an approved data source to obtain LEP and other demographic data to include in a community assessment. This site aggregates data from both the most recent census, as well as the American Community Survey.

- A list of project stakeholders.
- Community concerns (actual or anticipated).

If ADOT EP staff conducts a demographic assessment of the project area to identify affected EJ populations or other protected classes, this data should be shared with Community Relations staff to include in the Community Assessment.

Stakeholder interviews should be conducted prior to beginning a project to help understand

community issues, needs and desires. Typically, these interviews are done with local government staff or elected officials representing the project area, but should also include other stakeholders representing community interests, such as engaged community organizations, HOA representatives, places of worship and schools to better reach the people traditionally underrepresented in the transportation decision-making process. These interviews will help determine potential community issues and determine how various stakeholder groups would like to be informed and engaged.

See **Appendix K** for sample stakeholder interview questions. See **Appendix J** for an example of a community and stakeholder assessment.

10.9 Public Involvement Goals

Public involvement goals indicate the desired outcome of the public involvement approach and help guide the public involvement activities to be conducted. There can be more than one goal for the public involvement and goals can vary according to phases of the project.

Public involvement goals may be included to reflect the unique nature of the project and stakeholders. These might include such things as:

- **Education and Awareness:** Educating the public about the project, purpose and need, alternatives and schedule.
- **Diversity, Equity and Inclusion:** Engaging stakeholders representing a full range of interests, values, and opinions.
- **Geographic Diversity:** Reaching and receiving input from individuals throughout the study/project area.
- **Participation Levels:** Meeting certain target goals for total level of participation in the project or particular outreach activities.

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For example, a diversity goal may be to obtain participation in outreach activities from minority and low-income populations in proportions equal to or greater than community demographics.

The goal for the level of public input should be identified for activities within the PIP. For example, if a public meeting is held, indicate whether the meeting is to simply inform the public, or to inform *and consult* the public on elements of the project. The levels of public involvement are listed below and discussed in more detail in **Section 10.4** IAP2 Spectrum of Public Participation.

- Inform.
- Consult.
- Involve.
- Collaborate.
- Empower.

10.10 Public Involvement Success Measures

The PIP identifies the measures that will be used to determine if the public involvement efforts were successful. The success measures should be tied to the public involvement goals and activities. For example, if a goal of the project is to provide diversity, equity and inclusion, consider including

specific target goals for participation by traditionally underserved minority, indigenous, low-income and disabled populations. If a goal is to have a high overall level of participation in outreach activities, success measures might include certain targets for attendance at public meetings or participation in project surveys or commenting tools. See **Section 15 Measuring Success of Public Involvement Efforts**.

10.11 Public Involvement Activities and Tools

This section of the project PIP identifies all public involvement activities and tools to be used at each phase of the project. Existing community communications channels through local government partners, school districts, tribes, social media groups, places of worship and community organizations should be identified as well.

See **Section 12** for a comprehensive list of public involvement tools.

10.12 Schedule of Public Involvement Activities

A target schedule of public involvement activities and deliverables, such as public meetings/hearing dates, development of project website and fact sheets; and comment periods, along with a schedule of major project milestones, such as release of draft environmental documents and plan submittals, should be included in this section. This master schedule is necessary to ensure that public involvement activities are aligned with and support the overall project schedule. The schedule should be updated accordingly if project schedules change.

Use of a Gantt chart or timeline is highly encouraged so team members understand the relationship between public involvement activities and project milestones.



10.13 Public Involvement Responsibility Matrix

Various responsibilities for carrying out the activities in a PIP may be provided by ADOT Community Relations staff, a public involvement consultant, the project manager or project technical team. The public involvement responsibilities matrix should clarify team responsibilities for development and review of various public involvement deliverables, stakeholder notification and coordination, and other tasks.

See **Appendix M** for a sample Project Responsibility Matrix.

Section 11

Project Stakeholders





11. Project Stakeholders

This chapter outlines how to identify populations affected by a project. Stakeholder identification is a critical first step in engaging the public.

11.1 Definition of a Stakeholder

A stakeholder is an individual or group, organization or political entity with an interest in, or that is affected by, an ADOT project, plan or program. A complete list of project stakeholders will include individuals, special interest groups, public agency staff members and public officials representing a broad and diverse range of perspectives.

- **Agency stakeholders** on a project represent various federal, state and local government entities, some of which have a role in review of project documents.
- **Interested stakeholders** may not be impacted by a project but could represent people and

groups who are impacted, such as local elected officials, HOA property managers or environmental organizations.

- **Affected stakeholders** are those who are directly or indirectly impacted by various aspects of a project such as noise, air quality, real estate acquisition, business displacement or disruption, modified access or parking.
- **Other stakeholders** provide important community services or facilities, such as schools, libraries, community centers, social services, transit, utilities, places of worship or faith-based organizations.

During the development of a community assessment, it is important to physically assess the community to see first-hand who may need to be included.

Examples of stakeholders are presented in **Table 11-1**.

TABLE 11-1 EXAMPLES OF COMMON PROJECT STAKEHOLDER GROUPS

Local, State, Federal and Tribal	Affected Populations	Local Organizations
FHWA, FTA, FRA, BIA	Residents, property owners, businesses	Chambers of Commerce
Local and State Elected Officials, tribal governments	Disabled individuals, seniors	Homeowner associations
Other state agencies (e.g., Game & Fish, State Land Dept.)	Minority, indigenous, LEP, low-income populations	Places of worship, community centers, hospitals
MPOs/COGs	Parents, students	Schools, school districts
County Dept. of Transportation, Air Quality Divisions	Roadway users, transit riders	Industry/civic/special interest organizations

11.2 Key Stakeholders

Key stakeholders are those who have a higher stake in the project outcome or a higher level of project decision making or community and political influence. The project partners, cooperating and participating agencies are all considered key stakeholders. Other key stakeholders might be an HOA that represents a neighborhood that has expressed significant project concerns.

11.2.1 Project Partners and Agency Stakeholders

ADOT works closely with various local and tribal governments, as well as regional, state and federal agencies, to implement studies and projects. A project partner is a government or agency that provides funding for the project, has jurisdiction over land in the project area and/or is the designated MPO in the project area. For example, on a highway project, the project partners would typically be FHWA, the MPO and the local jurisdiction(s) in the project area. When tribal entities are involved as stakeholders on ADOT projects, the project team should follow ADOT's Tribal Consultation and Coordination process to ensure proper protocols are followed (see **Section 4**).

For project studies, ADOT involves both Cooperating and Participating Agencies in the study process; however, they have different roles and levels of responsibility and involvement. Those roles are described below.

11.2.2 Cooperating Agencies

Cooperating agencies are defined as any federal agency with jurisdiction by law or special expertise for any environmental issue that will be addressed in the EA or EIS [40 CFR 1508.5, see also 40 CFR 1501.6 and 23 CFR 771.111(d)]. Any federal agency that meets this definition must be invited to be a cooperating agency. Tribal governments will be

invited to be a cooperating agency if there is a right of way need on tribal land or if a tribe has voiced a substantial interest in the project. Any cooperating agency also meets the definition of a participating agency and needs to be formally invited to serve in both roles. (See [ADOT EA/EIS Guidance](#).)

If a Cooperating Agency has been identified, EP will invite the agency(ies) through the formal NEPA scoping process that is initiated as part of the EA or EIS. As part of an implemented Coordination Plan or general project plan, Cooperating Agencies may be required to review and provide comments on various steps of the NEPA process, in addition to Administrative Drafts of an EA or EIS as part of their role as a Cooperating Agency.

11.2.3 Participating Agencies

Inclusion of Participating Agencies is intended to encourage interested agencies at all levels of government to become engaged in the project and its NEPA evaluation. Any agency that "may have an interest in the project" must be invited to become a participating agency in the project environmental review [23 USC 139(d)]. There is a high bar for designating federal participating agencies: any federal agency invited to be a participated agency is designated as a participating agency unless it declines in writing, stating that it:

- Has no jurisdiction or authority with respect to the project;
- Has no expertise or information relevant to the project; and
- Does not intend to submit comments on the project.

Tribal governments will be invited to be a Participating Agency if the project crosses tribal land (without new right of way), if there are Section 106 historic and cultural resources or a significant tribal interest due to relevant tribal history in the project area. State and local agencies are

designated as participating agencies only if they agree in writing to serve as a participating agency (see [ADOT EA/EIS Guidance](#)). If a Participating Agency has been identified, EP will invite the agency(ies) through the formal NEPA scoping process that is initiated as part of the EA or EIS.

As part of an implemented Coordination Plan or general project plan, Participating and Cooperating Agencies will be informed of the status of the project through regular stakeholder meetings and invited to comment on various steps of the NEPA process and published EA or EIS documents.

11.3 Community Stakeholders

- **Residents, Property Owners and Businesses.** Residents, businesses, and other property owners near a project typically experience the most direct impacts from a project during and post-construction.
- **Community Facilities.** Community centers, schools, medical facilities, places of worship, special event facilities and others that depend on access routes to their facilities are examples of stakeholders with construction and post-construction access and mobility considerations.
- **Civic/Business Organizations.** Chambers of Commerce and other organizations representing business interests are important advocates and a good resource to share project information with members. Civic organizations, such as Lions Club or Rotary, include members who are engaged in their community and may have local influence.
- **Industry Organizations and Special Interest Groups.** Some projects or studies may have a broad enough impact on a particular industry to warrant outreach and engagement. Examples include associations representing the trucking, freight and electric vehicle industries. Special interest groups include those who have interests in environmental protection, community resources such as open space, recreation activities, disability advocacy issues and transit.
- **Roadway Users.** Users of the roadway should be included as a stakeholder since they will be directly impacted by construction, as well as benefit from the ultimate improvements. Remember that many roadway users may not live within the project area.
- **Emergency Responders/Public Safety.** Emergency service personnel, including the Department of Public Safety, police, fire and ambulance, are important stakeholders because they need to use ADOT facilities to respond to emergencies and have in-depth knowledge of existing roadway safety issues.

11.4 Stakeholder Databases

The Community Relations PM - or the designated Public Involvement consultant - shall develop and maintain a database of public and key stakeholder contacts for a study or project. Staff from ADOT Environmental Planning, Multimodal Planning Division and Project Management Group should assist in this effort by providing existing contacts for agency stakeholders and project partners.



Community Relations staff should make a good faith effort to secure contact information for affected project stakeholders, including businesses, apartment complexes, places of worship, community facilities, HOAs and others in the project vicinity.

Effective methods to gather contacts include:

- Online research via Google Maps or other sources.
- Asking the local municipality to share contact lists for homeowner/neighborhood associations and other potential stakeholder contacts.
- Promoting individual sign-ups for the project database through links in social media, ads, mailings and other notices to businesses and residents in the project vicinity.
- Asking local municipalities, HOAs or community organizations to share information with their constituents on behalf of ADOT to encourage sign-ups.

Databases shall be kept either in Google Sheets, Excel or a stakeholder management database. Database records should ideally include detailed

contact information (with emails particularly important to secure), organization/affiliation if applicable and stakeholder type. Project databases should also include a record of direct interactions between the individual/group and ADOT, such as emails, calls, correspondence and individual meetings, as well as the ADOT response or action taken.

Section 12

Public Involvement Tools



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12. Public Involvement Tools

Public involvement effectiveness is based on many factors but is most successful when public involvement tools are customized for the project and stakeholders involved. Some tools are used solely to inform and notify the public, while others are used to seek input. When selecting a tool, it's important to match it to the audience and goal. In most cases, you will need to use multiple tools to effectively reach all audiences.

12.1 Public Information and Notification Tools

Public information tools are used to educate and notify the public and provide a one-way flow of information to the public.

Information Tools

- Fact sheets, newsletters, brochures and flyers.
- Frequently Asked Questions.
- Web pages.
- Display boards/exhibits.
- Photos, videos, graphics, simulations and animations.
- Presentations to community groups, councils etc.
- Staffing booths at community events.
- Information Repositories (for environmental or other documents).
- Blogs and feature stories.

- Information centers and field offices.
- Briefings for elected officials and project partners.
- Project tours.
- Public information meetings.

Notification Tools

- Email and text alerts.
- Advertisements.
- Direct mail postcards/letters.
- Bill stuffers through utilities or local governments.
- Construction flyers.
- Canvassing/business walks.
- Posters or outdoor signage.
- Social media.
- News releases.

12.1.1 News Releases and Media Relations

ADOT's Public Information Officers (PIOs) send news releases to the media about ADOT projects, studies and initiatives, and respond to media inquiries. If a news release is needed to advertise a public meeting or hearing, public survey, formal comment period or project decision, the Community Relations PM should provide information to the Public Information Officer well

in advance to allow time to develop and distribute the release to meet media deadlines. Project team members shall not send news releases or speak to media members directly without permission from ADOT PIO staff. If approached by the media, project team members should refer media members to ADOT PIO staff. However, project teams should keep in mind that public meetings are open to the public and thus members of the media, and they may be videotaped, photographed or quoted without knowledge or permission.

12.1.2 Social Media Usage

The ADOT Digital Communications team posts to ADOT's social media platforms and monitors social media activity. Current ADOT social media platforms include Facebook, Twitter, Instagram, Nextdoor, LinkedIn, Flickr and YouTube. Social media is an effective way to reach mass audiences and some social media platforms can be geo-targeted in some cases to only be seen by audiences in an affected project/study area or with certain demographic characteristics. Social media is inherently visual. Shorter posts with less content - linked to more information on the project web page or a link to a survey or comment form - are best.

Social media comments are not allowed to be used as part of the formal comments for studies and projects according to NEPA regulations; because of this social media posts should indicate how to provide comments on the project and/or direct people to a web page or comment tool link. However, they can be helpful in understanding public sentiment about a project and particular issues that may arise.

Project teams using social media as a communications tool should provide short social media content posts to ADOT's Digital Communications team with a desired posting schedule and accompanying photos or graphics. ADOT Community Relations and Major Projects

staff has access to post to Nextdoor. Project teams should not set up individual social media accounts for projects without prior authorization from ADOT's Digital Communications Manager. The Community Relations PM should submit posts to the ADOT Digital Communications team on behalf of the project team along with the desired posting schedule.

12.2 Public Input Tools

Public input tools provide a two-way flow of information between ADOT and the public.

These include the following types of activities.

- Community advisory/focus groups.
- Individual and group meetings with stakeholders (e.g., HOAs).
- Project hotlines and emails.
- Public hearings.
- Public meetings.
- Stakeholder interviews.
- Stakeholder workshops and charrettes.
- Surveys and commenting tools.
- Virtual online open houses.

Additional guidance about use of these tools is provided in the sections below.

12.3 Virtual Public Involvement (VPI) Tools

Virtual Public Involvement or VPI is the use of digital technology to engage the public or to visualize projects and plans. Virtual Public Involvement is frequently associated with online public meetings, which have gained in popularity since 2020 to allow for continued project engagement during the COVID-19 pandemic. In addition to online meeting

platforms, there are a myriad of digital engagement tools available for different purposes and cost.

Examples of VPI tools include:

- Virtual, live online public meetings.
- Telephone Town Hall meetings.
- Self-guided online open house meetings hosted via a website.
- Online surveys, real-time polling and online mapping tools.
- Crowdsourcing tools.
- Visualizations, animations and virtual reality.
- Videos.
- Mobile applications.
- Project websites.
- Project blogs.
- Social media.
- Email blasts.
- E-newsletters.
- SMS text notifications.
- Virtual rooms or virtual office hours.
- QR codes to direct to web pages or surveys.

See **Appendix X Virtual Public Involvement Tool Assessment** to assist in determining whether a VPI tool is appropriate for the intended project/study application, and various considerations of each tool.

If virtual methods are used for a project there must still be a way for those without digital access to get information and provide input. For example, if an online comment form or survey is used for a project, there must be a way for the public to receive a printed version and/or provide comments through non-digital methods, such as by mail or phone. **See Section 12.4** for more information on non-virtual PI tools.

12.3.1 Survey Tools

Surveys can be extremely effective tools to assist in the planning process. They provide an efficient method to receive input from large audiences, can be customized according to the type of stakeholder or input needed, implemented relatively inexpensively depending on the tool, administered online or in-person, provide useful reporting of input and can cross-tabulate data to report on input by a variety of factors, such as stakeholder type or location.

Surveys can be administered online, at public meetings and events or via in-person field intercepts with the public (e.g., grocery stores, community centers, transit stations, etc.).

Surveys can include interactive features such as geocoding comments on a map to identify problem locations or the location of desired improvements, visual preference selection to identify public preferences among various alternative concepts, forced trade-offs to distribute funding to specific projects or transportation priorities, a rating or ranking of priorities for improvements, and more. Some survey tools facilitate crowdsourcing ideas at public meetings or stakeholder workshops, with the ability for attendees to respond and see the collective results live.

There are numerous surveying tools on the market with a range of features and pricing. Some tools are extremely complex and require project teams to work with the survey developer to provide GIS maps and provide guidance on survey methodology to achieve the survey goals. Teams should carefully consider what specific input is needed and the best survey tool and methodology to achieve that input within the project budget.

Google Forms should be used for basic surveys, when possible, since all ADOT staff has access to it, and it allows for users to automatically translate the survey into other languages. ADOT's Communications and Public Involvement section

also currently maintains a SurveyMonkey account, which can be considered for surveys requiring additional functionality. Teams interested in using SurveyMonkey should contact the Communications and Public Involvement section as early as possible to assist in developing and implementing a survey.

12.4 In-Person and Other Non-Virtual Public Involvement Tools

While virtual public involvement methods can be an efficient way to reach the public, not all members of the public have access to the internet or digital devices – or a comfort level using them. Additionally, there are times when it is more appropriate and effective to meet face-to-face with people, either one-on-one or in group settings.

Examples of non-digital PI methods include:

- Printed posters, comment forms, surveys or flyers distributed in community locations, such as libraries and community centers.
- Mailed notices to those in a project area.
- Phone calls to key stakeholders or affected community members.
- Printed advertisements in local papers.
- Signs posted in high-traffic locations.

Examples of in-person public involvement strategies:

- Holding an in-person public meeting.
- Holding a regular, informal in-person meeting to provide project updates (e.g., a Coffee with the Contractor).
- Conducting business walks to canvass project information flyers to affected businesses.
- Conducting in-person surveys or staffing an information/outreach booth at a high-traffic

community location, such as a grocery store, library, community center or special event.

- Attending in-person meetings of HOAs, worship services, civic/community/business organizations, city council/county supervisor meetings or other community meetings to give presentations and updates.
- For longer-term studies or high-profile impactful projects, consider creating stakeholder advisory committees that meet regularly. These should only be used with the concurrence of the ADOT Communications and Public Involvement Director and/or ADOT management, with specific guidance to establish the group charter, purpose and level of input.

12.5 Stakeholder Workshops and Advisory Groups

When more extensive input is needed to define and discuss a problem, understand technical constraints or considerations, generate ideas and opportunities and assist in prioritizing recommendations, it can be useful to hold a stakeholder workshop or form a stakeholder advisory group. These are particularly useful when local or specialized knowledge and technical expertise is needed from various stakeholders to fully understand the problem and develop potential solutions. Stakeholder groups and workshops should have a specified purpose and timeframe - some can be a single meeting while others are needed throughout a project phase.

The types of stakeholders that should be considered for inclusion include local jurisdictions, MPO/COGs, tribal, various state cooperating agencies (e.g., State Land Department, Game and Fish, State Parks, etc.), federal partners (e.g., FHWA, BIA, the Forest Service, etc.), utility providers, Chamber/business representatives, local jurisdiction staff and other interested parties. Any proposed stakeholder advisory groups that will

include directly impacted businesses, residents and HOAs should be used with caution and a well-defined charter and purpose on the level of involvement and decision making, to avoid misunderstandings on how ADOT project teams will use their input.

Stakeholder workshops can be in-person or virtual, each of which has benefits and drawbacks. Consider virtual meetings if the stakeholder group is spread out geographically or participants will have difficulty meeting in person. In-person meetings can often foster better dialogue and interaction among the group members and should be used when practical, particularly with tribes.

12.6 Public Meetings

Public meetings bring a diverse group of stakeholders together for a specific purpose. Public meetings can be held in many formats, including in-person, virtual or hybrid. The overall goal of any public meeting is to share information about the project or study, ensure public understanding of the project scope, purpose and need and facilitate input and productive dialogue to understand the public's desires and concerns for consideration in project decision making. A public meeting is defined as any meeting ADOT holds with a non-ADOT member of the public - excluding project/construction team meetings - and is subject to Title VI and ADA notification and accommodation requirements.

12.6.1 When Should a Public Meeting Be Held?

Public meetings should be held when a study/project team has the need to convey comprehensive information to the collective stakeholders on a project and seek input/comments. Project teams should determine what input is needed at the various phases of the project to determine the timing for any public

meetings. Typically, public meetings might be held during any of the following phases:

- During the public scoping process.
- During refinement of alternatives.
- During the design phase at the 60% plan submittal.
- Prior to construction.

Before scheduling a public meeting, it is important to define objectives and determine the specific purpose of conducting the meeting. A public meeting work back schedule and Public Meeting Checklist (**Appendix Q**) should be used to keep project teams on track to prepare for all aspects of the meeting.

12.6.2 Determining the Meeting Format

After determining that a public meeting will be held, it is important to consider the format, location, meeting date/time and audience, including whether translation services are needed.

The first decision to be made is whether the public meeting will be held virtually, in-person, as a hybrid in-person/virtual format, a Telephone Town Hall or a self-guided online open house meeting via the website. Each has benefits and considerations for



teams to keep in mind. It is important that the selected meeting format allows for the public to provide comments and staff to adequately document comments received for reporting purposes.

For both virtual and in-person meetings, ADOT's most common meeting format is to have a formal presentation, followed by a question and answer session. Presentations may be made live or pre-recorded. This format works well in ensuring all participants have a base level of information about the project that doesn't rely on individual participants to proactively seek out the information in an open house format or via project materials online. This helps increase informed public input.

12.6.3 Virtual Public Meetings

Virtual public meetings have been proven to generate significantly greater attendance than in-person meetings for ADOT projects and studies and are now considered ADOT's standard public meeting format to support projects/studies, rather than a traditional in-person public meeting.

A virtual public meeting should be held, unless one or more of the following conditions exists to necessitate an in-person public meeting:

- Federal requirements establish otherwise.
- There is a lack of reliable internet or cellular data service among much of the interested population and a call-in option is not deemed an acceptable alternative.
- There is a significant percentage of the population that does not have access to a computer or smartphone, *and* a call-in only option is not deemed an acceptable alternative.
- The local government, tribe, MPO or funding partner requests an in-person meeting.
- The information presented at the meeting requires or is more conducive to individual

interactions with residents, such as showing specific property or right of way impacts.

- There is a significant portion of the population likely to be less comfortable with, or capable of, using virtual platforms (e.g., retirement communities).

An in-person meeting can still be held to supplement a virtual meeting - and vice versa - for larger projects and studies.

Virtual, live public meetings are held via meeting platforms such as WebEx Events. ADOT currently maintains a WebEx account for use on projects. Project team consultants may use another virtual meeting platform, such as Zoom, with prior approval from ADOT and with training provided to project team presenters and panelists. The platform must include admin user controls so participants enter the meeting muted and without video and can be manually muted and unmuted or removed from a meeting. When hosting a live online meeting, a call-in option must be provided for those without access to a computer or smartphone. When an LEP requirement is identified for a project, there must be a way to accommodate verbal translation, either through a separate call-in number, language channel, and/or closed captioning provided through a certified translator (not automatic captioning services as these are typically not very accurate), or by holding a separate public meeting in that language.

Virtual meetings requirements:

- Provide a call-in number for the virtual meeting for those without internet access and/or computer or smartphone.
- Record the meeting video and audio and post it to the project/study website for those unable to attend.
- Provide clear instructions on how to comment by phone or via written Q&A/chat features,

provided in writing and verbally for those on the phone.

- Provide information on how to troubleshoot user technical issues.
- Provide slides with the ADOT Nondiscrimination Notice to the Public and ADA Auxiliary Aids Notice and read accompanying scripts aloud.
- Provide a slide with the self-identification survey on slides, read verbally and link in the chat, to encourage participation.
- Turn on closed captioning or provide instructions on how to turn on closed captioning for individuals who are hearing impaired.
- Provide clear instructions on how to access any alternate format available (interpreter channel, downloadable slides and script, etc.).
- Provide guidelines for public comments, including the time limit for verbal comments or other limitations on comments from one individual (which should be enforced equally), how long the meeting will extend to attempt to accommodate comments (if applicable), how unanswered comments and questions will be addressed following the meeting and how the public can comment through other methods.
- The meeting should continue through the advertised meeting time, even if all questions have been responded to and there are no longer any participants. This allows anyone who may join the meeting late to still receive information or get questions answered within the advertised meeting time.

Best practices for virtual public meetings

- Plan adequate time for preparation and rehearsal before the meeting. Virtual meetings require familiarity of the platform by presenters and panelists and will require a minimum of one full rehearsal by the project team - ideally

at least two rehearsals - to practice and work through technical issues. These rehearsals ensure everyone knows their role and responsibilities during the meeting, allows teams to check presentation length, ensures animations or videos run smoothly and allows for practice of the Q&A.

- Assign a “technology lead” to be your team’s expert on operating your virtual meeting tool and troubleshooting issues. Prepare for issues that may arise.
- Remember that a portion of the audience is only on the phone. Ensure that if slides are presented, they are read or described for those on the phone.
- If the meeting will be simultaneously translated into another language, post the meeting recording in that language on the ADOT website. It is also recommended that the English script be translated into the LEP language if possible to assist with accurate interpretation.
- Have panelists turn on their cameras while speaking or when serving as a panelist and turn off their cameras at all other times. Seeing speakers not only provides a more personalized and connected user experience but also allows for effective communication for individuals with disabilities who may rely on reading lips and facial cues.
- Presenters and panelists should ideally use a virtual ADOT background template to provide consistency and eliminate potential background distractions.
- Be prepared to facilitate ADA requests following the meeting, if needed.
- Project teams should consider having all presenters and panelists together in one room but individually accessing the meeting via separate computers, to facilitate coordination during the Q&A session, address technical

issues and eliminate potential background noise.

Virtual online meetings can provide supplemental project exhibits, materials, simulations and commenting opportunities on the website. When virtual meetings are held the project team must provide opportunities for the public to receive/request the information in written form.

12.6.4 In-Person Meetings

If a public meeting is held in-person it can be held either with a formal presentation and Q&A with an open house immediately before and after to allow participants to view exhibits and plans and ask questions of project team members, or it can be held completely in an open house format without a live presentation.

A formal presentation with an open house is best for ensuring that all attendees have the same information on a project. In an open house meeting format, information can be presented through a looping presentation or video, display boards, project plan roll-plots and stations staffed by project team staff to engage attendees and answer questions. This format is best when a meeting needs to be held in-person and is either highly controversial or has impacts to multiple property owners in the project area and it's best for staff to have ample time to review impacts one-on-one with those owners. However, when using this format team members need to actively engage all participants to provide needed information to ensure that important project details aren't overlooked.

In-person meetings should include:

- Adequate space for the highest anticipated number of attendees, including space to sit and view a presentation and for meeting sign-in and display tables and exhibits.
- Enough seating and tables for use.
- A microphone and audio system for adequate projection, which should be tested well prior to the meeting start time.
- A screen and projection device, or TV monitors, large enough for audience members to see. Backup devices should be secured.
- A sign-in table with a language identification card ("I Speak" card) and a printed sign-in sheet for attendees to keep an accurate record of who attended the meeting. The sign-in sheet is voluntary for participants and includes information such as name, title, company, address, zip code, phone number and email. See **Appendix U** for a template.
- A table with Civil Rights information, including ADOT's Nondiscrimination Notice to the Public poster, nondiscrimination brochures and the self-identification survey.
- Language interpreters if required and other accommodations, such as sign language interpreters, if requested or identified as a need.
- Use of comment forms and question cards for attendees to submit to staff for the Q&A portion.
- A meeting moderator/facilitator who will be responsible for moderating public comments and keeping the meeting agenda moving on schedule.
- Adequate signage from the parking area and sidewalk to the meeting room.
- Accessibility of the venue for individuals with disabilities.
- A security and safety plan for the project team and attendees and how situations will be addressed. This includes a health safety protocol if public health measures on social distances are in place in the community. Hiring security personnel is recommended for meetings that are expected to draw large crowds or have significant public controversy.

It is useful to hand out question/comment cards (**Appendix V**) for people to write down questions, and for the moderator to read them aloud for the team's response. Comment forms may also be turned in at the end of the meeting for those who only want to provide written comments. To capture all input, teams should assign note-takers at stations/displays to document input from the public through interactions with project team members.

12.6.5 Hybrid Public Meetings

Another public meeting option is a hybrid approach using a combination of both in-person and virtual options to participate. A hybrid approach could be a combination of any of the meeting formats described above.

ADOT is still exploring the use of hybrid public meetings as a method to combine a virtual and in-person meeting. Hybrid meetings require significant pre-planning and logistics and need to be well thought through from a staffing, venue and technology perspective to ensure a seamless experience for attendees. Hybrid meetings should be considered when:

- A study/project budget or timeline does not allow for separate virtual and in-person meetings.
- The study team is not sure whether an in-person or virtual meeting will be more effective for a particular community.
- The study area is very large and the team needs to provide multiple convenient ways to participate in a meeting, but separate meetings are not likely to individually generate enough attendees to warrant a separate meeting.

If conducting a hybrid meeting with simultaneous in-person and virtual components, the following items need to be considered:

- Project teams need to determine workarounds that will accommodate the audio and video for

both in-person and virtual user experiences. This includes how attendees in both an in-person audience and virtual audience will hear the presentation, see the speakers, ask questions/make comments and hear responses to questions. Accommodating the audio and video for both the in-person and online audiences needs to be thought through so that there is adequate projection for audience members at the in-person meeting, while avoiding microphone feedback for those online. The video used for the online attendees should allow virtual audiences to see individual speakers well.

- How LEP language interpretation will be accommodated simultaneously in-person and online when required. How the meeting room(s) will be arranged to accommodate an open house portion before and after the presentation. It is best to have one larger room for the open house portion to avoid doubling the number of roll plot plans, boards and exhibits and have the designated interpreter(s) identified for any LEP persons.

ADOT will be testing the use of hybrid public meetings to help determine and refine best practices moving forward.

12.6.6 Telephone Town Hall Meetings

Another meeting format is Telephone Town Halls, which are virtual town-hall style meetings, which can be conducted via the phone or online. Targeted participants are called with a recorded message inviting them to attend the meeting. Once they have joined, they can listen to a presentation, ask their questions live and participate in polls. Telephone Town Halls are a good option if there is a concern about internet accessibility as community members need only an active phone line to access the meeting. They can also offer the ability for users to select a different language option to listen to the meeting. Note that virtual meeting options also provide the

opportunity for a call-in option, so a Telephone Town Hall is not needed simply to provide telephone access to a meeting; however, they may provide more features.

12.6.7 Virtual Online Open House Meeting

Another virtual format is a virtual meeting room which allows attendees to visit the “meeting” on their own schedule. Virtual meeting rooms can include videos, presentations, displays, maps and roll plots, fact sheets and comment spaces or forms. The meeting platform can be very elaborate and interactive and emulate a user experience in an in-person meeting, with virtual sign-in tables and stations for various activities or can be a more basic interface that looks like a traditional web page with content areas to explore.

12.6.8 Venue Considerations

Public meeting locations should be within or near the project area. Ideal locations include schools, government facilities, community centers, libraries and other neutral locations. It is important that the facility complies with the ADA accessibility requirements and is accessible to low-income and minority communities. Community contacts obtained through the community assessment or stakeholder interviews can often provide helpful suggestions for meeting locations.

Before confirming a meeting location, schedule an appointment to visit the facility to ensure the space allows the meeting goals to be met. Take pictures of the room and measurements, if needed, check the audio/visual equipment, locate electrical outlets, and assess seating and table options. Consider the following items when selecting the meeting location:

- Is it within or in close proximity to the project area?
- Is the facility ADA compliant and can it be accessed using public transit?
- Is there sufficient free public parking and is parking secure?
- If an A/V system is needed, does the facility provide such equipment and does the facility provide technical assistance?
- Are other events scheduled at the venue or in an adjacent venue using the same parking on the same date and time? If so, would they conflict with or disrupt your event?

The meeting room layout should be arranged to accommodate the number of people expected and the elements according to the purpose of the meeting. Ideally, a layout of the room will be drafted before the meeting is set up. If a combined meeting is selected, it is important to ensure the above considerations are made.

12.6.9 Meeting Time and Date

Knowledge about the community is critical to determining the right date and time to host a meeting. For example, if the project study area includes a large population of retirees, it may be beneficial to hold the meetings during the daytime. Similarly, if the community or audience includes individuals with regular working hours, holding meetings at night or on weekends may be preferred. Most ADOT public meetings are held in the early evening to provide convenience for the most people unless the community demographics support another meeting time.

When selecting the meeting date, it is important to consider potential conflicts, such as:

- Local government, COG/MPO, school district or other large community meetings.
- Local large special events.
- Holidays, including religious holidays and school breaks.
- Large, televised sporting events, especially for local teams or playoff games.

- Election days, Presidential debates, national conventions or presidential State of the Union addresses.
- Other televised events likely to draw a large audience.
- Graduation events for local high schools or colleges.

12.6.10 Public Meeting Notification

Public meetings may be notified in several ways depending on what will be most effective for the audience.

The following ADOT guidelines are provided for notification of public information meeting:

- At least 14 days prior, ideally longer, post the meeting information to the project web page. This should include information about how to access a virtual meeting online or by phone.
- At least 14 days prior, ideally longer, issue a GovDelivery alert to the project stakeholder email list.
- At least 14 days prior, ideally longer, provide notification to the local jurisdiction(s).
- At least seven days prior, issue a news release to local media.
- Notice in identified LEP languages when required.
- A notice via social media within two days prior to the meeting, ideally longer.

One or more of the following additional notification methods are also recommended, in particular for larger projects with more impacts:

- A postcard or other meeting notice mailed to properties within the project area (as a standard within one mile for urban freeway, interchange and intersection projects and within two miles for rural highways, interchanges and intersections). If a project mailing is sent, it should arrive in mailboxes a minimum of seven

days prior, but ideally 14 days prior, to the meeting.

- Publishing an advertisement in a newspaper with the highest local circulation in the project area, as well as in a Spanish language or other foreign language publication if the LEP Safe Harbor Threshold is met.
- Hand-canvassing a meeting notice flyer to businesses or other affected parties.
- Asking project partners, HOAs, business organizations and others to circulate meeting information via their communications channels.
- Posters in high-traffic locations such as community centers and apartment complexes.

12.6.11 Public Meeting Advertisements and Notices

Any meeting notices via postcard, ads or flyers should include the following:

- Date (month, day and year), start and stop time of event.
- Presentation time.
- If in-person, the name of the venue, complete address of location, including ZIP code and a map of meeting venue and immediate area with north directional arrow.
- If a virtual meeting, indicate the meeting platform (e.g., WebEx, Zoom), how to access meeting online and by phone and registration information if applicable.
- Project map when feasible.
- Brief scope and purpose and need for the project.
- Format of the meeting (presentation, open house, combination format, etc.).
- ADOT Standard Nondiscrimination & Accommodation Language (**Appendix A and B**).

- Project website and information phone line, email and mailing address.
- Whether comments are being solicited, how to provide comments.
- The dates of the public comment period, if applicable.
- ADOT project name, project number and federal ID number.
- If the notice is an advertisement, mailer or GovDelivery alert for an EA or EIS-level project in the study phase, include the ADOT NEPA Assignment Disclosure language (**see Section 6.12**).

See **Appendix S** for a public meeting notice example.

12.6.12 Translation and Interpretation for Public Meetings

In accordance with Title VI, the ADA, and ADOT's Language Access Plan, ADOT's Notice of Availability of Reasonable Accommodations (**Appendix A**) notifies the public of their right to reasonable accommodations. This language must be included in English and Spanish on notices used to invite the public to participate in public meetings or other engagement opportunities. As noted in **Section 3.3.2**, ADOT generally provides translation and interpretation services at public meetings based on the LEP Four-Factor Analysis, in consultation with the CRO. For virtual public meetings, LEP interpretation should be provided through simultaneous oral interpretation of the presentation and Q&A through a separate language channel and/or through a separate call-in number. Information on how to access the interpretation at the meeting (e.g., through a separate call-in number or meeting code) should be provided in meeting notices and at the beginning of the meeting in the LEP language.

12.6.13 Civil Rights Information and Notice/Self-Identification Survey

At each public meeting, ADOT's Nondiscrimination Notice (**Appendix B**) and ADA Auxiliary Aids Notice (**Appendix C**) must be displayed via posters at an in-person meeting or in the meeting presentation slides if a virtual meeting, with accompanying scripts read aloud to participants.

Additionally, voluntary Self-Identification Survey cards (**Appendix D**) need to be available for participants at an in-person meeting and electronically via an online survey link at a virtual public meeting.

12.6.14 Public Meeting Presentation and Materials

Public meetings typically include a presentation, which should include a project background/overview, schedule, purpose and need, status update, review of alternatives or design or construction plans, timeline and how to provide comments and contact the project team. Other materials to help convey project information include exhibits, videos and other visual aids such as maps or roll plots.

A checklist of public meetings materials can be found in **Appendix Q**.

12.6.15 Public Meeting Documentation

When public meetings occur, it is critical to document details of the meeting in a Public Meeting Summary to provide a comprehensive record of the meeting and input received for use by the project team and partners. This summary should be completed in a timely manner following the meeting. The summary should include key details such as meeting notification methods; meeting date, time, location and format; attendees (if virtual broken down by those participating online, those on the phone and if applicable those participating in another

language), information and materials provided, comments received and a summary of the comment themes. See **Appendix W** for a template.

A Civil Rights Meeting Summary also needs to be completed by the Community Relations PM or Public Involvement consultant within two weeks after the meeting and provided to the CRO and Community Relations Title VI Liaison (currently the Assistant Communications Director for Community Relations). See **Appendix E** for the meeting summary template.

12.6.16 Post-Meeting Public Outreach

Following the meeting, it is beneficial to send an email thanking people for attending the meeting, provide a link to the meeting presentation and materials online, and remind them of how and when they can comment if they didn't have an opportunity to do so at the meeting. Teams can consider including a brief summary of what was heard at the meeting and responses provided; it is helpful to prepare Q&A documents for this purpose.

12.7 Piggybacking Onto Other Meetings

Rather than holding a separate ADOT project meeting, teams could consider piggybacking onto other community meetings as an alternative to holding a separate meeting, if there is a concern people are not likely to attend a separate ADOT in-person or virtual meeting. Examples include HOA meetings, school events such as board meetings and Council meetings. Piggybacking, or combining with another meeting, can increase public feedback, reach broader audiences, and help engage traditionally underserved populations who might not otherwise participate.



12.8 Public Hearings

Public hearings are held to comply with NEPA regulatory requirements for EIS and EA-level actions (when required) and occur at pivotal points in the decision-making process. See **Section 6** for information on when a public hearing should be held and additional requirements for a public hearing and EIS process.

The primary difference between a public meeting and a public hearing is the level of formality and that public hearings are required. Public hearings also have specific methods and timeframes associated with notification to the public and providing comments. Hearings include the opportunity for the public to make oral comments to an ADOT hearing panel and require an official transcript of comments, which becomes a formal part of the public record.

A public hearing checklist can be found in **Appendix R**.

12.8.1 Public Hearing Advertisements

ADOT notifications for public hearings are similar to public meeting notification, with some key differences that public hearing advertisements are

required and have specific timeframes and information.

ADOT will provide notification of a public hearing by placing a display advertisement at least 15 business days, but no more than 30 business days, before the hearing in the newspaper of general circulation within the study area, as well as in the Spanish publication of general circulation.

Advertisements/notices for the public hearing, availability of the draft or final EIS and public comment period shall include:

- Project description and location (use location map).
- A statement of the project purpose and need.
- Purpose of the public hearing.
- Explanation of the format for the public hearing.
- Date, time and location of the public hearing.
- Map of public hearing venue and immediate surrounding area with north directional arrow.
- The recommended action (alternative).
- List of locations and other sources (such as websites) where the environmental documents and other materials are available for public review.
- Comment deadline and how to make comments.
- Project information phone line.
- Project email address.
- Project mailing address.
- Project website address.
- ADOT project number and federal ID number, if applicable.
- The Notice of Availability of Reasonable Accommodations (in English and Spanish).
- The ADOT NEPA Assignment Disclosure language (**see Section 6.12**).

See **Appendix T** for a public hearing advertisement example.

12.8.2 Other Public Hearing Notification

One or more of the following additional notices may be used to provide notice of public hearings and the availability of the draft EA or draft EIS for public review and comment.

- News release.
- Email notice to the study contact list of potentially interested and affected parties, including key stakeholders, those who requested to be notified and those who have subscribed to a relevant GovDelivery topic.
- Direct mailing to owners and occupants of affected property.
- Notice to state, tribal and local governments that may be interested or affected by the proposed action.
- Notice to potentially interested community organizations.
- Posting of notice on and off site in the area where the action is to be located (e.g., poster or sign).
- Social media.
- Website.

12.8.3 Venue Considerations

Similar to public meeting locations, public hearing locations should be held at convenient locations within or near the project area. Ideal locations include schools, government facilities, community centers, libraries and other “neutral” sites. It is important that the facility is accessible to individuals with disabilities and low-income and

minority populations, including by public transit if available in the community.

For public hearings, the meeting space should be large enough to accommodate a separate area for the hearing panel and court reporter. The meeting space should also accommodate a presentation area, meeting exhibits, sign-in table and a copy of the environmental documents.

12.8.4 Virtual and In-Person Public Hearing Considerations

This section provides guidance for when virtual or in-person public hearings can or should be held.

ADOT's Virtual Public Involvement (VPI) policy includes public meetings and hearings conducted as part of project development to comply with the 23 USC § 139 environmental review process, the National Environmental Policy Act and the National Historic Preservation Act, as well as public hearings conducted to comply with 23 USC § 128. The virtual option flexibility is further defined through CEQ 1506.6 (c). This guidance does not affect any state, local or tribal requirements that apply to recipients or sub-recipients. Virtual hearing guidance can also be influenced by the Department of Health and Human Services (HHS) or other federal agency determinations and direction.

The Council on Environmental Quality in its recent update and modernization of its procedures for implementing NEPA under 40 CFR 1500-1508 included an update to § 1506.6 – Public Involvement. The proposed rule included the following:

“Agencies consider many factors in determining the most appropriate mechanism for promoting public involvement, including the particular location of the proposed action (if one exists), the types of effects it may have, and the needs of interested and affected parties, and may design their outreach in a manner that best engages

with those parties. The flexibility to consider relevant factors is critical especially in light of unexpected circumstances, such as the COVID–19 pandemic, which may require agencies to adapt their outreach as required by State, Tribal, and local authorities and conditions.”

The update to § 1506.6 – Public Involvement added the following in the Final Rule, which expanded guidance on use of virtual/electronic methods for public hearings and public meetings beyond the temporary guidance in place related to the pandemic.

“Agencies may conduct public hearings and public meetings by means of electronic communication, except where another format is required by law. When selecting appropriate methods for public involvement, agencies shall consider the ability of affected entities to access electronic media.”

A virtual public hearing may be held in lieu of, or in conjunction with, an in-person hearing. ADOT's recommended guidance is to hold hearings both virtually and in-person if the study area is large and/or includes impacts to low-income, minority, indigenous or disabled populations. If a public hearing is only offered virtually, there must be an opportunity for in-person review of the draft environmental document.

If virtual hearings are held ADOT should plan and conduct VPI in a manner that provides the same opportunity for public involvement as otherwise occurs in traditional in-person settings. For example, public hearings should include a presentation by the agency on the proposed highway project and allow participants an opportunity to publicly express their views to agency representatives and other members of the public participating in the hearing. There must be a transcript of the hearing. Recipients and sub recipients will continue to comply with the public

involvement requirements outlined in 23 USC §§ 128 and 139, and 23 CFR 771.111(h).

In using VPI strategies, ADOT must provide full, fair and meaningful opportunities for participation by minority and low-income populations. Measures should be implemented to ensure accommodations are provided to non-English speakers and participants with disabilities. ADOT should provide telephone or other alternative participation options for individuals with limited or no internet access.

Addressing Emergencies or Other Unique Situations

There may be unique circumstances, such as a public health emergency, natural disaster or other short or long-term situation that substantially disrupts ADOT's normal business operations or that of its state, local and tribal government partners. ADOT Environmental Planning and ADOT Communications and Public Involvement may determine a virtual or hybrid public hearing option addresses unique public outreach issues, or best satisfies state, local or tribal restrictions on public gatherings.

Consistent with applicable state, local and tribal requirements, in-person public meetings and hearings should be allowed in cases where a suitable physical location is available and the state has determined that such meetings can be safely conducted.

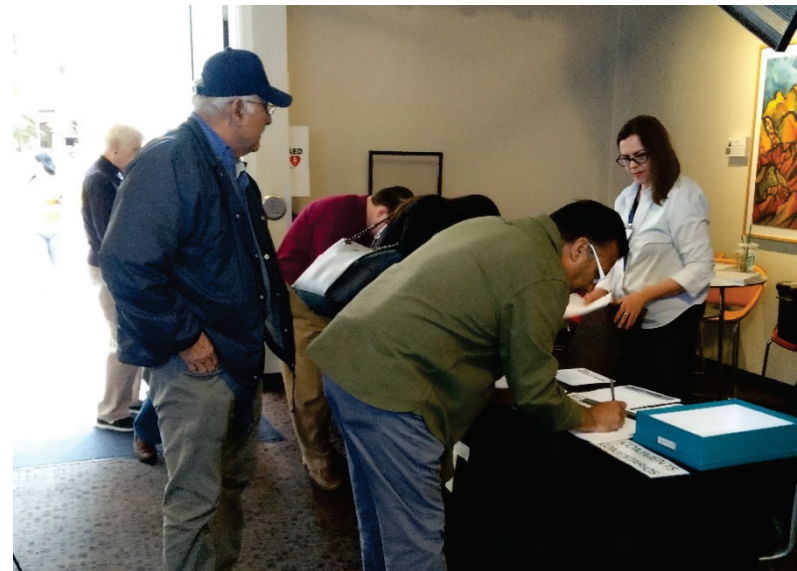
During potential future public health emergencies, or other unanticipated emergency situations in which in-person hearings are not advisable or practical, ADOT will consult with FHWA for guidance and follow state and local health and safety guidelines, and will hold virtual public meetings and other virtual engagement when allowable, supplemented by methods to reach those without access to the internet or technology, to provide required public involvement for the NEPA process.

12.8.5 Public Hearing Materials

Each public hearing should have a sign-in sheet to keep an accurate record of who attended the hearing. The sign-in sheet is voluntary for participants and includes information such as name, title, company, address, phone and email. See **Appendix U** for a template.

A copy of Draft EA/EIS and Design Concept Report documents should be available for the public to review during the meeting. Other materials to help convey project information should include exhibits, videos/simulations and other visual aids such as maps or roll plots.

Similar to an in-person public meeting, a Civil Rights table near the sign-in table with the ADOT Nondiscrimination Notice poster, ADA Auxiliary Aids Poster, Nondiscrimination brochures, self-ID cards and "I Speak" language cards should be conspicuously displayed.



12.8.6 Public Hearing Presentation

At public hearings, there must be a formal presentation on the project, which can be live or recorded. The meeting presentation should include the project's purpose and need; project alternatives; environmental, social, economic and other project impacts; NEPA assignment

language, procedures for receiving comments from the public and the deadline to submit comments.

Study teams may allow an informal question and response period for hearing attendees separate from a formal oral comment period to provide any needed clarification to assist participants in providing formal comments to the hearing panel; however, it must be clearly designated as such and is recommended to occur during the informal open house area of the hearing.

12.8.7 Hearing Panel and Court Reporter

Attendees at the public hearing can submit oral comments to a hearing panel. The panel typically consists of representatives from the project team and participating agencies. When providing oral comments, attendees will often speak in a microphone and their statements are recorded by a court reporter. Time restrictions may be required based on the number of people who plan to speak. If a time restriction is required, the moderator will disclose these limits at the beginning of the meeting and will equally apply them to all commenters.

The use of speaker registration cards allows the moderator or facilitator to keep track of the number of attendees wishing to speak and ensures an accurate record of names and organizations being represented.

Following the hearing, the court reporter will provide a transcript of the hearing to be included in the public hearing summary. All comments received are included in the Final EA or Final EIS.

12.8.8 Formal Public Comment Documentation

ADOT has a process for collecting and documenting public comments received during the public hearing and formal public comment period to ensure to the extent possible that no comments are overlooked and all comments received are included in the comment log. Comment documentation is discussed in more detail in **Section 14**. An example of the Comment Process Procedures can be found in **Appendix Z**. The procedures include how to accept comments by phone, email and mail. The procedures were developed to minimize instances of comments not being included in the environmental documents or public involvement summaries. All comments are logged in a comment log. See **Appendix Y** for an example.

Section 13

Virtual Public Involvement (VPI)



13. Virtual Public Involvement (VPI)

13.1 What is Virtual Public Involvement?

Virtual Public Involvement or VPI is the use of digital technology to engage the public and stakeholders or to visualize projects and plans.

13.2 Benefits of VPI

Some of the benefits of VPI include:

- Increased and Convenient Engagement.** Virtual methods provide convenient ways for the public to participate for those who have access to technology and are appealing to those who would not otherwise attend a traditional in-person public meeting. Virtual engagement provides the ability to participate anytime and from anywhere, which makes it easier for more people to participate. For these reasons, virtual public engagement methods tend to have much greater participation levels than in-person methods.
- Efficiency and Low Cost.** Virtual tools and platforms offer an efficient and cost-effective way to reach large audiences, often at a lower cost than traditional public engagement methods.
- Enhanced Public Understanding.** Project visualizations better convey complex design concepts than static plans and text descriptions and make it easier for the public to understand proposed plans, particularly those who don't speak English well.
- Improved Civil Discourse.** Online public meetings include user controls that help maintain civil discourse and provide an opportunity for all participants to ask questions or make comments online or by phone, rather than having a meeting dominated by a few vocal individuals. Crowdsourcing and online polling tools can be used in public or stakeholder meetings to help the project team and participants understand the collective preferences of attendees for a particular alternative, while avoiding the potential for heated public discussion.
- Better Input Data.** Some online tools include geocoded commenting features for the public to be able to pinpoint comments to a specific intersection or other small geographic area. Having participants enter basic location or demographic data can demonstrate who participated and identify participation gaps.

13.3 VPI Best Practices

All public involvement strategies, including virtual public involvement, should be guided by the individual project outreach needs and unique characteristics of the community engaged. A project-specific public involvement plan will define the purpose of the public involvement and engagement goals. The project type, purpose and goals and community characteristics drive the choice of VPI tools.

To ensure the opportunity for input by those without access to technology or internet access, it is vital that VPI efforts be supplemented with an opportunity to learn about and provide input on projects and studies through non-digital methods, such as by phone or in-person. The level of non-virtual engagement will be determined by the nature of the community and project and may require more extensive grassroots public involvement efforts.

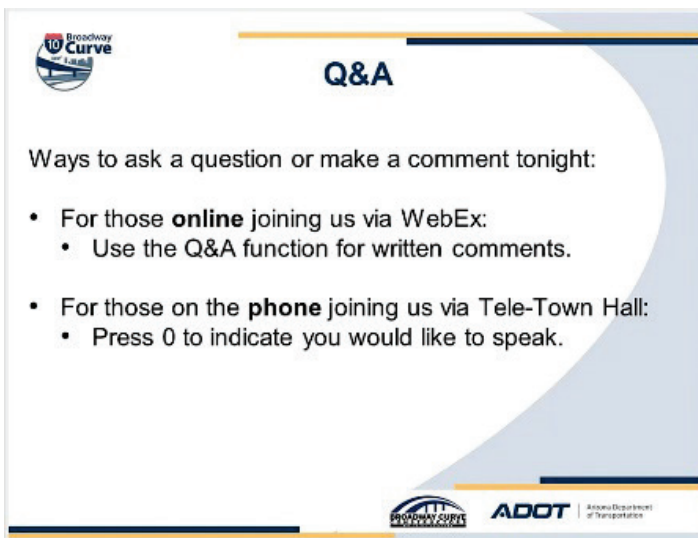
See **Appendix X Virtual Public Involvement Tool Assessment** to assist in determining whether a VPI tool is appropriate for the intended project/study application, and various considerations of each tool.

13.4 Availability of Internet and Technology

Online virtual tools often depend on the user having a high speed internet connection, as well as a computer, smartphone or other device with internet capabilities. Many rural and tribal areas of the state lack access to high-speed internet. Low-income households may not have computers or high-speed internet in their household. However due to federal programs providing cellular phone subsidies for low-income individuals, many low-income individuals do have access to smartphones. Lastly, while seniors may have access to the internet, they may be less technology-savvy than younger populations and may have challenges navigating technology for virtual public meetings or other online tools.

13.5 Supplementing VPI with In-Person Engagement

While VPI offers many benefits and increases overall engagement levels, it can also potentially create a “digital divide” for community members without access to technology or internet service. Therefore, VPI outreach strategies should be balanced with in-person engagement methods, such as traditional in-person meetings or direct outreach methods in communities, to ensure



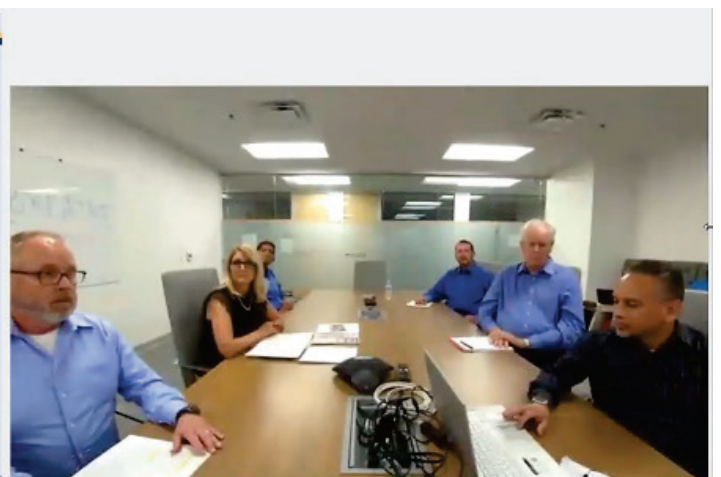
10 Curve

Q&A

Ways to ask a question or make a comment tonight:

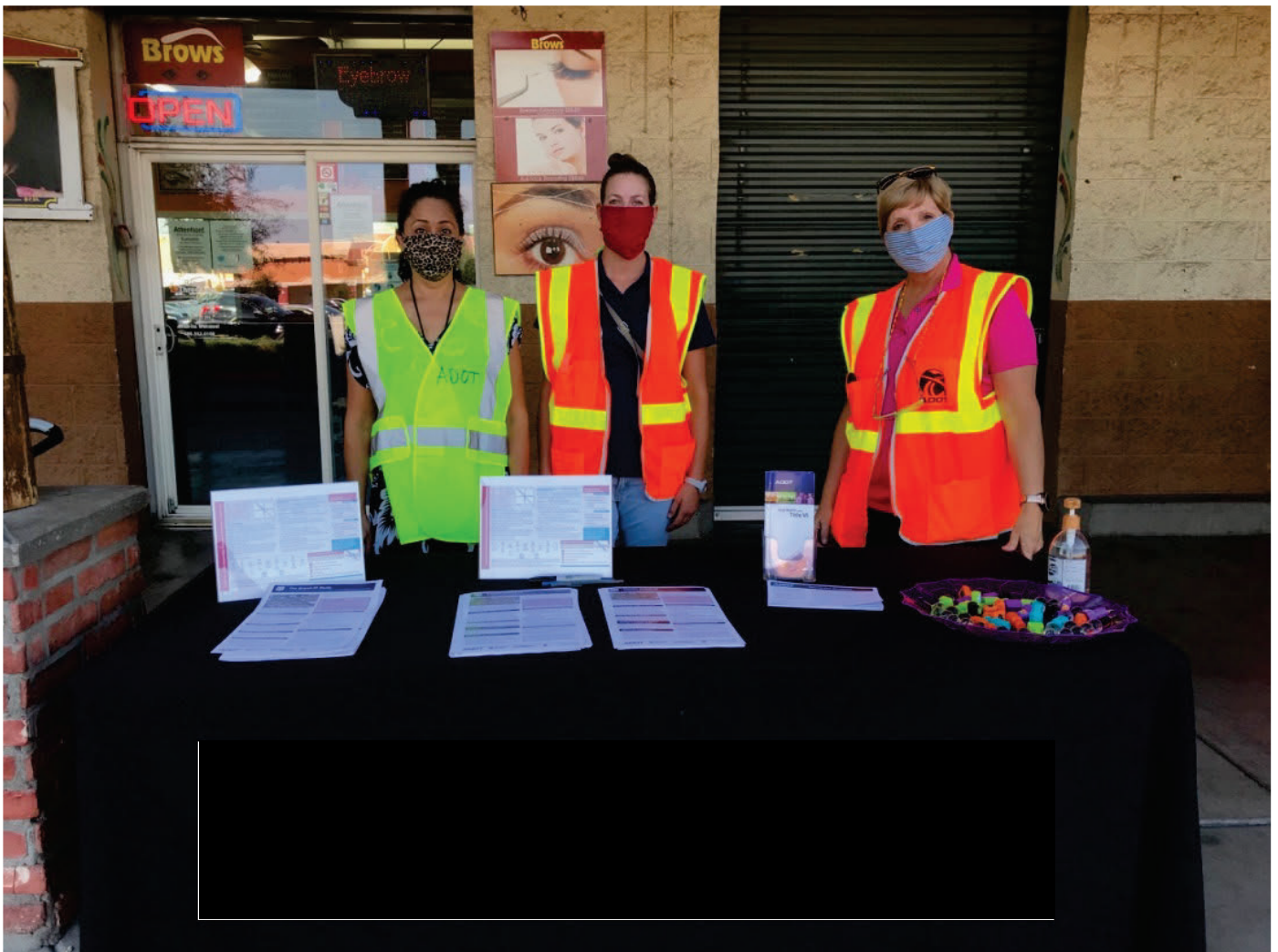
- For those **online** joining us via WebEx:
 - Use the Q&A function for written comments.
- For those on the **phone** joining us via Tele-Town Hall:
 - Press 0 to indicate you would like to speak.

ADOT Arizona Department of Transportation



meaningful opportunities for engagement for all community members, particularly low-income, minority, LEP, disabled and senior populations.

Section 12.4 provides examples of non-virtual and in-person public involvement strategies.



Section 14

Project Records



14. Project Records

This chapter provides guidance on public involvement documentation. Proper documentation includes compiling all materials related to the public involvement activities, summarizing and analyzing comments and describing how the comments will be addressed.

14.1 Documenting Public Involvement Activities and Input Received

Documentation of public involvement activities and input received is a critical activity that:

- Demonstrates federal and state compliance for public involvement.
- Provides important feedback to study/project teams on public input received to assist in evaluation of alternatives or other project decision making.
- Documents issues, discussions, stakeholder contacts and commitments to assist project teams as the project moves through development.
- Provides a feedback loop to the public to demonstrate their input was received.
- Measures the effectiveness of public notification and outreach efforts.
- Provides a record of activities, discussions and input should ADOT be questioned by elected officials or other key stakeholders.

Appropriate and complete documentation of public involvement activities and public feedback provides a record of commitments made as a



result of the outreach activities throughout each stage of the transportation decision-making process. This documentation should be provided through public involvement summaries for each phase of a study or project which document all public notification and outreach activities conducted and comments/input received. Copies of all public notices, materials provided, meeting sign in sheets, comment logs, survey response data and other relevant materials should be included in the summary document appendices. The public should also have access to such documentation to confirm their input was received.

This chapter will provide guidance on how to keep a record of public involvement efforts. ADOT's public involvement documentation requirements must be consistent with federal guidelines followed under NEPA and other federal requirements.

14.2 Comment Collection

To ensure public comments are included as part of the decision-making process and properly documented for project records, a protocol is needed to collect and respond to comments. While comments can be received for a study or project at any time, there are times when formal comments are received as part of an EIS or EA document comment period, or for a specified period on other projects where a timeline is needed to consider certain input before moving forward.

Comments can be collected using a variety of methods including:

- Mail.
- Telephone.
- Email.
- Online or in-person survey/comment tools.
- Public meetings or hearings.
- In-person through canvassing or interviews.

14.3 Comment Documentation and Management

ADOT project team members document comments in a comment log (see **Appendix Y**). It is suggested that public comments be logged with the following information, at a minimum:

- **Date** – This is important for documenting whether a comment was received within a formal comment period, establishes a benchmark for a timely response and helps track specific issues over time.
- **Comment** – The specific comment received should be included so a sufficient response can be developed. All comments provided by members of the public should be documented as such (e.g., provided by a member of the public).

- **Name, address, telephone number and email address** – This information is optional and is often redacted within reports or summaries but is valuable information to obtain for the life of the project.
- **Comment category** – This data will allow for easy categorization of comments to be submitted for NEPA documentation, and to capture and summarize trends. Examples of categories could be Noise, Air Quality, Right of Way and Construction Impacts. It is important to establish and use a consistent comment category throughout the log for sorting and reporting purposes.
- **Response** - Standardized responses should be developed for similar comment types (e.g., noise) for consistency. Responses should be provided by the project technical team with concurrence from management and cooperating agencies if applicable.

14.4 Comment Analysis

ADOT has also developed redundancy procedures on how comments are collected by telephone and email to minimize instances of comments not being included in the environmental documents or public involvement summaries.

14.5 Acknowledging and Responding to Comments

Comments should be acknowledged and responded to as soon as possible. Properly responding to comments builds public trust in ADOT. Proper acknowledgement and responses should be directed to the person or group who submitted the comment and the comment and response should be shared with the appropriate ADOT staff and agency partners. The comment will ultimately be shared with the public when the final comment log is released with the meeting or hearing summary documentation.

Suggested language for a simple acknowledgement response may be: “Thank you for your comment on [study/project name.]. Your comment will be added to the administrative project record and shared with the study/project team.” For online comments, an automated email response may suffice. If a response to a question is not immediately available, a message should be sent to the commenter within two business days to advise them their comment or question has been received and will receive a response.

The level of detail associated with a direct response depends on various factors. Some key factors include the following:

- Importance of providing a complete response to the recipient.
- Importance of answering a question or addressing an issue that may benefit a broad range of stakeholders and/or community members.
- Relevance of the comment to decision-making considerations and criteria.

Responses should be provided for comments that raise an issue or request additional information. NEPA and other project process requirements require consideration of comments, especially those associated with potential environmental, social and economic impacts or related mitigation. Responses should also be written in plain or non-technical language so that they can be understood by the general public.

14.6 Public Involvement Summary Report

Proper documentation includes compiling all notices and materials related to the public involvement activities and analyzing and summarizing comments, which should be done in a public involvement summary. The public involvement summary should follow a consistent

flow of information as seen in **Appendix W and include copies of all notices, materials, comments, surveys and other relevant materials.** This summary should be provided to the ADOT technical project manager in a timely manner following the public involvement activities during that project phase for use by the project team and for inclusion in the Public Involvement section of EA and EIS documents.

14.7 Stakeholder Database Records

Project database records with stakeholder contact information and project interactions should be kept for the project record. Records from databases developed and maintained by consultants should be provided to ADOT Community Relations prior to contract closeout for future use and should be provided in an editable Excel or Google Sheet format, not as a PDF export, for continued use during project development. Records of small group meetings with stakeholder groups that include multiple parties should be documented as part of a meeting summary.

14.8 Project Records Retention

According to state public records statutes, ADOT is required to retain records documenting public involvement activities, notification and comments for a period of five years following completion of the study or project. Records should include final versions of public involvement plans, public involvement summaries – including public meeting and hearing summaries, presentations and materials, comment/response logs, public notices (ads, mailings, etc.), stakeholder contact list and correspondence with the public and stakeholders. After the required retention period, Community Relations staff may dispose of these records by following the approved agency record destruction process.

All public involvement activities and records must be documented and placed in an FHWA-approved file structure that allows FHWA monitoring under the 326 and 327 NEPA assignment programs. For an EIS document this documentation is kept in the Administrative Record maintained by the ADOT consultant hired to conduct the EIS, according to federal requirements. Final public involvement documentation for other projects should be provided by the ADOT Community Relations Project Manager (or consultant public involvement lead if PI is handled by a consultant) to the respective ADOT technical Project Manager. The technical PM should file the documentation in a Public Involvement folder in the respective project file used by the ADOT Division to store other project records, such as environmental documents and project plans (e.g., Workfront). ADOT Community Relations shall retain draft/working files during the PI process, as well a copy of the final PI-related documents (in a separate folder labeled as Final PI Documents), in the Community Relations shared Google drive file system. Each project should have its own folder within the Statewide or respective ADOT District sub-folders.

Section 15

Measuring Success of Public Involvement Efforts





15. Measuring Success of Public Involvement Efforts

15.1 Why It's Important to Measure Success

Tracking the outcomes of public involvement activities helps ADOT determine whether the public involvement approach was successful in positively affecting participation levels, public understanding and satisfaction with the process. Measurements gathered across multiple projects can track ADOT's collective public involvement efforts statewide over time and assist in identifying where ADOT's public involvement practices need to be re-evaluated and modified.

ADOT should measure the success of public participation efforts to:

- Learn from and continuously improve upon public involvement practices.
- Understand the value of the public involvement process and whether it had any impact on the public's understanding, engagement level or project outcomes.
- Improve agency credibility and transparency and the public's trust.
- Demonstrate ADOT's compliance with the intent of the law, regulations, guidance and standard protocol, rather than following simple procedural compliance.



- Verify whether levels of effort and expenditures for public involvement are effective and provide a reasonable benefit relative to the investment.

Determining whether public involvement efforts have been successful should focus on the overall intended outcome as a result of the engagement. This chapter describes a variety of measures and considerations to monitor and evaluate public involvement.

15.2 When Should We Measure Public Involvement Success?

Any ADOT projects that include public involvement should include one or more measures for evaluating the effectiveness of the public involvement effort. Public involvement goals and objectives for each project, along with the methods of measuring the success of a project or study engagement effort, should be identified in the project-specific PIP at the onset of the project or study and at each successive phase of the project.

Public involvement success measurements can be used to measure the effectiveness of a specific event or tactic (such as a public meeting), a project phase or the project as a whole. If the public is surveyed to assist in determining success of the public involvement effort, this should generally be done as part of or shortly following a specific engagement activity so it's fresh in the public's mind.

15.3 Measures for Evaluating Public Involvement

There is no specific formula for public involvement success, but it is usually evident when it has or has not occurred. Metrics for success begin with meeting legal and procedural requirements, but real success goes beyond basic compliance. It should include a reasonable level of community engagement, a demonstrated ability to have listened to public input and some level of positive influence exerted on the process that would otherwise not have occurred.

15.4 Qualitative and Quantitative Indicators of Public Involvement Success

Indicators of public involvement success can be quantitative or qualitative and should be based on results and not on level of effort or outputs. In other words, project teams should avoid using metrics on the amount of public outreach conducted, such as the number of emails or postcards sent, to measure success. Instead, it's better to evaluate how many people opened project emails or learned about a public meeting from a postcard or other notice. This is not to say that notification methods and specific outreach activities are not important and should not be documented; these are still important to include in public involvement summaries to document specific activities and level of effort in alignment with the project PIP.

Public involvement success measures are not meant to measure the public's approval of the project, unless this is a specified goal. Success of a project and success of the public involvement program are different things, and people may have varying interpretations about what constitutes success. Public dissatisfaction with a project outcome or elements is not a measure of whether public involvement was effective.

ADOT can have a successful public engagement process that still results in community members being unhappy about the outcome.

MEASURING SUCCESS OF PUBLIC INVOLVEMENT EFFORTS

Quantitative Measures

Quantitative indicators for public involvement success are measurable with data, generally based on participation levels, and can include:

- Number of attendees at public meetings or events.
- Number of surveys or comments received.
- Number of participants in the collective public involvement process for a project.
- Number of visits to a project website.
- Social media metrics, such as post likes and shares.
- Number of opened GovDelivery emails.
- How people heard about a public meeting or other engagement opportunity (e.g., ad, postcard, email, social media, etc.).

Overall project engagement metrics can be further analyzed to determine whether there were participation gaps from target audiences, such as:

- Participation by geographic area (e.g., block group, zip code, etc.).
- Participation by low-income and minority community members.
- Participation by stakeholder type (e.g., residents, businesses, HOAs, etc.).

Determining participation gaps requires project teams to collect demographic data from individuals when they participate in a particular engagement activity. Project teams should be able to refer to maps and community assessments and determine who engaged to see if there are geographical gaps, or gaps among the list of stakeholders defined in the assessment. If all areas and groups are represented, diversity of engagement and input has been met. It is important to note that diversity does not refer to a diversity of ideas or input, rather that diversity among sources of input has been met.

Qualitative Measures

Qualitative indicators for public involvement success are perception based and address general themes such as:

- Satisfaction with the process or information.
- Understanding of the proposed project and how to provide input.
- Trust in the agency or process.
- Influence over the outcome.
- Respect for the public's opinions.
- Flexibility in making changes to project elements or a public involvement process.

These indicators and others can be framed by questions for the public that may be answered with metrics based on a scale (e.g., high to low, a numbered scale) or level of agreement or disagreement.

Example questions could include:

- How well did the project team explain the project needs, benefits, details and schedule?
- How satisfied were you with the opportunities to provide input during this current project phase?
- I had access to enough information about the project.
- Those affected by the project were encouraged to voice their opinions.
- The public was kept up to date on project progress.
- Information was easy to understand.
- I understood the benefits of the options/alternatives under consideration.
- Overall, I was satisfied with the public involvement process.

The Transportation Research Board's National Cooperative Highway Research Program (NCHRP)

MEASURING SUCCESS OF PUBLIC INVOLVEMENT EFFORTS

Research Report 905: *Measuring the Effectiveness of Public Involvement in Transportation Planning and Project Development* provides a practitioner toolkit to measure the effectiveness of a transportation agency's public involvement activities.

The toolkit is designed to collect feedback from the public on several indicators of effectiveness and to compare that feedback with the agency's own perceptions. The combined responses can then be used to calculate scores for each indicator and an overall effectiveness index. This allows for systematic comparison of the effectiveness of different public involvement strategies over time.

The toolkit includes a series of online resources, including a [survey instrument for use with the public](#), a spreadsheet-based scoring tool for converting survey response data into an effectiveness index, and guidelines for using and scoring the survey.

ADOT was a participating DOT in the NCHRP study and is still determining how best to incorporate its guidance into measuring ADOT's public involvement effectiveness across the agency. In the interim, project teams can consider using portions of the survey instrument to assist in measuring public involvement on their projects.

15.5 How to Measure the Success of Public Involvement Efforts

Public involvement success measures should be identified in the project PIP and tied to specific outreach goals for that phase of the project. The plan should include:

- The public involvement goal(s) for the current project phase.
- Metrics to determine if the goals were achieved and the PI efforts were successful.



MEASURING SUCCESS OF PUBLIC INVOLVEMENT EFFORTS

- How the goals will be measured or tracked. For example, participants' zip code can be secured in surveys to determine geography or ADOT's self-ID survey can be used to determine participation by race/ethnicity.
- How ADOT intends to achieve the goal. For example, distributing a survey to project stakeholder organizations and conducting targeted follow-up with key stakeholders for underrepresented constituencies.
- How results will be reported and provided to the project team.

Results should be documented in a public involvement summary for a specific engagement (e.g., public meeting) or phase of a project, shared with the project team, and used to determine if additional targeted outreach is needed to meet participation goals. For example, if attendance at a public meeting was lower than expected, efforts can be made to share the public meeting presentation recording and materials and document how many people accessed the meeting information from the project website.

Participation Goals

Every PI plan should have at least one targeted participation goal. These should be specific and can be total engagements or further broken down by participation in specific engagement activities, such as surveys and comment forms returned or attendance at public meetings or other events.

Participation targets should be based on the interested and affected population and the level of community interest and project impacts. Generally, the smaller the affected population and the greater the direct impacts, the higher the target community participation levels should be.

Participation levels representative of the community makeup and demographics should also be a stated goal, particularly for larger or more impactful projects and studies, to ensure ADOT

receives input from diverse stakeholders and viewpoints.

Participation by geographic area should also be used for larger study areas and statewide plans to show where there may be gaps in participation and additional outreach needed.

Measuring Participation Levels

- **Public meetings/hearings:** Document the number of people who attend a public meeting or hearing. For in-person meetings a sign-in sheet should be used to document attendance, along with a count of any attendees who declined to sign in. At virtual meetings a participation report should be generated from the meeting platform. Project team members and other ADOT staff should not be counted in meeting attendance.
- **Self-Identification Surveys:** ADOT's anonymous Self-ID survey should be used to track participation levels by race/ethnicity for public meetings and other public engagement efforts. The results of the participation at a meeting or throughout all project engagement activities for a phase can then be compared with the race/ethnicity breakdown of the project area as identified in the project PIP.
- **Community Input Surveys:** Demographic questions can also be included in broader public input surveys to understand who participated. This can include address or zip code to determine geography, stakeholder type (e.g., resident, business, community organization, etc.), income level, age and race/ethnicity. Other than zip code, these types of demographic questions should be optional for those who choose not to disclose personal information to participate. If personally-identifiable information is included (name, email, or physical address) then race/ethnicity should be separately collected through an anonymous self-identification survey. This can

MEASURING SUCCESS OF PUBLIC INVOLVEMENT EFFORTS

be linked separately in the closing page of an online survey or other methods.

- **Comments received:** Teams can count the total number of comments or comment forms received.
- **Website views:** ADOT Communications can provide a report of website views, or this report can be provided by the consultant hosting an ADOT project website.
- **Email engagement:** ADOT Communications can run reports in GovDelivery of the total number of emails opened and click-throughs to project URLs.
- **Social media engagement:** ADOT Communications can provide social media reports for several platforms that includes the number of impressions, reactions and comments. Social media tracking and sentiment analysis may also be provided by an ADOT consultant.
- **Key stakeholder participation:** Participation by targeted organizations and groups in an engagement effort can be tracked by documenting specific outreach efforts to that stakeholder (such as a presentation or briefing to a city council, Tribal council or committee, or HOA) or their participation in a key stakeholder workshop or key stakeholder survey.

Measuring Qualitative Input

The quality of the input received and how the public feels about their opportunities to engage and have their voice be heard on a project is just as important as the number of people who engaged. It is recommended that project teams include at least one qualitative measure of the public's perception of the effectiveness of, or satisfaction with, the PI process as part of a project-level PIP, particularly for larger or more impactful projects. This can be accomplished through:

- **Public Meeting Surveys:** A short survey can be conducted at a public meeting or following the

meeting to attendees. Questions can also be added to the public meeting comment form.

- **Community/Key Stakeholder Surveys:** Questions about satisfaction level with the PI process and information provided can be added to surveys asking the public to weigh in on the project.
- **Follow up with key stakeholders:** Project teams can conduct post-engagement debriefings with project partners and key stakeholders to assess their perceptions of the outreach efforts.

This input should be documented in public involvement summaries, provided to the project team and used to determine whether additional outreach efforts are needed or to inform public involvement strategies for future phases of the project.

Measuring Public Awareness and Understanding

Informing the public about the details of a project should be a component of every public outreach effort.

Project awareness can be measured to some extent through participation levels, such as website views, email open rates or impressions on social media posts with information about the project.

Gauging public awareness and understanding of project details or perception of how well information was conveyed is also helpful to project teams in determining if project materials and messaging strategies should be modified or if goals for increasing public awareness of the project were met. These can be accomplished through similar methods as gathering other qualitative input, including:

- **Public surveys and comment forms** with questions about project details or overall awareness pre-and post-engagement.

- **Debriefing with project teams and partners**

after public meetings or other engagements to review the questions and comments received provides insight on whether there was public confusion about elements of the project that can be clarified in project materials and follow-up communications with meeting attendees.

15.6 Evolving and Emerging Best Practices

Public involvement trends continue to evolve the practice creating new best practices.

In October 2022, the U.S. Department of Transportation issued a new public involvement guidance document, Promising Practices for Meaningful Public Involvement in Transportation Decision-Making

([https://www.transportation.gov/sites/dot.gov/files/2022-](https://www.transportation.gov/sites/dot.gov/files/2022-10/Promising%20Practices%20for%20Meaningful%20Public%20Involvement%20in%20Transportation%20Decision-making.pdf)

[10/Promising%20Practices%20for%20Meaningful%20Public%20Involvement%20in%20Transportation%20Decision-making.pdf](https://www.transportation.gov/sites/dot.gov/files/2022-10/Promising%20Practices%20for%20Meaningful%20Public%20Involvement%20in%20Transportation%20Decision-making.pdf)). The document includes strategies for addressing gaps in public involvement efforts and strategies, including engaging traditionally underserved populations, developing public involvement plans, measuring the success of public involvement strategies, federal requirements for public involvement and engagement techniques and tools for informing the public and gathering input.

ADOT will continue to monitor best practices in the industry, utilizing guidance from FHWA and other federal agencies, as well as organizations such as IAP2 and TRB. As new guidance, trends or best practices emerge, corresponding modifications will be made to this document where appropriate.

Section 16

References and Resources



16. References and Resources

ADA Auxiliary Aids and Services Poster/Notice
<https://azdot.gov/sites/default/files/2019/05/ada-auxiliary-notice16x20.pdf>

ADOT Air Quality Guidance
<https://azdot.gov/business/environmental-planning/air-quality/guidance-air-quality>

ADOT CE and NEPA Assignment
<https://azdot.gov/business/environmental-planning/ce-assignment-and-nepa-assignment>

ADOT Civil Rights Office
civilrightsoffice@azdot.gov

ADOT Environmental Justice Guidelines
<https://azdot.gov/business/environmental-planning/guidance-federal-aid-projects/title-vi-and-environmental-justice>

ADOT Environmental Planning Categorical Exclusion (CE) Checklist Manual
<https://azdot.gov/business/environmental-planning/guidance-federal-aid-projects/nepa-guidance>

ADOT Five Year Transportation Facilities Construction Program
<https://azdot.gov/planning/transportation-programming/current-five-year-program>

ADOT Guides for Agency and Public Scoping for Projects with Categorical Exclusions
<https://azdot.gov/sites/default/files/2019/07/ce-scoping-guidelines.pdf>

ADOT Limited English Proficiency Plan
<https://azdot.gov/sites/default/files/media/2022/12/limited-english-proficiency-plan.pdf>

ADOT Local Public Agency Projects Manual
<https://azdot.gov/sites/default/files/2019/06/lpa-manual.pdf>

ADOT Long-Range Transportation Plan
<https://azdot.gov/planning/transportation-programs/state-long-range-transportation-plan>

ADOT Memorandum of Understanding for CE and NEPA Assignment
<https://azdot.gov/sites/default/files/2019/06/mou-nepa-approved-041619.pdf>

ADOT NEPA Guidance
<https://azdot.gov/business/environmental-planning/guidance-federal-aid-projects/nepa-guidance>

ADOT Noise Abatement Policy
<https://azdot.gov/business/environmental-planning/noise/noise-abatement-requirements>

ADOT's Nondiscrimination Notice to the Public
<https://azdot.gov/sites/default/files/media/2021/06/FHWA-FTA-Notice-to-the-Public.pdf>

ADOT State Transportation Improvement Program
<https://azdot.gov/planning/transportation-programming/state-transportation-improvement-program-stip>

ADOT Title VI Nondiscrimination Program
<https://azdot.gov/business/civil-rightsexternal-eeo-contractor-compliance/title-vi-nondiscrimination-program>

ADOT Title VI Implementation
<https://azdot.gov/business/civil-rightsexternal-eeo-contractor-compliance/title-vi-nondiscrimination-program/title-vi>

REFERENCES AND RESOURCES

ADOT Tribal Consultation Policy

<https://aztribaltransportation.org/sites/default/files/2022-11/MGT-16-01-Department-Wide-Native-Nation-Tribal-Government-Consultation.pdf>

ADOT Tribal Transportation

aztribaltransportation.org

Americans with Disabilities Act (ADA)

<https://www.ada.gov>

Application for Assumption of Federal Highway Administration National Environmental Policy Act Responsibilities

<https://azdot.gov/sites/default/files/2019/06/final-application-120518.pdf>

Code of Federal Regulations, Public Involvement Requirements

<https://www.ecfr.gov/current/title-40/chapter-V/subchapter-A/part-1506/section-1506.6>

Code of Federal Regulations, Early Coordination, Public Involvement and Project Development

<https://www.govinfo.gov/app/details/CFR-2011-title23-vol1/CFR-2011-title23-vol1-sec771-111>

EPA EJ Screen: Environmental Justice Screening and Mapping Tool

epa.gov/ejscreen

Executive Order 13985

<https://www.federalregister.gov/documents/2021/01/25/2021-01753/advancing-racial-equity-and-support-for-underserved-communities-through-the-federal-government>

Federal Highway Administration (FHWA)

<https://highways.dot.gov>

FHWA Environmental Justice Reference Guide

https://www.fhwa.dot.gov/environment/environmental_justice/publications/reference_guide_2015/fhwahep15035.pdf

FHWA NEPA and Public Involvement Guidance

https://www.environment.fhwa.dot.gov/nepa/trans_decisionmaking.aspx

FHWA NEPA public involvement requirements for transportation projects

<https://www.fhwa.dot.gov/federal-aidessentials/catmod.cfm?id=42>

International Association for Public Participation

<https://www.iap2.org/mpage/Home>

LEP Four-Factor Analysis – DOT guidance

<https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

LEP Four-Factor Analysis - FHWA guidance

https://www.fhwa.dot.gov/civilrights/programs/title_vi/lep_fourfactor.cfm

Limited English Proficiency Plan

<https://azdot.gov/sites/default/files/2019/05/limited-english-proficiency-plan.pdf>

National Environmental Policy Act (NEPA)

<https://www.epa.gov/nepa> and <https://www.ecfr.gov/current/title-40/chapter-V/subchapter-A>

NCHRP Research Report 905 Public Involvement Survey

https://onlinepubs.trb.org/onlinepubs/nchrp/NC_HRP_rpt_905PublicInvolvementSurvey.doc

Title VI Department of Transportation Guidance 1000.12C

https://www.fhwa.dot.gov/civilrights/programs/title_vi/title_vi_order_1000_12C.pdf

Title VI of the Civil Rights Act (Title VI)

<https://www.justice.gov/crt/fcs/TitleVI>

U.S. Census Data

<https://data.census.gov>

USDOT Justice40 Initiative web page

www.transportation.gov/equity-Justice40

USDOT Order 5610.2C

<https://www.transportation.gov/sites/dot.gov/files/Final-for-OST-C-210312-003-signed.pdf>

USDOT *Promising Practices for Meaningful Public Involvement in Transportation Decision-Making*

www.transportation.gov/sites/dot.gov/files/2022-10/Promising%20Practices%20for%20Meaningful%20Public%20Involvement%20in%20Transportation%20Decision-making.pdf

Appendices



Appendix A: Notice of Availability of Reasonable Accommodations



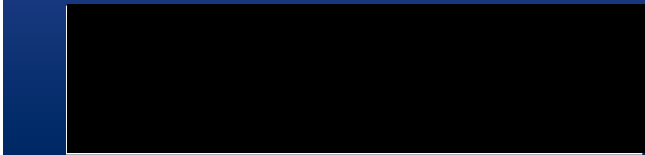
Notice of Availability of Reasonable Accommodations Language

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons that require a reasonable accommodation based on language or disability should contact [Contact Name] at 855.712.8530 or projects@azdot.gov. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras normas y leyes antidiscriminatorias, el Departamento de Transporte de Arizona (ADOT) no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieran asistencia (dentro de lo razonable) ya sea por el idioma o discapacidad deben ponerse en contacto con [Contact Name] al 855.712.8530 o por correo electrónico al projects@azdot.gov. Las solicitudes deben hacerse lo más antes posible para asegurar que el Estado tenga la oportunidad de hacer los arreglos necesarios.

Appendix B

Nondiscrimination Notice to the Public



ADOT’S NONDISCRIMINATION NOTICE TO THE PUBLIC

The Arizona Department of Transportation (ADOT) hereby gives public notice that it is the Agency’s policy to assure full compliance with Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act of 1990 (ADA), and other related authorities in all of its programs and activities.

ADOT’s Title VI and ADA Programs require that no person shall, on the grounds of race, color, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity.

Any person, who believes his/her Title VI or ADA rights have been violated, may file a complaint. Any such complaint must be in writing and filed with the ADOT Civil Rights Office within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For additional information about ADOT’s Civil Rights programs and the procedures to file a complaint contact ADOT Civil Rights Office via the information listed below:

AVISO PÚBLICO DE LA LEY DE NO-DISCRIMINACIÓN DE ADOT

El Departamento de Transporte del Estado de Arizona (ADOT) informa al público que esta agencia tiene como regla asegurar el cumplimiento total del Título VI de la Ley de los Derechos Civiles de 1964, del Título II de la Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA) y otras normas relacionadas con todos sus programas y actividades.

Los programas del Título VI y ADA de ADOT exigen que a ninguna persona se le excluya de participar, se le nieguen beneficios o de ninguna otra manera sea sujeta a discriminación en ningún programa o actividad de ADOT por motivo de raza, color, país de origen, o discapacidad.

Cualquier persona que crea que se han violado sus derechos bajo el Título VI o el ADA, puede presentar una queja. Esta queja debe presentarse por escrito a la Oficina de Derechos Civiles de ADOT dentro de ciento ochenta (180) días a partir de la fecha en que se alega que ocurrió la discriminación. Para recibir más información sobre los programas de Derechos Civiles de ADOT y los procedimientos para presentar una queja, por favor póngase en contacto con la Oficina de Derechos Civiles de ADOT a través la información que aparece abajo:

KRYSTAL SMITH
ADA/504 Nondiscrimination Program Coordinator
Ksmith2@azdot.gov

DANIELLE VALENTINE
TITLE VI Nondiscrimination Program Coordinator
Dvalentine@azdot.gov

ADOT Civil Rights Office
206 S. 17th Avenue, Mail Drop 155-A
Phoenix, AZ 85007
602.712.8946
602.239.6257 FAX
azdot.gov
CivilRightsOffice@azdot.gov

Appendix C

ADA Auxiliary Aids and Services Poster/Notice



AUXILIARY AIDS AND SERVICES

In compliance with Title II of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, the Arizona Department of Transportation (ADOT) does not discriminate against qualified individuals with disabilities on the basis of disability in its programs, services, and activities.

ADOT will make reasonable modifications to ensure that individuals with disabilities have an equal opportunity to enjoy ADOT's programs, services, and activities.

If you require an accommodation please notify an ADOT staff member.

For additional information or questions about ADOT's External ADA Program, please contact the Civil Rights Office at 602.712.8946.



SERVICIOS Y ASISTENCIA ADICIONAL

En cumplimiento con el Título II de la ley de ciudadanos Americanos con Discapacidades (ADA por sus siglas en ingles) y la Sección 504 de la Ley de Rehabilitación de 1973, el Departamento de Transporte del estado de Arizona no discrimina contra individuos con discapacidades en sus programas, servicios y actividades administrados por el departamento.

ADOT hará modificaciones razonables para asegurar que individuos con discapacidades tengan las mismas oportunidades de disfrutar y participar en todos los programas, servicios y actividades de ADOT.

Las personas que requieran asistencia o una adaptación razonable por discapacidad por favor infórmele a un empleado de ADOT.

Si tiene cualquier pregunta o desea más información sobre el programa de no discriminación de ADOT, por favor póngase en contacto con la Oficina de Derechos Civiles de ADOT al 602.712.8946.

Appendix D

Self-Identification Survey

Self-Identification Survey

Title VI of the 1964 Civil Rights Act, as amended, 42 USC 2000d, and U.S. Department of Transportation regulations provide that “**no person** in the United States shall, on the grounds 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 financial assistance.”

Other Title VI Nondiscrimination related authorities:

- Federal-Aid Highway Act of 1973
- Section 504 of the Rehabilitation Act of 1973
- Americans with Disabilities Act of 1990
- Executive Orders 12898 & 13166

The Arizona Department of Transportation’s goal is to ensure that every effort will be made to **prevent discrimination** through the impact of its programs, policies, and activities.

ADOT will take reasonable steps to provide **accommodations** based on language or disability. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

By completing this **voluntary** survey, ADOT will be able to determine who attends its public meetings and how the department can improve participation. The survey will also help ADOT fulfill federal reporting requirements.

Completing this survey is voluntary. If you choose to respond, please mark all that apply.

ETHNICITY/RACE:

- | | | |
|---|---|--|
| <input type="checkbox"/> African American/Black | <input type="checkbox"/> Native Hawaiian/Other Pacific Islander | <input type="checkbox"/> Hispanic/Latino |
| <input type="checkbox"/> American Indian/Alaskan Native | <input type="checkbox"/> Asian | <input type="checkbox"/> White |

17-091

Self-Identification Survey

Title VI of the 1964 Civil Rights Act, as amended, 42 USC 2000d, and U.S. Department of Transportation regulations provide that “**no person** in the United States shall, on the grounds 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 financial assistance.”

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ETHNICITY/RACE:

- | | | |
|---|---|--|
| <input type="checkbox"/> African American/Black | <input type="checkbox"/> Native Hawaiian/Other Pacific Islander | <input type="checkbox"/> Hispanic/Latino |
| <input type="checkbox"/> American Indian/Alaskan Native | <input type="checkbox"/> Asian | <input type="checkbox"/> White |

17-091

Encuesta para identificarse

El Título VI del Acto de Derechos Civiles, la ley 42 USC 2000d y otros reglamentos del Departamento de Transporte de los Estados Unidos, aseguran que “ninguna persona en los Estados Unidos será negada los beneficios de o será discriminado de cualquier programa o actividad que recibe asistencia de fondos federales por su raza, color de su piel u origen nacional”.

Otras autoridades relacionadas con la No-Discriminación de Título VI:

- La Ley Federal de Asistencia Vial de 1973 (Federal-Aid Highway Act of 1973)
- Sección 504 de la Ley de Rehabilitación de 1973 (Section 504 of the Rehabilitation Act of 1973)
- Ley de ciudadanos Americanos con Discapacidades de 1990 (Americans with Disabilities Act of 1990)
- Ordenes Ejecutivas 12898 y 13166 (Executive Orders 12898 and 13166)

El objetivo del Departamento de Transporte de Arizona es asegurar que cada esfuerzo se llevara a cabo para **prevenir discriminación** en el desarrollo de sus programas, políticas y actividades.

ADOT también tomará todas las medidas razonables para **ofrecer el acceso** a servicios y actividades para personas con limitaciones ya sea por el idioma o por discapacidad. Las solicitudes deben hacerse lo más pronto posible para asegurar que el equipo encargado del proyecto tenga la oportunidad de hacer los arreglos necesarios.

Con su participación en esta encuesta **voluntaria**, ADOT podrá determinar quien participa en las reuniones públicas y como podrá mejorar la participación de miembros de minorías. La encuesta también le ayudará a ADOT a cumplir con requisitos federales.

El completar esta encuesta es voluntaria. Si usted decide responder, por favor marque todas las respuestas que le corresponden.

ETNICIDAD/RAZA:

☐ Afroamericano/Negro

☐ Nativo de Hawái/Otra isla del Pacífico

☐ Hispano/Latino

☐ Amerindio/Nativo de Alaska

☐ Asiático

☐ Caucásico/Blanco

17-091

Encuesta para identificarse

El Título VI del Acto de Derechos Civiles, la ley 42 USC 2000d y otros reglamentos del Departamento de Transporte de los Estados Unidos, aseguran que “ninguna persona en los Estados Unidos será negada los beneficios de o será discriminado de cualquier programa o actividad que recibe asistencia de fondos federales por su raza, color de su piel u origen nacional”.

Otras autoridades relacionadas con la No-Discriminación de Título VI:

- La Ley Federal de Asistencia Vial de 1973 (Federal-Aid Highway Act of 1973)
- Sección 504 de la Ley de Rehabilitación de 1973 (Section 504 of the Rehabilitation Act of 1973)
- Ley de ciudadanos Americanos con Discapacidades de 1990 (Americans with Disabilities Act of 1990)
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☐ Nativo de Hawái/Otra isla del Pacífico

☐ Hispano/Latino

☐ Amerindio/Nativo de Alaska

☐ Asiático

☐ Caucásico/Blanco

17-091

CIVIL RIGHTS MEETING SUMMARY

15-0510 R10/17 azdot.gov

MEETING SUMMARY FOR: _____

TO: ADOT Civil Rights Office

FROM (Name, Title, Program Area/Unit):

Name and purpose of meeting:

Date, location and summary of activities at meeting:

Number of public attendees: _____

Accommodation Request for Limited English Proficiency (LEP) and ADA:

Accommodations made in advance or requested? (ex. Interpretation, translation, listening device)	How was the request accommodated? (ex. Interpreter, Translator, renting of a listening device)	Estimated cost associated with accommodation? (\$)

of Self-Identification Surveys returned: _____

ADOT Self-Identification Survey - Title VI

CATEGORY	DESIGNATION	COUNT
Race/Ethnicity	African American/Black	
	American Indian/Alaskan Native	
	Asian	
	Hispanic/Latino	
	Native Hawaiian/Other Pacific Islander	
	White	

Where were meeting notices advertised? Please provide the name of the publication, web addressed if posted online and any physical locations of where notices were posted.

Were there any EJ (low-income or minority) populations identified as potentially affected communities?

Yes ☐ No ☐

If Yes, what community engagement tools were used?

Provide or attached the LEP, and EJ demographic information that was collected prior to this meeting. Data should include in-person and online data collected.

Please attach:

- **advertisement(s) used to publicize this meeting**
- **mailer(s) that were used to publicize this meeting**
- **photo(s) of the Title VI display to include:**
 - **Title VI Notice to the Public**
 - **Title VI brochures (English & Spanish)**
 - **Self-Identification Surveys**
 - **Sign-in sheet with the date of the meeting**
- **A copy of the Public Involvement Plan (if applicable)**

Additional Information (Optional): Use the space below to provide any additional information about the meeting or accommodations.

Please email the completed form to CivilRightsOffice@azdot.gov.

Appendix F: Title VI Quarterly Report Template

Title VI Quarterly Report

Please submit to the ADOT Civil Rights Office via email: civilrightsoffice@azdot.gov.

If additional space is needed for any question(s) please send attachment(s) along with the Quarterly Report.

Please complete all sections of the report.

In compliance with ADOT's Title VI Nondiscrimination Implementation plan a quarterly report is required to be submitted by the designated Title VI liaison for each program area. The Title VI liaison for each program area is required to ensure that ADOT's respective areas, programs, and subrecipients comply with Title VI regulations and assurances, collect and analyze demographic data of participants/beneficiaries of programs, and meet the objectives of the Title VI Plan. Data collected through the Title VI Liaison Program representatives will be used to create ADOT's Annual Goals and Accomplishment report to meet federal and state reporting requirements.

* Required

1. Email *

2. Division/Program Area: *

3. Title VI Liaison, and Official Title *

4. Date Submitted *

Example: January 7, 2019

Policy Updates

5. Were any manuals, policies or procedures updated this quarter? If yes, please explain. *

Description of the Service Area Demographics

6. How many projects were conducted this quarter? *

7. Highest Limited English Proficient (LEP) language in project area? *

8. What method(s) does your office use to collect demographic and LEP data? *

Dissemination of Title VI Information

9. In accordance with USDOT Order 1050.2A did all request for proposals/solicitations for bids and consultant agreements/ construction contracts include Title VI related language (Appendix A &E)? If yes, please explain. *
-

10. Were any public meetings conducted this quarter? (Public meetings include any ADOT hosted events for the public or external customer(s)). If yes, please explain. *
-

11. Did all of your public advertisements contain ADA and Title VI Nondiscrimination language? *

Mark only one oval.

☐ Yes

☐ No

12. Were Title VI summary reports provided to the Civil Rights Office for all public meetings? *

Mark only one oval.

☐ Yes

☐ No

13. Are current copies of the ADOT ADA and Title VI Nondiscrimination notice available and accessible to your division/office and any off site location? *

Mark only one oval.

☐ Yes

☐ No

14. Do you have Title VI material available in languages other than English? *

Mark only one oval.

☐ Yes

☐ No

15. Is information about Title VI disseminated to your consultants? If yes, explain how. *

Affected Populations

16. Provide a demographic breakdown based on race, % low-income, and % minority of those impacted by your program's activities this quarter. ***If you submit supplemental demographic data data to CRO please state see attached *

17. Please describe efforts made to minimize and mitigate adverse effects if applicable? *

Limited English Proficiency (LEP) Requirements

18. Was there a four factor analysis conducted for each project listed in Section III? Please list the project name, TRACS number, and if the analysis was approved by the Civil Rights Office (CRO). *

19. What steps are taken to ensure “meaningful” access to LEP individuals? *

20. Please explain the LEP services that were provided this quarter: *

21. How many LEP services were requested this quarter, and costs associated? *

22. List any complaints of discrimination filed with your division/program area for the reporting ^{*} period to include: Date of complaint, name of person who filed the complaint, and nature of the complaint (brief statement). If none, enter N/A.

Training

23. Has the Title VI Liaison received Title VI training within the last two years? If yes, briefly ^{*} describe.

24. Has the program area received Title VI training within the last two years? ^{*}

Mark only one oval.

☐ Yes

☐ No

25. Does the program area have a Title VI training request? If yes, please describe the type of ^{*} training.

26. What is the process to ensure that all staff within the program area is taking the MDT 1097W *
Title VI Nondiscrimination training

Major Accomplishments

27. Promoting and providing diversity in the decision-making process; addressing/mitigating *
any possible adverse impacts on minority communities.

28. List any efforts your program area has made to your processes towards compliance with Title *
VI.

29. Please attach all supplemental documents.

Files submitted:

APPENDIX G: LEP FOUR FACTOR ANALYSIS WORKSHEET

Civil Rights

LEP Four Factor Analysis Worksheet

Project Name:

Project TRACS Number:

Date:

Boundaries of the project/study area used for the LEP analysis (attach map).

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be impacted by the project, activity or service.

1A - Prior Experiences: Have other languages been previously identified in the area that have met the threshold?

- ☐ Yes
☐ No

If Yes, list languages previously identified, along with the corresponding project. Note: If an LEP analysis has been completed for the project area within the past five years and used current Census data it does not need to be updated.

Language	Project

1B - Identify languages spoken in the program/project area and number/# of LEP individuals.

Directions: Use the U.S. Census data tool at data.census.gov to gather LEP demographic data. Use tables C16001 (by census tract) or B16001 (for statewide data ONLY) for Language Spoken at Home by LEP persons 5 years old and over. Use the [instructions here](#) for collecting and reporting data. After the spreadsheet is exported, list the languages that meet the thresholds in the chart below. If more than three languages meet the threshold, please add additional rows.

LEP Language(s) in project/study area that meet the threshold	Number of LEP persons that speak this language (threshold: 1,000 people)	Percent of LEP persons that speak this language (threshold: 5%)

1C - Interviews: Interviews and review of local materials are not a requirement. They should be conducted to determine if other languages that don't meet the threshold should be translated. Review the standard work document for examples of when to consider conducting interviews. Consult with organizations that serve and work with LEP populations to get an accurate assessment of the existing and emerging LEP communities in the area. Collect and review available data from federal, state and local government agencies, and community and faith-based organizations.

Date	Name	Organization	Language Needs Identified	Notes

1D - Local Material Reviewed:

Materials	Language Identified

Factor 2: The frequency with which LEP Individuals come into contact with the project.

TIP: The more frequent contact you will have with a particular LEP group, the more likely that language services in that particular language will be needed. The proximity of a project to where affected LEP populations live, work/own businesses, shop, attend school, visit medical facilities, etc. the more frequently they are likely to come into contact with the project.

Likelihood of contact: Select likelihood of contact with LEP individuals for this project:

- ☐ Very unlikely
- ☐ Unlikely
- ☐ Likely
- ☐ Highly Likely

List the types interactions and activities LEP persons have in the project area:

Factor 3: The nature/importance of the study/project provided by ADOT to LEP person's lives.

TIP: The more important the study/project is, or the greater the possible impacts are to LEP individuals, the more likely language services are needed. For example, an LEP person's inability to use public transportation may adversely affect their ability to obtain health care and/or education services, or access to employment.

<i>Impacts: Check box if impacts of any level are expected.</i>	<i>Please elaborate on the checked impact(s):</i>
<input type="checkbox"/> <i>Mode of transportation</i>	
<input type="checkbox"/> <i>Community property (i.e. Places of Worship, Parks, Recreation Centers, or Cemeteries)</i>	
<input type="checkbox"/> <i>Hospitals or Access to Medical Services (i.e. Hospitals, pharmacies)</i>	
<input type="checkbox"/> <i>Bus Routes or airports</i>	
<input type="checkbox"/> <i>Private residential residential or commercial properties</i>	
<input type="checkbox"/> <i>Access to services (i.e. Grocery Stores, Retail Stores, Pharmacies, Restaurants)</i>	

Factor 4: Resources available to ADOT and associated costs

- ADOT's standard practice is to provide written translation of materials and oral interpretation when an LEP language meets the Safe Harbor Threshold (1,000 persons or 5% of the affected project population, whichever is less), when specific needs have been identified for other LEP languages that don't meet the threshold through other factors above, or upon request.
- Project teams should carefully explore the most cost-effective means of delivering accurate language services before limiting services due to project budget financial constraints. Be advised the total amount of federal financial aid to ADOT as an agency is considered and not only the federal financial aid of a specific project.
- **No individual will be denied participation in ADOT-sponsored activities due to their Limited English Proficiency.**
- Contact the Civil Rights Office at 602.712.8946 or civilrightsoffice@azdot.gov for LEP guidance.

RECOMMENDATIONS

Based on the data contained on this LEP Four Factor Analysis Worksheet and the [ADOT LEP Plan](#), the following language services will be provided for this project (check all that apply):

LEP languages to be served:

Note: If services vary by language please note languages for each service provided.

- ☐ Written Translation
 - ☐ Contracted
 - ☐ ADOT Bilingual Staff*
 - ☐ Community Volunteers*
- ☐ Oral Translation
 - ☐ Contracted
 - ☐ ADOT Bilingual Staff*
 - ☐ Community Volunteers*
- ☐ Web Tools (e.g. Google Translate widget)
 - ☐ Written translation
 - ☐ Oral interpretation
- ☐ Title VI LEP language on materials only Language(s):

*Verified able and available

Civil Rights Office Review

Date submitted to Civil Rights Office:

- ☐ This document has been reviewed by the Civil Rights Office.
Date of review _____ Staff who reviewed _____
- ☐ LEP recommendations approved by the Civil Rights Office. If approved with modifications list below:

Appendix H: Minimum Public Involvement Requirements for ADOT Projects

Most ADOT projects that have ongoing public involvement or notification will have the following minimum standard requirements for public involvement and outreach.* Additional details regarding these requirements are included in the ADOT Public Involvement Plan. This is intended to be an abbreviated list of minimum requirements.

- Prepare a project Public Involvement Plan (PIP).**
 - Any study/project that requires ongoing public involvement and outreach activities should have a project PIP, which should be developed at/prior to the current project phase.
 - In addition to a community and stakeholder assessment to identify project stakeholders, LEP language needs and community demographics to help determine the PI approach, the PIP will include outreach activities/tools, goals, and responsibilities.
- Develop a project stakeholder contact list.
 - At a minimum the list should include applicable local, state, and federal agencies and tribes, emergency responders, directly-impacted properties, important community facilities (schools, hospitals, community centers, etc.) and entities representing residents/businesses (HOAs, chambers, etc.).
- Create and maintain a project/study web page. Web pages for smaller, similar projects (e.g. pavement maintenance or preservation, bridge rehabilitation) can be combined. Web pages should include:
 - Project background
 - Project map
 - Scope of planned/actual improvements
 - Anticipated timeline and current phase of the project/study
 - Programmed project cost if applicable
 - Public involvement opportunities (public meetings, surveys, comment methods)
 - Project documents (draft / final studies, public meeting materials, etc.)
 - Project restrictions/closures if under construction
 - Contact information & how to stay informed
 - A Google Translate widget button to translate page content
 - If a project website is external to the ADOT website, it needs to include a link to the Civil Rights web page and complaint process (azdot.gov/business/civil-rights).
- Provide notification to the potentially impacted public of public involvement activities such as public meetings, and the start of larger construction projects. Generally, notification should be provided via postcards, email, a news release and social media, but should be tailored to the project area and stakeholders.
- Provide advance notice of construction-related restrictions and closures to drivers and directly-impacted properties/stakeholders.
- Provide construction notices in English and Spanish (other languages based on the LEP analysis) to directly affected properties regarding a specific property impact (e.g. driveway closure, temporary utility outage, etc.), if notification is not a requirement of the construction contractor.
- Provide public review of project documents and plans, and opportunities for public input throughout each phase of project development for projects conducted under the following class of action: individual Categorical Exclusion (CE), Environmental Assessment (EA) or Environmental Impact Statement (EIS).
- Identify/engage affected LEP persons, minority populations, low-income populations and disabled individuals.
- Translate vital project documents and provide oral interpretation based on LEP analysis.
- Make project information and materials available in electronic and accessible formats.
- Provide multiple methods for the public to receive project information and comment.
- Conduct tribal coordination and outreach for projects affecting tribal lands or of interest to a tribe.
- Conduct public meetings for larger projects of greater public interest.

Appendix H: Minimum Public Involvement Requirements for ADOT Projects

- Document public outreach activities, input received, notification provided and public inquiries/responses.
- Follow required Civil Rights/Title VI/ADA non-discrimination notification and reporting requirements.
- Collect demographic information of participants at public outreach events via self-ID surveys and sign in sheets.
- Display ADOT's Nondiscrimination Notice to the Public and ADOT's Auxiliary Aids and Services Poster or equivalent language at all public outreach events.

Environmental Impact Statement /Environmental Assessments

Projects requiring an Environmental Impact Statement (EIS) or Environmental Assessment (EA) have additional requirements for public notification, formal public comment periods and public hearings. These requirements are outlined in-depth in the ADOT Public Involvement Plan and summarized below.

- Provide a minimum 45-day public review and comment period for a draft EIS and minimum 30-day comment period for a draft EA.
- Provide multiple methods for people to comment, including: verbally at the hearing or by phone, in writing via mail or comment forms, electronically via online forms or email.
- Hold public hearing(s). Hearings are not a federal requirement for an EA, but are ADOT standard practice.
- If a public hearing is not held, the public must be given the opportunity to request one. ADOT would then decide based on various factors whether or not to hold a public hearing.
- Provide notice of availability of the environmental document for review and comment, the comment period, comment methods and public hearing details.
 - At a minimum notice shall be provided in the newspaper of largest circulation within the study area at the commencement of the comment period and through a news release. ADOT advertises a hearing a minimum of 15 days prior but no more than 30 days prior to the public hearing.
 - Other notification methods, such as GovDelivery email alerts, social media and sharing with study partners and local jurisdictions, are recommended as a standard ADOT practice.
- Provide draft documents in electronic formats via the project web page and at convenient, publicly-accessible repository locations in the study area during the comment period.
- At the public hearing, there must be:
 - A formal presentation and formal comment period
 - Opportunity for verbal comments to the listening panel or directly to a court reporter. The listening panel should not respond to comments.
 - A court reporter to document the public hearing and comments
- A transcript of all comments received at the public hearing (the verbal comments made to the panel and directly to the court reporter), as well as a log of all comments received during the comment period through all methods and responses, shall be included in the final EA/EIS. Comments are addressed in the final document either individually or collectively as a group of similar comments.
- Final approved EA/EIS documents are placed on the project website.

* If there are no impacts to the public from a project and the public is not likely to have any interest, no public outreach is needed.

** Though not required for every project, any project that requires public involvement or ongoing outreach activities should have a project-level Public Involvement Plan (PIP). A project PIP should be developed prior to the start of the current project phase. Depending on the type and size of a project, the PIP can range from a brief summary to a full, stand-alone report. Routine projects do not require a PIP. Project teams may choose to conduct additional outreach and develop additional materials based on individual project needs.

Appendix I: Project Public Involvement Plan Template

[Project Name]
(Federal ID #)

Project Public Involvement Plan

[Month Year]

Prepared by **[Name]**
Arizona Department of Transportation
Communications and Public Involvement
1655 W Jackson St., Phoenix, AZ 85007

[If prepared by consultant indicate consultant firm name and address]

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, the Arizona Department of Transportation (ADOT) does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons that require a reasonable accommodation based on language or disability should contact ADOT at 855.712.8530 or projects@azdot.gov. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras normas y leyes antidiscriminatorias, el Departamento de Transporte de Arizona (ADOT) no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieran asistencia (dentro de lo razonable) ya sea por el idioma o discapacidad deben ponerse en contacto con ADOT al 855.712.8530 o por correo electrónico al projects@azdot.gov. Las solicitudes deben hacerse lo más antes posible para asegurar que el Estado tenga la oportunidad de hacer los arreglos necesarios.

Purpose of the Public Involvement Plan

This project Public Involvement Plan (PIP) has been developed to guide how the Arizona Department of Transportation (ADOT) will interact with the public and key project stakeholders for the [Insert Name] [project/study]. This PIP addresses public involvement during the [options: planning, environmental study, design, preconstruction, construction] phase of the [project/study]. As such, it is a living document. Updates will be made in response to changes in the project schedule, public input received or other new information.

Project Overview

Provide a brief project description.

Project Elements

Major project elements include:

[Examples]

- Widen existing freeway by one general purpose lane in each direction.
- Reconstruct the interchange at Frank Lloyd Wright Boulevard to a diamond design.
- Widen on-and off ramps at [location].
- Resurface the freeway pavement with a diamond grinding treatment.
- Construct two new noise walls at [location] and [location].
- Reconstruct sidewalks to meet current ADA standards.

Provide the proposed/actual scope of the major project/study elements. Be sure to include things like new/reconstructed noise walls, reconstructing sidewalks or driveways or other features that will have an impact to adjacent properties and affect the PI approach.

Project Purpose and Need

Briefly indicate the purpose and need for the study/project to explain why it is being proposed/built.

Project Map

Figure 1: Project Area Map

[Insert Map]

History/Background

If applicable, provide a brief background on any previous and current efforts related to the project/study that are helpful to understanding the approach for the current phase.

Example: The project was accelerated in 2021 to facilitate access to the adjacent development to the north, which has a major manufacturing facility opening in summer 2023. ADOT completed final design of the project in spring 2022 and held a public meeting to share proposed design plans for the

interchanges in October 2021. The city has relocated utilities and made other site improvements in preparation for project construction beginning in late 2022.

Level of Public Involvement/Public Involvement Goals

ADOT follows the [International Association for Public Participation IAP2 Spectrum for Public Participation](#) to identify the anticipated level of public involvement for each phase of a project. ADOT's overall public participation goal for this project is to inform and [options: consult, involve, collaborate with, or empower] the public and key stakeholders regarding the project.

[Note that INFORM will be the minimum level of PI. If you are seeking any input on the project/study, rather than simply informing, add a second PI objective of Consult, Involve, Collaborate or Empower and provide supporting bullets indicating what will be done to support that level of PI/input.]

Specific objectives for these goals are:

INFORM

[Example bullets. Note these will not apply to all projects. Provide bullets appropriate to your project phase and unique project/community.]

- Provide multiple methods for the public to learn about the project, ask questions or provide comments.
- Keep the public and key stakeholders informed, listen to and acknowledge concerns.
- Respond to inquiries in a timely manner.
- Provide information about the project purpose and need, scope of improvements and planned timeline.
- Provide notice of public involvement activities, how to participate and provide input.
- Provide advance notice of traffic restrictions and closures.
- Provide advance notice of construction restrictions/closures to drivers and directly-impacted properties.
- Provide advance notice to businesses of driveway restrictions.

CONSULT [Or higher level if applicable]

[Example bullets]

- Determine anything ADOT and its partners should consider during the [options: scoping, study, design, construction] process.
- Determine specific issues and concerns from properties abutting the project corridor.
- Determine community's preference for [widening/interchange/bridge] alternatives.
- Share 60% Stage III design plans and seek input on design elements.
- Provide information about the ADOT Noise Study conducted and the location of new Noise Abatement Measures to determine if there is substantial community opposition.
- Provide feedback on how public/stakeholder input influenced the project.

The PIP for this project will adhere to the following guiding principles:

- All public information and involvement activities will occur in alignment with Title VI of the 1964 Civil Rights Act (Title VI), the Americans with Disabilities Act (ADA), Executive Order 13166 on Limited English Proficiency (LEP), Executive Order 12898 on Environmental Justice (EJ), and the ADOT Public Involvement Plan (ADOT PIP).
- Reasonable access to technical and policy information is available to the public throughout the project.
- Demonstration of explicit consideration and response to public input obtained whenever possible. When substantive project related concerns are submitted, analysis and report will be created.
- Solicitation and consideration of the needs of traditionally underserved populations to ensure meaningful opportunities for their involvement in decision making, prevent disproportionately high and adverse impacts upon these populations. Traditionally underserved populations include, but are not limited to, low-income and minority populations, LEP persons, and individuals with disabilities.
- Periodic reviews of the effectiveness of the community relations and public involvement program to ensure that full and open access is being provided to all who are interested or who could be interested in the project. For Title VI, EJ and LEP purposes demographic data must be collected to determine the effectiveness/evidence of outreach, specifically outreach to those traditionally underserved communities.
- Coordination with local and regional government agencies and other stakeholders. ADOT recognizes the importance of collaborating with community leaders to assist with public involvement efforts.
- Provision of timely information to agencies and/or individuals, including those representing other local jurisdiction concerns.

Community and Stakeholder Assessment

A community and stakeholder assessment was conducted to determine the unique makeup of the community and help inform the overall public outreach strategy, as well as whether translation and interpretation services are needed.

Community Description

Provide a brief overview description of the community in which the project is located and the nature of the community members. Essentially summarize the information to follow in the details below in the demographic and LEP analysis and other community information.

Example: The project is located in north Scottsdale, an affluent area with several large master-planned HOAs, significant commercial development with numerous corporate headquarters and shopping centers, as well as large special event facilities such as WestWorld and TPC that host major annual events.

Known or Anticipated Issues

Indicate any previous community concerns expressed and any issues likely to be encountered based on the project. Examples: concerns about construction closures/detours, noise walls, overnight construction noise, landscaping/aesthetics, etc.

Stakeholders

Any person or group who could be affected by this project, or who perceive that their interests could be affected, is a stakeholder. Stakeholders include both external and internal. This is a list of external stakeholders for the project. The list will be updated as the project and public involvement activities progress.

Example stakeholder list:

- **Residents of the project area**
- **Businesses/Large employers** – Indicate general nature of the business community and name any important/large businesses/employers. An example would be a large corporate headquarters or distribution warehouse.
- **Large Event Venues:** List if applicable
- **Large Retail Centers:** List
- **Hospitals/Large Medical Facilities:** List
- **Chambers of Commerce:** List
- **HOAs:** List larger and directly-impacted HOAs
- **Large Places of Worship:** List
- **Museums/Cultural Centers:** List
- **Community Centers:** List
- **Schools and Colleges:** List public/private elementary, middle, HS, college and school district(s)
- **Hotels/Resorts:** List
- **Local Municipalities:** List
- **Transportation organizations:** List MPO/COG, transit agency, etc.
- **Advocacy and environmental groups:** Bicycle/pedestrian, clean air, disabled persons, transit, minority and/or low income interests
- **Public Safety:** List fire stations, police, DPS, other public safety contacts
- **Tribal:** List any tribal communities affected

Anticipated Community Concerns

Listed below are community concerns based on [outreach conducted during a prior phase of the project or interviews with key community stakeholders].

Examples:

Resident/driver concerns:

- Construction impacts and duration.
- Traffic noise impacts due to the widening and the planned noise abatement.
- Wall aesthetic treatments due to the existing wall artwork.
- Pedestrian and bicycle accommodations.

Local jurisdiction concerns

- Special event impacts
- Protecting wall aesthetics/artwork

Title VI, Environmental Justice (EJ) and Limited English Proficiency (LEP) Evaluation

Demographics of the affected project area were assessed using the US Census, 2019 ACS 5-Year Estimates Detailed Tables. The area evaluated included a [1 mile radius, 2-mile radius if rural area or extenuating factors] from the project limits, along [corridor, limits]. Please see the Appendix for the LEP Four Factor Analysis Worksheet, Demographic Analysis Area Map used and accompanying data documentation.

LEP Four Factor Analysis

An LEP Four-Factor Analysis was completed to measure and document LEP needs of the project area using the US Census, 2019 ACS 5-Year Estimates Detailed Tables. The analysis indicated that [# of people] or [X] percent of the population in the project area, speak English less than very well, meeting the Safe Harbor Threshold for translation of project documents into [indicate language(s) meeting threshold for translation – exceeding 1k people of 5% of population]. [Language] interpretation is also recommended at the virtual public meeting for the project.

Minority Populations

The population in the project area is approximately [total population] with a total minority population of total #, or X% of the population. This is [higher than/lower than/similar to] the minority population in [reference area, either county or city].

The population by race is as follows:

[Example table]

RACE	TOTAL	PERCENTAGE
White	48,754	85%
Hispanic	3,995	6.8%
Black	707	1%
Native American	155	0.2%
Asian	2,932	5%
Pacific Islander	0	0%
Some other race	169	0.18%
Population reporting two or more races	935	1.4%

Age and Gender

The median age is X. The population is X% male and X% female.

Household Income

The median household income is \$X, which is [above/below] the median household income of \$68,649 for [county]. [None/or list #] of the block groups in the project area have median incomes at or below the HUD poverty level of \$27,750 for a family of four.

Disability

The project area report shows X individuals with a disability, or X percent of the population in the project area. This is [higher than/lower than/similar to] the population of persons with a disability in [reference area, either county or city].

Public Involvement Plan During the [Planning, Study, Design] Phase

Provide overall statement about PI plan for this phase.

Example: ADOT will inform the community about the project purpose and need, planned design elements, relevant noise wall information, project schedule and what to expect during construction and seek input on the final design.

Public Involvement Tools and Tactics

Purpose: [Example] To ensure that the maximum number of stakeholders are informed about the project and virtual public meeting (yet TBD), and know how to provide feedback or ask questions.

The following public involvement tools and tactics will be used to engage stakeholders in the project.

Provide overall approach and rationale for virtual and any in-person or grassroots outreach.

Example: The team will use targeted digital and traditional methods to reach the public and key stakeholders. The project area is in an affluent area of North Scottsdale, where residents tend to be highly engaged in community issues and projects, and previously participated at high levels with ADOT in our online survey during the preliminary design and scoping phase of this project. Most households have access to high speed internet, computers, smartphones and other digital devices and digital/virtual forms of outreach will be important in reaching people. Additionally, there are several large, master-planned HOAs in this area, including Grayhawk, DC Ranch, McDowell Mountain Ranch and others, that will be instrumental in helping to spread the word to their residents about the project and ADOT engagement opportunities. ADOT will reach out to HOA managers to ask them to share project information via their communications channels.

Any additional public involvement efforts made as a result of feedback received from the public will be documented and updated in this PIP. The Community Relations team will seek to identify and address barriers to public participation in the transportation planning process and to better understand community-specific issues.

[List all Public Involvement Tools to be Used. Examples below:]

Virtual Public Meeting

Indicate when the meeting will be held (date/time), purpose of the meeting, meeting platform/format/call-in option, how translation will be accommodated, how comments/questions can be made at and following the meeting, all methods used to promote the meeting, how Civil Rights/Title VI/ADA /Self ID info/resources will be addressed, where the public can get more information

Those who may have difficulty participating in the virtual meeting may request reasonable accommodations by contacting the assigned Community Relations team member, whose contact information is provided in meeting notifications and on the project website. Accommodations may include mailing printed public meeting materials to include in alternative languages to stakeholders, mailing or providing a thumb-drive with public meeting documents, or offering a location for stakeholders to view study documents.

[If applicable]: Project materials will be translated into **[X]** including the public meeting invites, fact sheet, and meeting presentation script. Additional language translations will be provided, as requested.

Website

The project website will provide a centralized source of information about the project/study. The website will include key information about the project, as well as **[options: fact sheets, public meeting information and materials, noise reports, a link to the comment forms to provide input, construction restrictions/closures.]**

Fact Sheet

A fact sheet (in English and **X**) will be created to include project overview, map, project elements, schedule, and contact information.

Stakeholder Database

The Community Relations Project Manager will establish a database with contact information for key stakeholders within **[1 mile/2 miles]** of the project area, and any other stakeholders identified that will be affected by the project. These contacts will be secured by **[date]**.

Stakeholder Inquiry/Comment Log

Stakeholder inquiries will be tracked and classified according to subject. Community Relations will respond to routine inquiries. More complicated questions or comments will be shared with the project team and a proper response will be worked out with the team. The response will be shared promptly with the stakeholder.

Constituent Log/Inquiries

The Community Relations Project Manager will respond to and log project inquiries from the public. Stakeholder inquiries will be tracked and classified according to subject. More complicated questions or comments will be shared with the project team and a proper response will be worked out with the team. The response will be shared promptly with the stakeholder. A document with frequently-asked-questions and approved responses will be prepared to facilitate timely responses.

Social Media

ADOT social media platforms will be used to provide information about the project, provide notice of the public meeting and opportunities to comment. Community Relations will develop content to provide to ADOT's Digital Communications team to post on its social media platforms. Community Relations will post to Nextdoor. Posts will be provided to the city, Chamber, schools and others who can assist in sharing social media posts. The following ADOT social media mediums will be used:

- Nextdoor
- Twitter (twitter.com/ArizonaDOT)
- Facebook (facebook.com/AZDOT)
- Blog (azdot.gov/blog)
- YouTube (youtube.com/ArizonaDOT)

Title VI, EJ and ADA Outreach

The following will be used to ensure all interested and affected members of the public, have an opportunity to learn about and provide input on the project:

- Ensure that information and outreach tools, including public meetings, surveys and notices, are accessible for persons with vision, hearing or other disabilities. In addition to providing ADA accommodations upon request, the following will be provided: project materials in digital and accessible formats; posting project materials including the presentation in PDF and video format on the website and alt text for graphics, maps and photos; using simple/clear visuals, providing a call in option at the public meeting for those without Internet access, closed captioning (with instructions provided) and having speakers will leave their cameras on when presenting/speaking.
- All materials will be translated into Spanish. A separate phone line for Spanish speakers will be provided for the virtual public meetings and a Spanish interpreter will provide simultaneous interpretation of the meeting. If the meeting platform allows, a Spanish language channel can be provided.
- Accommodations for materials and interpretation in other LEP languages and ADA accommodations will be provided upon request.
- The public meeting notice will be mailed to all households and businesses within one mile of the project area.
- The public will have an opportunity to provide comments via multiple methods, including by mail, phone, email, online.
- ADOT's Notice of Reasonable Accommodations will be included on all digital or printed material created for public dissemination, which includes information on how to request reasonable accommodations.

Project/Public Involvement Timeline

Provide a verbal description for the overall anticipated timeline for the current phase and when the project is expected to be constructed.

[In the table below provide specific project and associated public involvement timelines. Example provided below for a design/preconstruction phase project.]

Milestones	Dates
Design Concept Report (DCR) Updated Public survey conducted	Feb. 2021
Meet with city staff Finalize project PIP for design and preconstruction phase	Early July 2022
Planning for Public Meeting Begins Consultant to finalize project visualization/graphics	July 2022
Update ADOT website, prepare fact sheet Complete stakeholder database	Aug. 2022
Project Design - 60% Stage III submittal	Oct. 2022
Online commenting tool ready	Oct. 5 2022
Public meeting mailer sent Begin meeting notification via news release, social media, emails to HOAs/churches/community organizations	Oct. 5 2022
Public Comment Period	Oct. 16-Nov. 16
Public Meeting Presentation Finalized	Oct. 25
Virtual Public Meeting	Nov. 2, 2022
Title VI Meeting Report send to Civil Rights Office	Nov. 16, 2022
Public Meeting Summary finalized and posted to website Emailed to attendees	Nov. 30, 2022
100 percent Stage V Submittal	April 2023
Bid Advertisement	May 2023

Milestones	Dates
Begin Construction-Phase Outreach Send email notice to project list Social media notice to encourage project email sign-ups	June 2023
Send project postcard notice announcing construction	Late August 2023
News release, social media, GovDelivery for construction	Mid-Sept. 2023
Construction anticipated start date	Late Summer/Fall 2023

Public Involvement Measures of Success

The public involvement/outreach goal is to achieve a high level of public engagement during the project **[planning, study, design]** phase. The following measures will be used to determine whether the public involvement was successful:

[Examples:]

- Number of people who subscribe to receive project updates, target goal: 250 people
- Number of people who fill out a comment/question form. Target goal: 50
- Number of attendees for the virtual public meeting. Target goal: 150
- Public meeting participants will be surveyed to measure their satisfaction with the meeting information and notification (using a scale of 1-5 with 5 being the “most satisfied.”) Target goal: 3 or higher

Appendix C: Responsibilities Matrix

Task / Activity		Consultant PM	ADOT PM	ADOT Comm Rel PM	Local Jurisdiction	Civil Rights Office
I	Team Meetings					
	Project team meetings	Participate	Participate	Lead	Participate	Participate if desired
	Public Involvement Coordination Meetings	Participate	Participate	Lead	Participate if desired	Participate if desired
II	Public Involvement Plan					
	Prepare PIP and LEP analysis	Provide	Review	Lead	N/A	Review
III	Public & Key Stakeholder Outreach					
	Create project database of community contacts	N/A	N/A	Lead	Provide Contacts	N/A
	GovDelivery Alerts	Review	Review	Lead	Provide copy for use	N/A
	HOA outreach/ presentations	Review/attend	Review/attend	Lead	Participate if desired	N/A
	Public comment/ inquiry log	Prepare/Review Responses	Prepare/Review Responses	Lead	Review if needed	N/A
	Provide accommodations at public request	N/A	N/A	Lead	N/A	Advise

Task / Activity		Consultant PM	ADOT PM	ADOT Comm Rel PM	Local Jurisdiction	Civil Rights Office
IV	Public Meeting					
	Identify virtual meeting date/time/platform	Participate / Approve	Participate / Approve	Lead	Participate	Participate
	Meeting presentation	Participate/ Review	Participate/ Review	Lead	N/A	Review
	FAQs/messaging	Participate / Approve	Participate / Approve	Lead	Review	N/A
	Develop meeting notices and materials	Review	Review/ Approve	Lead	N/A	Review
	Distribute meeting notices	N/A	Review	Lead	Send notices via city channels	N/A
V	Graphics, Web Design & Production					
	ADOT Project website content	Review	Review	Lead	N/A	Review
	Design graphics: photosims, cross-sections	Lead	Review/approve	Review	Review	Review
	Social media content/monitoring	Review	Review	Draft/Provide to Digital Comms	N/A	Review
	Online Comment Form	Review	Review/ Approve	Lead	N/A	Review

Task / Activity		Consultant PM	ADOT PM	ADOT Comm Rel PM	Local Jurisdiction	Civil Rights Office
	Self-ID form	N/A	N/A	Lead	N/A	Review
VI	Public Outreach Summary Report					
	Prepare outreach summary document	Review	Review	Lead	Review	Review
	Title VI public meeting report	N/A	N/A	Lead	N/A	Review

Key

Lead: Prepares document/information for review and input from the project team.

Participate: Has direct participation in activities and assists with the preparation of documents/information for review and input from the study team.

Review: Reviews information for technical accuracy, readability, grammar, punctuation, etc.

Approve: Approves final documents/information.

ADOT'S NONDISCRIMINATION NOTICE TO THE PUBLIC

The Arizona Department of Transportation (ADOT) hereby gives public notice that it is the Agency's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act of 1990 (ADA), and other related authorities in all of its programs and activities. ADOT's Title VI and ADA Programs require that no person shall, on the grounds of race, color, national origin, or disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Any person, who believes his/her Title VI or ADA rights have been violated, may file a complaint. Any such complaint must be in writing and filed with the ADOT Civil Rights Office within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For additional information about ADOT's Civil Rights programs and the procedures to file a complaint contact ADOT Civil Rights Office via the information listed below:

KRYSTAL SMITH, ADA/NONDISCRIMINATION PROGRAM COORDINATOR KSMITH2@AZDOT.GOV ADOT

Civil Rights Office

206 S. 17th Avenue, Mail Drop 155-A Phoenix, AZ 85007

602.712.8946 civilrightsoffice@azdot.gov

AVISO PÚBLICO DE LA LEY DE NO-DISCRIMINACIÓN DE ADOT

El Departamento de Transporte del Estado de Arizona (ADOT) informa al público que esta agencia tiene como regla asegurar el cumplimiento total del Título VI de la Ley de los Derechos Civiles de 1964, del Título II de la Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA) y otras normas relacionadas con todos sus programas y actividades. Los programas del Título VI y ADA de ADOT exigen que a ninguna persona se le excluya de participar, se le nieguen beneficios o de ninguna otra manera sea sujeta a discriminación en ningún programa o actividad de ADOT por motivo de raza, color, país de origen, o discapacidad. Cualquier persona que crea que se han violado sus derechos bajo el Título VI o el ADA, puede presentar una queja. Esta queja debe presentarse por escrito a la Oficina de Derechos Civiles de ADOT dentro de ciento ochenta (180) días a partir de la fecha en que se alega que ocurrió la discriminación. Para recibir más información sobre los programas de Derechos Civiles de ADOT y los procedimientos para presentar una queja, por favor póngase en contacto con la Oficina de Derechos Civiles de ADOT a través la información que aparece abajo:

KRYSTAL SMITH, ADA/NONDISCRIMINATION PROGRAM COORDINATOR KSMITH2@AZDOT.GOV ADOT

La Oficina de Derechos Civiles de ADOT

206 S. 17th Avenue, Mail Drop 155-A Phoenix, AZ 85007

602.712.8946

civilrightsoffice@azdot.gov

LEP FOUR FACTOR ANALYSIS WORKSHEET

Project Name:

ADOT Project (Tracs) Number:

Date:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be impacted by the project, activity or service.

A. Geographic Area Impacted:

1. Identify the boundaries of the study/project area:
2. List possible alternative routes:
3. Other:

B. Languages Impacted:

1. Use the U.S. Census data tool.
 - a) To collect data from U.S. Census Data "C16001/B16001:" Language Spoken at Home by LEP persons 5 years old and over, use the [FHWA's U.S. Census Limited English Proficiency Data Collection Walkthrough](#).

Name and Date of Report	Number of Population (over age 5 who speak a language other than English) that Speak English "less than very well"	Percent of Population (over age 5 who speak a language other than English) that Speak English "less than very well"

2. Prior Experiences: Have language needs been previously identified in the area?

Yes: ☐ No: ☐

If yes, list languages identified:

Determine the language characteristics of an LEP population in a study/project area by collecting and reviewing available data from federal, state and local government agencies, and community and faith-based organizations. Consider consulting with organizations that serve and work with LEP populations to get an accurate assessment of the existing and emerging LEP communities in the area.

3. Interviews:

DATE	NAME	ORGANIZATION	LANGUAGE NEEDS IDENTIFIED or NONE

4. Local Material Reviewed:

MATERIALS	LANGUAGE IDENTIFIED

Factor 2: The frequency with which LEP individuals come into contact with the project.

TIP: The more frequent contact you have with a particular LEP group, the more likely that language services in that particular language will be needed.

U.S. Census Data C16001/B16001 Languages Spoken by LEP status:

Language(s)	Number of LEP persons that speak this language	Percent of population over age 5 that speaks this language

How often are individuals of each language group encountered?

Factor 3: The nature/importance of the study/project provided by ADOT to LEP person's lives.

TIP: The more important the study/project is, or the greater the possible impacts are to LEP individuals, the more likely language services are needed. For example, an LEP person's inability to use public transportation may adversely affect their ability to obtain health care and/or education services, or access to employment.

a. Frequency of LEP groups interaction with project:

a. Traffic level within project area:

b. List the types interactions and activities LEP persons have in the project area:

b. Define the impact project will have on surrounding communities (check, if yes):

- Will construction impact mode of transportation?
- Will it impact community property?
- Will it impact hospitals, bus routes, airports, cemeteries, etc.?
- Will it impact private residential or commercial properties?
- Will it impact access to any services (medical, pharmacies, grocery stores, etc.)?

Factor 4: Resources available to ADOT and associated costs.

TIP: ADOT personnel should carefully explore the most cost-effective means of delivering accurate language services before limiting services due to resource concerns. The following practices may reduce resource and cost issues, where appropriate:

- Use of a Google Translate widget on ADOT web pages to translate content into various languages.
- Information sharing through industry groups.
- Telephonic and video conferencing interpretation services.
- Pooling resources and standardizing documents to reduce translation needs.
- Centralizing interpreter and translator services to achieve economies of scale.

Large entities and those entities serving a significant number or proportion of LEP persons should ensure their resource limitations are well substantiated before using this factor as a reason to limit language assistance. Such recipients may find it useful to be able to articulate, through documentation or in some other reasonable manner, their process for determining that language services would be limited based on resources or costs. Before denying a request for language services due to a project's financial constraints, be advised the total amount of federal financial aid to ADOT as an agency is considered and not only the federal financial aid of a specific project.

Contact the Civil Rights Office at 602.712.8946 or civilrightsoffice@azdot.gov before denying a language request.

a. Resources available:

- a. Oral translators:
 - b. Web tools:
 - c. Standardized materials available:
 - d. Utilizing Title VI Language in English only documents:
 - e. Community Resources:
-

RECOMMENDATIONS:

Based on the data contained on this LEP Four Factor Analysis Worksheet and the [ADOT LEP Plan](#), the following language(s) have been identified as in possible need of LEP services for this project:

Based on available resources, the following language services will be provided by (check all that apply):

- Oral Translators
 - Contracted
 - ADOT Bilingual Staff (verified able and available)
 - Community Volunteers (verified competent and available)
- Web Tools
- Written Translation
 - Contracted
 - ADOT Bilingual Staff (verified able and available)
 - Community Volunteers (verified competent and available)
- Title VI Language Only (no translation anticipated)

No individual will be denied participation in ADOT-sponsored activities due to their Limited English Proficiency.

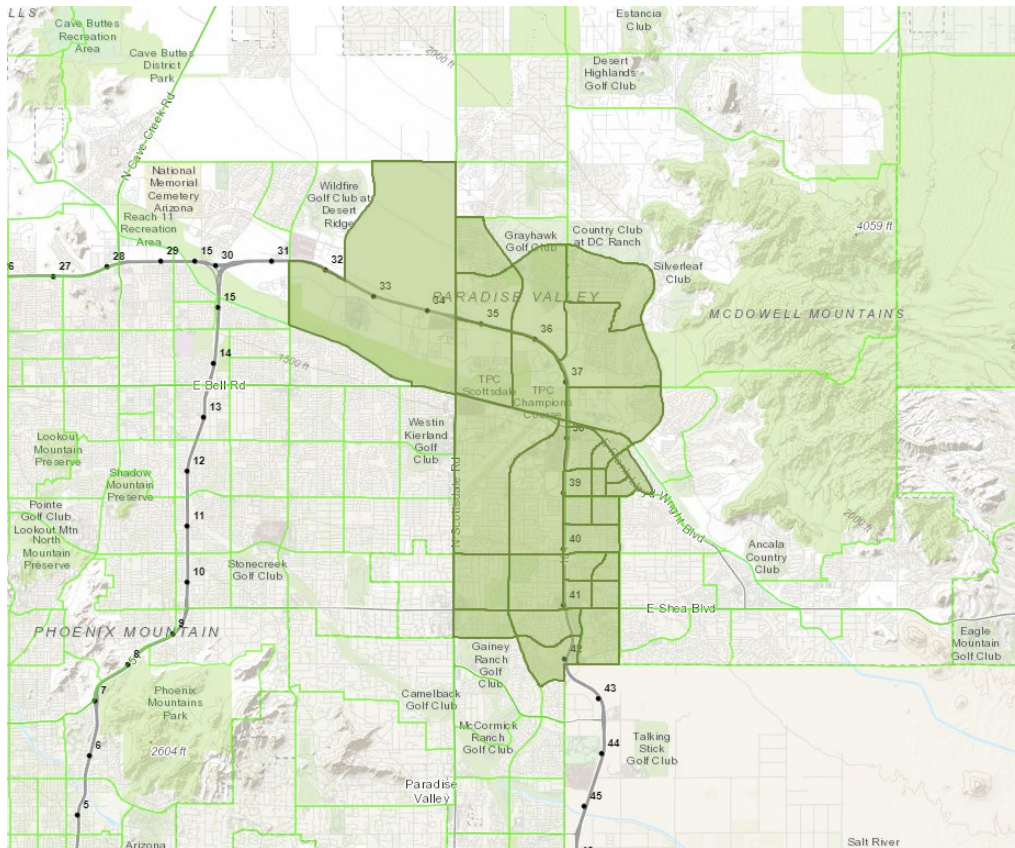
Updated August 2022

LIMITED ENGLISH PROFICIENCY FOUR FACTOR ANALYSIS

Demographic Analysis Area Map

[Insert map showing limits of 1 or 2-mile limits of area of analysis for LEP/demographic data]

Example below



Applicable Federal Regulations

This section describes the federal statutes and regulations for public involvement. Approaches to the degree of public involvement will vary with the complexity and impact of each study. The Arizona Department of Transportation (ADOT) will implement public involvement efforts in response to federal guidelines under Title VI of the Civil Rights Act of 1964, Environmental Justice (EJ) Executive Order 12898, Limited English Proficiency (LEP) Executive Order 13166, the Americans with Disabilities Act (ADA) and the National Environmental Policy Act of 1969 (NEPA).

1. **Title VI of the 1964 Civil Rights Act (Title VI):** Title VI is a federal law that protects individuals and groups from discrimination on the basis of their race, color, and national origin in programs and activities that receive federal financial assistance.
2. **Environmental Justice (EJ):** Executive Order (EO) 12898 on Environmental justice requires “the fair treatment and meaningful involvement of all people, particularly minority and low-income populations, in the environmental decision-making process.” All of ADOT’s projects that include Federal funding follow the NEPA process, which is an environmental decision-making process. The United States Department of Transportation (USDOT) Order 5610.2(a) and Federal Highway Administration (FHWA) Order 6640.23A require compliance with Executive Order 12898. This includes the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. **Limited English Proficiency (LEP):** Executive Order 13166 for Limited English Proficiency is a requirement of recipients of Federal financial assistance to provide language services (oral or written) to ensure meaningful access for all persons. Identification of LEP persons is informative for the purpose of devising appropriate strategies for meaningful public involvement and ensuring access pursuant to this Executive Order.
4. **Americans with Disabilities (ADA):** The Americans with Disabilities Act of 1990 (ADA) stipulates that people with disabilities be involved in developing and improving public services. In highway planning, collaboration with persons with disabilities is essential for developing access points beyond those that are required. All events held for programs or projects with federal-aid funds and open to the public must be made accessible to everyone, including persons with disabilities. Special efforts are required to comply with the statutory requirements of MAP-21 and the ADA.
5. **National Environmental Policy Act of 1969:** The NEPA process requires environmental analysis of proposed actions prior to making decisions, including constructing highways and other publicly owned facilities. The FHWA oversees the NEPA process at the federal level to guide the overall process. Using the NEPA process , agencies evaluate the environmental and related social and economic effects of their proposed actions. Agencies must also provide opportunities for public review and comment on those evaluations. In cooperation with FHWA, ADOT must follow the NEPA process for all federally funded projects. Under ADOT NEPA Assignment, the environmental review, consultation and other actions required by applicable Federal environmental laws for projects are being carried out by ADOT pursuant to 23 USC 327 and a Memorandum of Understanding dated 04/16/2019 and executed by FHWA and ADOT. ADOT Environmental Planning (EP) will work closely with ADOT Communications to provide for NEPA

compliance for meaningful public involvement when assessing the environmental effects of the proposed actions.

Community and Stakeholder Assessment

A community and stakeholder assessment was conducted to determine the unique makeup of the community and help inform the overall public outreach strategy, as well as whether translation and interpretation services are needed.

Community Description

The project is located in the rapidly-growing community of Buckeye and includes portions of unincorporated areas of Maricopa County (County islands). The area is predominantly residential with several master-planned home developments, including the large master-planned Verrado community to the west. Businesses in the area are primarily retail and agricultural-related, with some supplier businesses such as a concrete/asphalt supplier to the south. There are several schools in or near the project area, including the West MEC Southwest campus at Verrado Way. There is also a park-and-ride facility north of the interchange and a water treatment plant within the project area. There are several large vacant land parcels at the interchange, which are slated for future residential or commercial development. This interchange generates traffic from a large area including south of the Gila River to Elliott Road and Estrella Mountain Ranch, since Jackrabbit Trail is one of the few roadways that connects to the south. About 6% of the population speak English less than very well, and Spanish has been identified as the predominant language for non-English speakers.

Known or Anticipated Issues

In the 2021 update of the Five-Year Transportation Facilities Construction Plan, more than 800 comments (or 60% of all comments received on the draft plan) were related to requests to improve the I-10 and Jackrabbit Trail interchange. The primary concerns among residents in the area are traffic backups trying to exit and enter I-10, as well as safety concerns, due to lack of traffic signals for turning movements. Other issues and considerations expressed by the local jurisdiction and other key stakeholders are accommodating additional development in the area and the proximity of the flood channel to the project area, which makes improving Jackrabbit Trail more challenging.

Stakeholders

Any person or group who could be affected by this project, or who perceive that their interests could be affected, is a stakeholder. Stakeholders include both external and internal. This is a list of external stakeholders for the project. The list will be updated as the project and public involvement activities progress.

- **Local Jurisdictions:** Buckeye and Maricopa County/MCDOT
 - **Residents in the project area**
 - **Businesses/Large employers** – Hickman Family Farms, DeJong Dairy, Paloma Ready Mix, Banner Health Center
 - **Large Retail Centers:** Main Street at Verrado
-

- **Hospitals/Large Medical Facilities:** Banner Health Center (20751 W Market St)
- **Chambers of Commerce:** Buckeye Valley Chamber of Commerce
- **HOAs:** Verrado, Blue Horizon
- **Large Places of Worship:** The Church of Jesus Christ of Latter-day Saints (Jackrabbit Trail and Indian School Road)
- **Museums/Cultural Centers:** n/a
- **Community Centers:** n/a
- **Schools and Colleges:** Great Hearts Roosevelt Academy - K-6 and 7-12, Blue Horizon Elementary, Verrado High, Verrado Middle School, Verrado Elementary, Verrado Heritage Elementary, Desert Thunder Elementary, Scott L. Libby Elementary, Odyssey Prep. Academy, Sequoia Pathfinder Academy, West-MEC Southwest campus
- **Hotels/Resorts:** Fairfield Inn & Suites by Marriott Buckeye Verrado
- **Transportation organizations:** MAG, Valley Metro
- **Advocacy and environmental groups:** All Faith Community Services, Buckeye Elementary School District Family Resource Center
- **Public Safety:** Buckeye Fire Station 703 (2582 N Verrado Way), Buckeye Police Station (21699 W Yuma Rd.)
- **Tribal:** n/a

Anticipated Community Concerns

Listed below are anticipated community concerns based on previous outreach conducted by MCDOT during scoping phase, as well as comments received by ADOT during the 2021 update to 5 Year Transportation Program.

Resident/driver concerns:

- Safety and traffic flow due to lack of signal at intersection
- Tremendous growth in area, increasing traffic levels

Local jurisdiction concerns

- Impacts to developments in the area
- Impact to the flood channel

Title VI, Environmental Justice (EJ) and Limited English Proficiency (LEP) Evaluation

Demographics of the affected project area were assessed using the US Census, 2019 American Community Survey (ACS) 5-Year Estimates Detailed Tables. The area evaluated included a 1 mile radius from the project limits, along Jackrabbit Trail, from McDowell Road to Van Buren Street.

Please see the Appendix for the LEP Four Factor Analysis Worksheet, Demographic Analysis Area Map used and accompanying data documentation.

LEP Four Factor Analysis

An LEP Four-Factor Analysis was completed to measure and document LEP needs of the project area using the US Census, 2019 ACS 5-Year Estimates Detailed Tables. The analysis indicated that 3,274, or 6.4% percent of the population in the project area, speak English less than very well, meeting the Safe Harbor Threshold for translation of project documents into Spanish (5.3 % of population). Spanish interpretation is also recommended at any public meeting for the project.

Minority Populations

The total minority population in the project area is 18,312 or 47.1% of the total population. The percentage of minorities is slightly higher than average for Maricopa County which is 46.20% minority. The population by race is as follows:

RACE	TOTAL	PERCENTAGE
White	20,568	52.9%
Hispanic	12,819	33%
Black	2,811	7.2%
Native American	742	1.9%
Asian	1,070	2.8%
Pacific Islander	34	0.1%
Some other race	0	0%
Population reporting two or more races	836	2.2%

Age and Gender

The median age is 35, which is similar to the Maricopa County average age of 36. It also indicates that the gender makeup is slightly more female than the county average of 50.3%. The gender breakdown in the study area is as follows:

GENDER	TOTAL	PERCENTAGE
men	20,686	46%
women	24,290	54%

Household Income

The median household income is \$80,893, which is above the median household income of \$72,944 for Maricopa County (2021). None of the block groups in the project area have median incomes at or below the HUD poverty level of \$27,750 for a family of four.

Disability

The project area report shows 4,301 individuals with a disability, or 11% percent of the population in the project area which is the same as the average for Maricopa County.

Appendix K: ADOT Stakeholder Assessment Worksheet

Stakeholders can greatly influence the intended outcome and success of a project. Their involvement can take place during any stage of the project; however, performing a stakeholder analysis during the planning stage can greatly influence the development of an effective project strategy. Many organizations express support of stakeholder involvement by promising participation, but gaining stakeholder involvement is not always easy. Careful and thorough planning is essential to identify the right stakeholders and to ensure stakeholders participate in appropriate and effective ways.

Stakeholders can help make a project successful by:

- Providing valuable information regarding needs, resources, realistic objectives and practical considerations for a project.
- Recognizing hidden items that might not be obvious in the planning stage.
- Identifying points of opposition and prevent problems during implementation.
- Encouraging a sense of ownership in the project and involvement during the implementation stage.
- Ensuring the focus remains on the people, community or region it is meant to support and serve.

STEP 1: IDENTIFY THE STAKEHOLDERS

Stakeholders are individuals, groups or institutions likely to be affected by a proposed project (either negatively or positively), or those who can affect the outcome of the project. They are persons who might be involved or be impacted by the project. The stakeholder population can be broad, so narrowing the field to key stakeholders is a main objective of conducting a stakeholder analysis. Remember, the more involved stakeholders are in the project, the more likely a project will be successful.

Who are the stakeholders?

- Those in the immediate area (residents, businesses, etc.)
- Those who use or are likely to use the project corridor
- Those who represent people who live, work or own property in the area
- Other interested and affected parties

If the area of proposed improvements encompasses a large region, a representative sample of the stakeholders listed below should be consulted, especially in areas with a high minority or low income population, or other groups that might be difficult to reach.

- | | |
|---|-----------------------------|
| • Staff from local jurisdictions or MPOs/COGs | • Teachers/school districts |
| • Tribes | • Law enforcement |
| • HOAs | • Social service agencies |
| • Community leaders | • Clergy |
| | • Residents and businesses |

See the Example Checklist of Stakeholders and Potentially Affected Parties on the last page to assist in identifying project stakeholders.

STEP 2: CONDUCT STAKEHOLDER SURVEY INTERVIEWS

Below are sample interview questions to assist with community and stakeholder assessments and to determine the public involvement approach for a study/project. These questions should be tailored with specific information related to the project's purpose and need. Stakeholder assessments should be conducted and reevaluated at each stage of the project development process, **but are most critical at the early stages of project planning and scoping.**

Appendix K: ADOT Stakeholder Assessment Worksheet

SAMPLE INTERVIEW LANGUAGE AND QUESTIONS

ADOT is studying potential improvements at [location]. ADOT has recently contracted with an engineering consulting firm to prepare engineering and environmental studies to evaluate alternative improvements that could potentially be built to improve safety and traffic operations at this location. Public input is a critical component to the study and we would appreciate your assistance in developing the public outreach plan.

1. Thoughts on the proposed project?

- a. *What are your thoughts on this [corridor/interchange/intersection] as it exists today?*
- b. *What are your main interests in this project or decision?*
- c. *How important are these issues to you/your organization?*
- d. *What are the anticipated community issues/concerns?*
- e. *Which project elements will be the most important to the community?*

2. Who needs to be included?

- a. *Who else should I be speaking to (individuals or organizations)?*
- b. *Whose support is crucial to implementing the project and who has the ability to block implementation?*

3. How would you like to be involved?

- a. *How involved do you anticipate being in the public process?*
- b. *What role would you/your organization like in this project?*
- c. *What are the best forums for your involvement?*
- d. *How would you like to receive information?*
- e. *What are some ways we can gather your input or input from your [residents, staff, etc.]?*
- f. *Are you able to share information on the project and if so what methods?*

4. How do you think the community should be involved?

- a. *How involved do you feel the community would like to be in the project decision making?*
- b. *What outreach methods do you think will be the most effective for this project?*
- c. *If there was an online process for getting information and submitting comments, would community members likely use it? Are there any challenges to online access in this community?*
- d. *We are looking at holding a public meeting for the alternatives in mid-June? Do you see any issues with this timing?*
- e. *We are considering holding either a virtual or in-person public meeting. Which do you believe would be preferable or have a higher attendance?*

Using the information from the stakeholder interviews to prepare a stakeholder assessment table that outlines the stakeholder and community concerns, desired methods for communicating, etc. See two examples below of stakeholder assessment tables.

Appendix K: ADOT Stakeholder Assessment Worksheet

Example Checklist of Stakeholders and Potentially Affected Parties

Internal Partners

- ☐ Maintenance District
- ☐ Multimodal Planning Division (MPD)
- ☐ MVD
- ☐ Project Management Group (PMG)
- ☐ Public Information (PIO)
- ☐ Rail Division
- ☐ Traffic Operations Center (TOC)
- ☐ Transit
- ☐ Tribal Liaisons
- ☐ Other _____

Local/State/Federal/Tribal Partners

- ☐ Tribe(s) _____
- ☐ City(ies) _____
- ☐ County(ies) _____
- ☐ MPO/COG
- ☐ Arizona Game and Fish
- ☐ Arizona State Land Dept.
- ☐ FHWA
- ☐ Transit providers
- ☐ Other state agencies _____

Shipping/Freight/Commodities Industry

- ☐ UPS/FedEx/Amazon, etc.
- ☐ USPS (affected facilities/mailboxes)
- ☐ Trucking industry
- ☐ Annual permit holders
- ☐ Ports
- ☐ Railroads
- ☐ Agricultural
- ☐ Materials suppliers (e.g. asphalt/concrete)

Community/Special Interest Groups

- ☐ AAA
- ☐ Bicycle/pedestrian advocacy groups
- ☐ Environmental advocacy organizations
- ☐ Chambers of Commerce
- ☐ Service Organizations (e.g. Kiwanis, Rotary, etc.)
- ☐ Other industry organizations

Other Affected Community Agencies/Emergency Service

Providers

- ☐ DPS
- ☐ Local Sheriff's office
- ☐ Police/Fire districts
- ☐ 911 dispatch/Emergency Operations

- ☐ Hospitals/Ambulance services
- ☐ Hazardous materials responders
- ☐ School Districts, schools and school transportation
- ☐ Utilities – electric, gas, water, irrigation district, cable/fiber
- ☐ Parks
- ☐ Libraries and community centers
- ☐ Area attractions (fairgrounds, event venues, sporting facilities)

Title VI/Environmental Justice

- ☐ Low-income communities
- ☐ Minority/indigenous populations
- ☐ LEP populations/translation needed _____
- ☐ Disability advocacy/provider organizations or affected facilities

Property Owners

- ☐ Directly affected by project (within footprint of improvements)
- ☐ Adjacent to project (e.g., access, noise)
- ☐ Other properties near project (affected by detours, etc.)

Community Residents

- ☐ People living in neighborhoods adjacent to project
- ☐ People living in the project vicinity
- ☐ People living in the same city or along project corridor
- ☐ HOAs representing residents in project vicinity

Businesses

- ☐ Businesses directly affected by the project (in footprint of improvements or access impacts)
- ☐ Businesses in the project vicinity
- ☐ Businesses along the highway corridor
- ☐ Commercial Business Areas
- ☐ Malls/Shopping Centers/Business Parks

Local/County/State/Federal Elected Officials

- ☐ Mayor/city council
- ☐ County Commissioners
- ☐ Metropolitan Planning Organizations/Council of Governments
- ☐ Regional Economic Revitalization Teams (ie, Governor's rep, other state agencies)
- ☐ State Representatives/Senators
- ☐ U.S. Representatives/Senators

Appendix K: ADOT Stakeholder Assessment Worksheet

Stakeholder Assessment Table Example 1

Stakeholder	Category	Project Concerns/expectations	Level of Participation (low, medium, high)	Best communication methods	Meeting Preference
	Quasi-governmental	Traffic impacts on mail delivery; Improved flow of intersection	Medium/high	Online/email	Early next year
	Restaurant Franchise	Traffic delays, issues with the train, concern with emergency vehicles	High	In person; email preferred; online tool	Early next year after holidays
	National Retailer	Very busy, which is good for business; concerned about access	Up to corporate office; would share information with employees locally	In store visits; online tool	Early next year after holidays
	Restaurant Chain	Access and not driven by	Up to corporate office	Fliers for staff	Early next year after holidays
	Service	Access	Low	Fliers for staff; online tool	No preference
	Service	Access	Unknown	Online tool	No preference
	Service	Access	Low	Online tool	No preference

Appendix K: ADOT Stakeholder Assessment Worksheet

Stakeholder Assessment Table Example 2

Stakeholder Assessment Spreadsheet

Description of Project:

Project Number:

Stakeholder Group	Issues Identified S=Stakeholder A=ADOT	Stakeholders Level of concern N= None L= Low M=Moderate H=High	Geographic Frame of reference	Stakeholder Contact Information (email)	Stakeholder Contact Information (Phone)	ADOT Level of Impact N= None L= Low M=Moderate H=High	Strategic approach	Roles & Responsibilities

Appendix L: ADOT Project Public Participation Assessment Worksheet

This worksheet will help determine the appropriate level of public involvement for the current phase of project public involvement activities. The following levels of public involvement, which are based on the IAP2 Spectrum of Public Participation (see page two for descriptions) should be used for this worksheet: Inform, consult, involve, collaborate or empower.


Questions	Yes/No Low/Med/High	Minimum Level of Public Participation*
1. Is formal public comment required by federal law, statute or ADOT policy? Yes/No		If yes CONSULT
2. Is the project/study considering alternatives for any elements? Yes/No		If yes CONSULT
3. Will the study/project prioritize improvements for implementation? Yes/No		If yes CONSULT
4. Will public input be considered for any elements of the project (along with other factors)? Yes/No		If yes CONSULT
5. Is the proposed project on tribal land or has there been interest /concern expressed by a tribe? Yes/No		If yes COLLABORATE
6. How significant are the potential project impacts to the public, including nearby property owners, businesses, residences and drivers (e.g. right of way, access changes, noise, construction closures, etc.)? Low/Medium/High		If medium CONSULT If high INVOLVE
7. How interested is the public likely to be in the project or care about the outcomes? Low/Medium/High		If medium CONSULT If high INVOLVE
8. What is the anticipated level of controversy, concern, conflict or opposition to the project or major elements of the project (e.g. alignment, right-of-way impacts, noise, construction impacts, etc.)? Low/Medium/High		If medium CONSULT If high INVOLVE
9. How large is the minority, low income, indigenous, LEP, non US origins or ADA populations in the affected project area? Low/Medium/High		If medium CONSULT If high INVOLVE**
10. How much do the project partners or major stakeholders care about this project, issue or program? Low/Medium/High		If medium or high CONSULT

*The minimum level of outreach for any project will be "Inform."

** Outreach to affected low-income, minority and disabled populations still required if present; populations present in study will determine level of outreach.

IAP2 Spectrum of Public Participation

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

INCREASING IMPACT ON THE DECISION 					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Appendix M: ADOT Sample Roles and Responsibilities Matrix

Example 1

	TASK/ACTIVITY	Communications	EPG	PM	FHWA	DISTRICT
I	Agency and public scoping letters ¹	Review (verify contacts)	Prepare	Review	Review	Review
II	Agency/ public scoping meetings ²					
	Team prep meeting	Participate	Lead project team/schedule prep meetings	Participate	Participate	Participate
	Meeting location(s)	Identify/ schedule	Review	Review	Review	Review
	Newspaper ads	Prepare/ submit	Review	Review	Review	Review
	Meeting signs	Provide	N/A	N/A	N/A	N/A
	Moderator	Lead	N/A	Assist	N/A	N/A
	Tech presentation	Review	Prepare	Prepare	Review	Review
	Respond to questions	Lead	Assist	Assist	Assist	Assist
	Scoping report	Prepare/distribute	Review	Review	Review	Review
III	Public meetings/ workshops/ hearing ³					
	Team prep meetings	Participate	Lead project team/schedule prep meetings	Participate	Participate	Participate
	Meeting location(s)	Identify/ schedule	Review	Review	Review	Review
	Newspaper ads	Prepare/ submit	Review	Review	Review	Review
	Meeting fliers	Prepare/ distribute	Review	Review	Review	Review
	Court reporter	Identify/ schedule	N/A	N/A	N/A	N/A
	Meeting signs	Provide	N/A	N/A	N/A	N/A
	Moderator	Lead	N/A	Assist	N/A	N/A
	Tech presentation	Review	Prepare	Prepare	Review	Review
	Respond to questions	Lead	Assist	Assist	Assist	Assist
	Comment summary	Prepare	Review	Review	Review	Review
	Transcript	Receive/ distribute	Review	Review	Review	Review
IV	Miscellaneous					
	Newsletters	Prepare draft; distribute after team review	Review	Review	Review	Review
	Mailing list	Compile list of government/media contacts; maintain overall list; provide regular updates to study team	Review	Review	Review	Review
	Surveys/ questionnaires	Prepare draft; distribute after team review	Review	Review	Review	Review
	Stakeholder interviews:	Schedule/emcee	Participate	Participate	Participate	Participate
V	Project website:					
	Project information	Prepare/post	Review	Review	Review	Review
	Comment response	Draft response	Review	Review	Review	Review
VI	Media coordination:					
	News releases	Prepare /submit	Review	Review	Review	Review
	Media briefs	Lead	Technical assistance	Technical assistance	Review	Review
	Respond to questions	Receive/ prepare/ distribute	Review	Review	Review	Review

Appendix M: ADOT Sample Roles and Responsibilities Matrix

Example 2

Source: ADOT Electric Vehicle Infrastructure Deployment Plan, Public Involvement Plan

Roles and Responsibilities

Throughout this document, we've referred to ADOT, which is a combination of ADOT staff and the consultant staff team. In this section, we provide specific roles and responsibilities.

**Responsibility still being determined*

Item	ADOT Role	AECOM Role	Subconsultant Role
Public Involvement Plan	Provide guidance and review/approve	Author	Review and contribute to specific areas as requested
4-Factor Analysis and demographic maps	Provide guidance and review/approve	Author	N/A
Voicemail	<ul style="list-style-type: none"> Review/approve voicemail recorded messages Respond to comments and questions left on the voicemail line, as required 	Setup, maintain, author voicemail recorded messages	N/A
Fact Sheet	<ul style="list-style-type: none"> Review/approve Place on website 	Author	N/A
Website	<ul style="list-style-type: none"> Develop content and maintain Produce web traffic reports 	<ul style="list-style-type: none"> Assist with content development Provide public meeting materials and recording for upload 	N/A
Stakeholder Workshop	<ul style="list-style-type: none"> Provide guidance Prepare ADOT portion of presentation Review/approve materials Provide invite to and correspond with stakeholders Present content Provide staff 	<ul style="list-style-type: none"> Set up and manage Zoom meeting Prepare agenda Develop presentation and Mentimeter questions and exercises Develop logistical support materials Provide staff Provide summary and analysis 	N/A
Statewide Virtual Public Meeting	<ul style="list-style-type: none"> Provide guidance Review/approve materials and 	<ul style="list-style-type: none"> Set up and manage Zoom meeting Develop 	N/A

Appendix M: ADOT Sample Roles and Responsibilities Matrix

Item	ADOT Role	AECOM Role	Subconsultant Role
	<ul style="list-style-type: none"> notifications • Post and send social media, website and email notifications and news release via ADOT channels • Ask stakeholders to help promote meeting via their communications channels. • Present content • Provide staff • Provide Spanish interpretation* 	<ul style="list-style-type: none"> presentation materials • Provide written materials translation including presentation script • Develop logistical support materials • Provide staff • Provide summary and analysis • Develop other notifications 	
In-District Meetings	<ul style="list-style-type: none"> • Provide guidance • Review/approve materials • Post and send social media, website, email notifications and news release via ADOT channels • Present content • Provide District PI staff member* • Provide one technical staff member/presenter • Secure Civil Rights materials 	<ul style="list-style-type: none"> • Develop presentation and survey materials • Provide materials translation • Provide staff • Prepare ad layouts • Pay for advertisements placed 	<ul style="list-style-type: none"> • Arrange venues • Develop workback plan for planning and materials preparation • Develop logistical support materials (staffing plans, room layouts, runs-of-show) • Develop auxiliary materials (sign in sheets, nametags, Civil Rights materials, etc.) • Supply all print materials and meeting materials (pens, easels, AV, etc.) • Prepare and execute promotional plan including coordination for advertising placement • Provide staff for set-up and tear-down • Provide staff for non-technical positions • Provide summary and analysis
Public and Stakeholder Surveys	<ul style="list-style-type: none"> • Provide guidance • Help draft survey questions and suggested question format 	<ul style="list-style-type: none"> • Determine what input technical team needs and help draft questions 	

Appendix M: ADOT Sample Roles and Responsibilities Matrix

Item	ADOT Role	AECOM Role	Subconsultant Role
	<ul style="list-style-type: none"> • Facilitate ADOT review/approval • Test survey • Promote surveys via website, GovDelivery email, social media, news release • Email surveys to stakeholders and those on the project public contact list 	<ul style="list-style-type: none"> • Put surveys in Survey Monkey, test surveys, create customized survey URLs • Translate public surveys into Spanish, enter in Survey Monkey, create customized link, test • Provide survey reporting and analysis 	



Loop 202: Loop 101 to Val Vista Drive Widening Project

OVERVIEW

The Arizona Department of Transportation has initiated a project to widen and improve Loop 202 (Santan Freeway) from Loop 101 (Price Freeway) to Val Vista Drive. Loop 202 is the main freeway serving the southeast Valley. Improvements are needed to address growing traffic demands in the southeast Valley and help relieve traffic congestion on Loop 202 during the morning and evening peak travel periods.



PROJECT ELEMENTS

- ▶ Adding two general purpose lanes in each direction from the Loop 202/Loop 101 traffic interchange to Gilbert Road
- ▶ Adding one general purpose lane in each direction from Gilbert Road to Val Vista Drive
- ▶ Widening exit ramps from one to two lanes
- ▶ Adding noise walls where warranted
- ▶ Widening overpass bridges
- ▶ Reconstructing the eastbound Arizona Avenue on-ramp and bridge

PROJECT SCHEDULE

The project is currently in the final design phase. Construction is anticipated to begin in 2024.

QUESTIONS/COMMENTS

ADOT welcomes your questions and comments. Please contact us in any of these ways:

- ▶ **Subscribe:** at azdot.gov/L202-L101-to-ValVista to receive project updates and traffic alerts.
- ▶ **By phone:** Call the ADOT Project Information Line at 855.712.8530.
- ▶ **Teléfono:** Línea de Información del Proyecto ADOT al 855.712.8530.
- ▶ **Online:** Submit a question or comment through the ADOT website. Visit apps.azdot.gov/contact_azdot/
- ▶ **By mail:** Write to ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007.

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons that require a reasonable accommodation based on language or disability should contact Carolyn Ludington at CLudington@azdot.gov or 480-594-6206. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De conformidad con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA) y otras leyes y autoridades contra la discriminación, ADOT no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieran una adaptación razonable basada en el idioma o la discapacidad deben comunicarse con Carolyn Ludington al CLudington@azdot.gov o al 855.712.8530. Las solicitudes deben hacerse lo antes posible para garantizar que el Estado tenga la oportunidad de abordar la adaptación.

다른 형태 또는 언어로 된 서비스나 사본을 받아보려면 855.712.8530, CLudington@azdot.gov 번으로 Carolyn Ludington 담당자에게 연락하시거나 웹사이트 azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive

Để có các dịch vụ hoặc bản sao dưới một dạng thức hoặc ngôn ngữ khác, xin liên lạc Carolyn Ludington tại 855.712.8530, CLudington@azdot.gov, hoặc đến viếng trang mạng azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive

如需獲取服務或是一種替代格式或語言的副本，請致電 855.712.8530, CLudington@azdot.gov 聯絡 Carolyn Ludington 或是瀏覽 azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive

Appendix O: Sample Email Notice

From: Arizona Department of Transportation <adot@info.azdot.gov>

Subject: Plan for new lane restrictions on southbound I-17 south of Flagstaff as paving project continues

Having trouble viewing this email? <https://content.govdelivery.com/accounts/AZDOT/bulletins/3297b4f>

 SHARE

Plan for new lane restrictions on southbound I-17 south of Flagstaff as paving project continues

How Are We Doing Notifying You? Take Our Survey

ADOT places a high priority on keeping its customers informed of construction-related activities, restrictions and closures so they can plan their travels. Please take a [short survey](#) to tell us how we are doing. Your feedback will help us improve our efforts to keep customers informed.

The Arizona Department of Transportation is advising motorists to plan for a new set of lane restrictions on southbound Interstate 17 south of Flagstaff as work continues on an extensive pavement project.

Starting on Thursday, Aug. 25, and continuing through October, the following around-the-clock restrictions will be in place seven days a week:

- Southbound I-17 will be reduced to one lane at three locations between Kelly Canyon Road and Stoneman Lake Road (mileposts 330 - 328, 323 - 320 and 313 - 311).
- A vehicle width limit of 13 feet will be in place.
- The speed limit will be reduced to 55 mph.
- Drivers should be prepared to stop and proceed through the work zones with caution.
- The southbound I-17 on- and off-ramps at Newman Park Road (milepost 328) will be closed.
 - On-ramp detour: Drive northbound on I-17 to the Kelly Canyon Road Exit (milepost 331), cross over the interstate and re-enter the highway driving southbound on I-17.
 - Off-ramp detour: Drive southbound on I-17 to the Willard Springs Road Exit (milepost 326), cross over the interstate and re-enter the highway driving northbound I-17 to Newman Park Road.
 - A vehicle width limit of 13 feet will be in place.

The project, which is expected to be completed in fall 2024, is improving 29 miles of pavement on southbound I-17 from the McConnell Drive Bridge in Flagstaff to the Coconino County line.

The primary purpose of the project is to perform much-needed repairs and upgrades to the road surface on this heavily traveled stretch of I-17. In addition to the travel lanes and shoulders, several ramps and nine bridges within the project area will be repaired and repaved. Similar work was already performed on the northbound side of the roadway.

Nearby travel restrictions: Portions of State Route 89A between Flagstaff and Sedona are reduced to one lane only of alternating north- and southbound travel due to the State Route 89A Oak Creek Improvements project currently underway. As a result, drivers may experience additional delays on SR 89A, if they should choose to use that roadway as an alternate route.

*Schedules are subject to change based on weather and other unforeseen factors. For more information, please call the ADOT Bilingual Project Information Line at 855.712.8530 or go to azdot.gov/contact and select **Projects** from the drop-down menu. For real-time highway conditions statewide, visit ADOT's Traveler Information Site at www.az511.gov. Need to know where a milepost is? Click on the "Mile Markers" icon on the map at www.az511.com. Follow ADOT on Twitter ([@ArizonaDOT](https://twitter.com/ArizonaDOT)) or call 511, except while driving.*

LOOP 101 IMPROVEMENT PROJECT: I-17 TO PIMA ROAD



PIMA FREEWAY

CONSTRUCTION ALERT

Water Service Interruption

Interrupción del servicio de agua

The Loop 101 Pima Freeway improvement project currently under way will require construction crews to realign city of Phoenix water lines located near the freeway. This work will result in a temporary water service interruption to your home (see map on the back of this notice for affected properties).

WATER SERVICE INTERRUPTION SCHEDULE

DATE: MONDAY, OCTOBER 7, 2019

TIME: 9 a.m. to 1 p.m.

LOCATIONS: 20050 – 20058 N. 15th Ave., Phoenix
20001 – 20053 N. 17th Lane, Phoenix

OUTAGE: Water will be shut off for approximately four hours

After water service has been restored, if your water is cloudy or discolored, please run your faucets until the water runs clear.

For questions, issues or special needs for the water outage contact 623.498.8046.

For emergencies regarding water service please call the City of Phoenix 24-hour service line at 602.261.8000.

Si usted necesita la asistencia de un traductor o intérprete en español o prefiere recibir esta carta en español, favor de contactar al 623-239-4558.



City of Phoenix
WATER SERVICES DEPARTMENT

We are committed to:

Providing reliable, high quality and affordable service and supply.

Proactive planning, maintenance and replacement programs to minimize disruption and improve quality of life for Phoenix residents.

Wisely using our water resources to protect and enhance community health and our natural environment.

Providing sound, safe infrastructure with sufficient capacity to meet the future needs of the city of Phoenix.

Open communication and working together with the community during construction.

PHX WATER SMART

Bilingual Project Information Line: 855.712.8530

Online: Go to azdot.gov/contact and select *Projects* from the drop-down menu.

Website: azdot.gov/Loop101Improvements

The Loop 101 Improvement Project will add one new travel lane in each direction along a 13-mile segment of the freeway between I-17 and Pima Road in north Phoenix and Scottsdale.

Distribution Date: October 2, 2019

CONSTRUCTION ALERT





I-10: State Route 85 to Verrado Way Improvements

CONSTRUCTION NOTICE #2

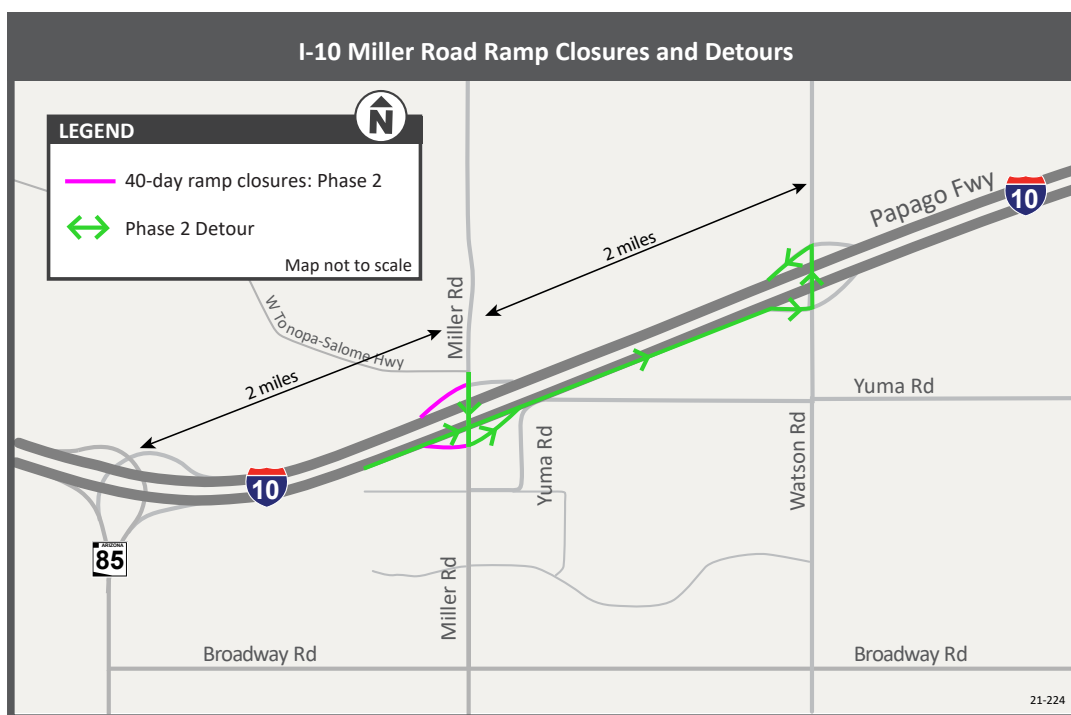
Phase 2 40-day ramp closures at Miller Road begin March 18, 2022

The Arizona Department of Transportation advises drivers to plan ahead for the second set of ramp closures at the Interstate 10/Miller Road interchange, which are scheduled to begin Friday, March 18, and be closed through late April. The westbound I-10 on-ramp and the eastbound off-ramp at Miller Road will close for 40 days as part of the second phase of work to reconstruct the interchange into a Diverging Diamond Interchange design (DDI).

Following this closure, Miller Road will then be closed at I-10 for 50 days for the third phase of reconstruction. ADOT will provide notice of these closures prior to construction.

DETOURS:

- **Westbound I-10 On-Ramp Detour:** Take the Miller Road eastbound ramp to Watson Road exit, then head back westbound on I-10.
- **Eastbound I-10 Off-Ramp Detour:** Continue on I-10 to Watson Road exit, then head back westbound on I-10 to exit at Miller Road.



STAY INFORMED

- ▶ Email: Subscribe to receive project updates and traffic alerts by email, visit the project webpage at azdot.gov/i10sr85toVerrado
- ▶ Phone: ADOT Project Information Line: 855.712.8530
- ▶ Teléfono: Línea de Información del Proyecto ADOT: 855.712.8530
- ▶ Online: Visit azdot.gov/contact and select **Projects** from the drop-down menu
- ▶ By Mail: ADOT Communications, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007

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21-290



I-10: Mejoras en la Carretera Estatal 85 hasta 85 Verrado Way

AVISO DE CONSTRUCCIÓN #2

La fase 2 de los cierres de rampa de Miller Road de 40 días comienza el 18 de marzo de 2022

El Departamento de Transporte de Arizona aconseja a los conductores que se preparen para la segunda ronda de cierres de rampas en el enlace de la Interestatal 10/Miller Road, que está programado para comenzar el viernes, 18 de marzo, y estar cerrado hasta finales de abril. La rampa de acceso a la La rampa de entrada a la I-10 en dirección oeste y la rampa de salida en dirección este en Miller Road se cerrarán durante 40 días como parte de la segunda fase de los trabajos para reconstruir el intercambio en un diseño de diamante divergente (DDI).

Después de este cierre, Miller Road se cerrará en la I-10 durante 50 días para la tercera fase de reconstrucción. ADOT avisará de estos cierres antes de la construcción.

DESvíOS:

- **Desvío de la rampa hacia el oeste de la I-10:** Tome la rampa Miller Road hacia el este hasta la salida Watson Road, luego regrese hacia el oeste por la I-10.
- **Desvío hacia el este por la rampa de salida de la I-10:** Continúe por la I-10 hasta la salida de Watson Road, luego regrese hacia el oeste por la I-10 hasta la salida en Miller Road.



ESTAR INFORMADO

- ▶ Email: Suscríbase para recibir actualizaciones del proyecto y alertas de tráfico por correo electrónico, visite la página web del proyecto en azdot.gov/i10sr85toVerrado
- ▶ Teléfono: Línea de Información del Proyecto ADOT: 855.712.8530
- ▶ En línea: Visite azdot.gov/contact y seleccione Proyectos en el menú desplegable
- ▶ Dirección: ADOT Communications, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007

De conformidad con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA) y otras leyes y autoridades de no discriminación, ADOT no discrimina por motivos de raza, color, nacionalidad, sexo, edad o discapacidad. Las personas que requieran una adaptación razonable basada en el idioma o la discapacidad deben ponerse en contacto con projects@azdot.gov o 855.712.8530. Las solicitudes deben hacerse tan pronto como sea posible para asegurar que el Estado tenga la oportunidad de abordar la adaptación.

21-290

Appendix Q: Public Meeting Checklist

Project or Study Name: _____

Done/Date	Public Meeting Checklist Item	Notes
	Confirm purpose and goals of the meeting with project-specific Public Involvement Plan and project team	
	Determine meeting format – whether in-person, virtual, hybrid – and virtual meeting platform if applicable	
	Set meeting date and time; confirm no conflicts with other public meetings, holidays, school-related or other major events	
	Determine meeting layout (in person)	
	Virtual: determine how interpretation will be accommodated (language channel, call in, separate meeting)	
	In Person Location: Find out insurance and fees; confirm location is within project/study boundaries; is ADA accessible and accessible by public transportation. Site visit required. Consultant must secure location, pay fees, sign waiver	
	Virtual: Set up meeting in virtual platform to get login and call-in details for use in meeting invites. If conducting Spanish/other translation using a language line set up separate number.	
	Attendees: Determine stakeholders outside of project team who need to attend, e.g., ROW, Government Relations, ADOT leadership, PIO, government representatives, etc.	
	Send Outlook invitation to project team/other attendees	
	Set up specific email address and/or telephone number if necessary	
	In Person: Bottled water (secure permission with completed Request to Provide Food/Beverage form; confirm amount and consultant to procure)	
	In Person: Reserve vehicle(s)	
	Create staffing plan	
	Identify facilitator	
	Identify presenter(s)	
	Identify staffing needs and roles	
	Identify interpreter(s) if necessary	
	Identify note taker(s)	
	Identify/procure bilingual court reporter if required	
	Meet with Creative Services to discuss collateral needs and other deliverables; submit necessary requests (graphics, video)	
	Brief all participants about meeting format, roles, speaking points	
	Send and post Communications memo	
Done/Date	Advertisements/Collateral/Meeting Materials	Notes
	Create project/study text to be used in all collateral and secure approval from project team. If necessary, have approved text translated.	
	If ads used, create ad content including map, translate as needed. Ensure advertisements placed in necessary publications at least 15 days but not 30 days in advance (includes non-English publications)	
	If using direct mail meeting notices, develop content, conduct reviews and translate to have ready to send to print/mail house 30 days prior. Mailers delivered at least 15 days in advance	
	Create online comment form and have project manager/team review	
	Update ADOT web page with meeting information; work with Creative Services to create a “web slider” if warranted	
	Prepare social media notices and share with Digital Communications. Community Relations to post Nextdoor notices.	
	Share meeting information with ADOT PIO for news/social media/blog	
	Create Agenda for meeting	
	Create Project Fact Sheet/FAQs/maps or other agreed-upon handouts	
	Ensure Technical Team is creating PowerPoint presentation; reviewed/approved by project team and ADOT Communications	
	Ensure technical team is creating display boards and/or models, simulations; Communications to review	
	Email alert approved by project team/ADOT PIO office; sent 15 days in advance	
	Press release out at least 7 days in advance	
	Create FAQs, have reviewed and approved a few days prior to first rehearsal	
	Conduct presentation rehearsals	

	Place meeting presentation, boards, photosims, other materials on website	
	In person: Create wayfinding signage and put out signage	
	In person: Create Staff/Project Team, Nametags	
	In person: Sign-in sheets	
	In person: Comment forms/question cards	
	In person: Civil Rights materials: Title VI poster, Auxiliary Aids poster, Title VI brochures	
	Media packets, if needed	
Done/Date	Meeting Materials	Notes
	Title VI display, brochures and self-ID cards	
	Display boards/maps/roll plots	
	Easels	
	A-frames or other signs	
	Pens	
	Paper clips, tape, staples, post-its, Sharpies	
	Laptop, projector	
	AV System with extra Aux cords and extension cords	
	Extra copy of PPT on flash drive	
	Collection box for comment forms/question cards	
Done/Date	Post Meeting	Notes
	Post meeting recording on website	
	Email project list to advise of meeting information on website if unable to attend. Post reminders to social media.	
	Complete comment collection, prepare public meeting summary	
	Prepare and submit Civil Rights Meeting Summary within two weeks following meeting	
	Prepare draft Public Meeting Summary to document notification, participation and public input received. Circulate for reviews and finalize.	
	Post Public Meeting Summary to website. Send notification to project email list of availability of summary document.	

Appendix R: Public Hearing Checklist

Project or Study Name: _____

Done/Date	Public Hearing Checklist Item	Notes
	Confirm anticipated date of release of draft EA/EIS in Federal Register. This is the start date of the formal public comment period.	
	Set public comment period based on release of draft EA/EIS. Minimum comment period is 30 days for an EA and 45 days for an EIS.	
	Determine hearing locations and format – whether in-person, virtual	
	Set proposed hearing dates/times/locations; confirm no conflicts with other public meetings, holidays, school-related or other major events	
	Determine meeting layout (in person) and/or virtual meeting platform	
	Virtual: determine how interpretation will be accommodated (language channel, call in, separate meeting)	
	In Person Location: Find out insurance and fees; confirm location is within project/study boundaries; is ADA accessible and accessible by public transportation. Site visit required. Consultant must secure location, pay fees, sign waiver	
	Virtual: Set up meeting in virtual platform to get login and call-in details for use in hearing invites. If conducting Spanish/other translation using a language line set up separate number.	
	Attendees: Determine stakeholders outside of project team who need to attend, e.g., ROW, Government Relations, ADOT leadership, PIO, government representatives, etc.	
	Send calendar invitation to project team/other attendees	
	Determine and set up all commenting methods (online forms/tools, email account, phone #, mailing address). Set up specific email address and/or telephone number if necessary	
	Determine repository locations for documents. Contact repositories to determine hours and see if willing to be repository; prepare instructions to repositories; deliver documents to repositories at least one day prior to release of EA/EIS in Federal Register	
	In Person: Bottled water (secure permission with completed Request to Provide Food/Beverage form; confirm amount and consultant to procure)	
	In Person: Reserve vehicle(s)	
	Create staffing plan	
	Identify facilitator	
	Identify presenter(s)	
	Identify hearing panelists and backup panelists (3)	
	Identify staffing needs and roles	
	Identify interpreter(s) if necessary	
	Identify note taker(s)	
	Identify/procure bilingual court reporter i	
	Meet with Creative Services to discuss collateral needs and other deliverables; submit necessary requests (graphics, video)	
	Brief all participants about hearing format, roles, speaking points	
	Send and post Communications memo	
Done/Date	Advertisements/Collateral/Hearing Materials	Notes
	Create text to be used in all hearing advertisements and other collateral and secure approval from project team. Have approved text translated.	
	Determine which publications ads will be placed in, the cost, and secure insertion and artwork deadlines. Ads should be placed in the newspaper of general circulation within the study area. Ads should be published a minimum of 15 days prior but no more than 30 days prior to the public hearing.	
	Create, lay out, review and translate advertisements. Ensure ads are reviewed and approved – at a minimum by the study project manager and Civil Rights Office.	
	If using direct mail meeting notices, develop content, conduct reviews and translate to have ready to send to print/mail house 30 days prior. Mailers delivered at least 15 days in advance but no more than 30 days prior to the public hearing.	
	Create online comment form and have project manager/team review	
	Update ADOT web page with meeting information; work with Creative Services to create a “web slider” if warranted	
	Prepare social media notices and share with Digital Communications. Community Relations to post Nextdoor notices.	
	Share meeting information with ADOT PIO for news/social media/blog	
	Create Agenda for hearing	

Appendix R: Public Hearing Checklist

Done/Date	Advertisements/Collateral/Hearing Materials	Notes
	Create Fact Sheet/FAQs/maps or other agreed-upon handouts	
	Ensure Technical Team is creating PowerPoint presentation; reviewed/approved by project team and ADOT Communications. PowerPoint must have required content .	
	Ensure technical team is creating display boards and/or models, simulations; Communications to review	
	Email alert approved by project team/ADOT PIO office; send on date of release of draft EA/EIS in Federal Register (start of comment period)	
	Press release sent on date of release of draft EA/EIS	
	Create FAQs, have reviewed and approved prior to release of draft EA/EIS and post on website	
	Conduct presentation rehearsals	
	Place EA/EIS and DCR documents on website on date of release of draft EA/EIS. Ideally have other public hearing materials (presentation, exhibit boards) on website on date of release, but no later than date of first public hearing	
	In person: Create wayfinding signage and put out signage	
	In person: Create Staff/Project Team, Nametags	
	In person: Sign-in sheets	
	In person: Comment forms/question cards	
	In person: Civil Rights materials: Title VI poster, Auxiliary Aids poster, Title VI brochures	
	Media packets, if needed	
Done/Date	Meeting Materials	Notes
	Comment forms	
	Speaker/comment sign up form	
	Title VI display, brochures and self-ID cards	
	Display boards/maps/roll plots	
	Easels	
	A-frames or other signs	
	Pens	
	Paper clips, tape, staples, post-its, Sharpies	
	Laptop, projector	
	AV System with extra Aux cords and extension cords	
	Extra copy of PPT on flash drive	
	Collection box for comment forms/question cards	
Done/Date	Post Hearing	Notes
	Post hearing recording on website	
	Email project list to advise of hearing information on website, comment methods if unable to attend	
	Continue to promote comment period via GovDelivery, social media, other methods	
	Prepare and submit Civil Rights Meeting Summary within two weeks following hearing	
	Secure transcript from court reporter	
	Ensure all comments received from all methods are provided to study team for comment log	
	Finalize comment log for inclusion in final EA/EIS	
	Prepare draft Public Hearing Summary and circulate for review, finalize for inclusion in final EA/EIS	
	Remove documents from repositories following formal public comment period	



SR 89A Oak Creek Canyon Improvements

Early this spring, ADOT will begin work on three improvements in Oak Creek Canyon:

- ▶ Rockfall Mitigation
- ▶ Drainage & Sediment Control
- ▶ Pumphouse Wash Bridge Rehabilitation

With the exception of limited daytime and overnight closures, SR 89A will remain open to traffic. Traffic restrictions using a combination of temporary traffic signals and/or flagging operations will be in place while the improvements are under construction. The roadway will be narrowed to one lane only through the work zone(s) with alternating north- and southbound travel. ADOT is committed to completing the improvements as quickly as possible, while balancing the transportation and needs of local and nearby communities. The improvements are scheduled to be completed by fall 2023.

VIRTUAL PUBLIC INFORMATION MEETING MARCH 23, 2022

A virtual public meeting will be held at 6 p.m. Wednesday, March 23, that will provide an overview of the project and what to expect during construction.

To join the meeting online, visit azdot.gov/SR89A and enter password ADOT2022.

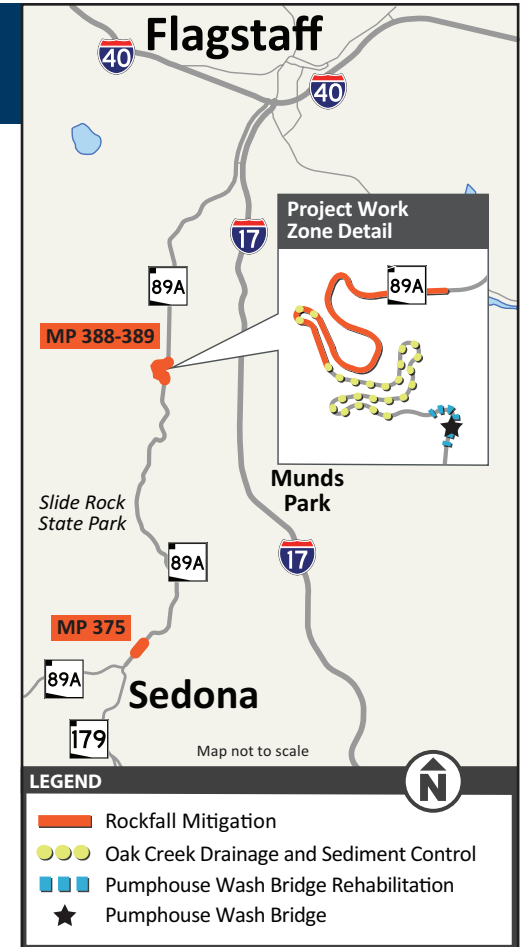
To join the meeting by phone, call 1.408.418.9388

Access code: 2484 495 6572 Password: 23682022

Can't attend? The meeting presentation will be posted to the project website following the meeting.

STAY INFORMED

- ▶ **Project website:** azdot.gov/SR89A
- ▶ **By email:** Subscribe to receive traffic alerts and project updates by visiting azdot.gov and clicking on “subscribe for updates” in the top right-hand corner.
- ▶ **Phone:** ADOT Project Information Line: 855.712.8530
- ▶ **Teléfono:** Línea de Información del Proyecto ADOT: 855.712.8530
- ▶ **Online:** Submit a question or comment through the ADOT website by visiting azdot.gov/Contact and then select “Projects” from the dropdown menu.



Arizona Department of Transportation
1655 W. Jackson St.
Phoenix, AZ 85007

SR 89A CONSTRUCTION STARTING THIS SPRING

**Learn more at March 23, 2022
virtual public meeting.**



Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age or disability. Persons who require a reasonable accommodation based on language or disability should contact Jason Stephens at JStephens@azdot.gov or 480.751.7104 or the ADOT Project Bilingual Hotline at 855.712.8530. Requests should be made as early as possible to ensure the state has an opportunity to address the accommodation.

De acuerdo al Título VI de la Ley de Derechos Civiles de 1964, la Ley para Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras leyes y autoridades contra la discriminación, ADOT no discrimina por raza, color, origen nacional, edad, género o discapacidad. Las personas que requieren asistencia (dentro de lo razonable) ya sea por el idioma o discapacidad deben comunicarse a la línea directa bilingüe del proyecto de ADOT al 855.712.8530. Las solicitudes deben hacerse lo más pronto posible para asegurar que ADOT tenga oportunidad de hacer los arreglos necesarios.

Interstate 10 Study: Loop 202 to State Route 387 Public Hearings

In collaboration with the Gila River Indian Community, the Bureau of Indian Affairs, the Federal Highway Administration (FHWA) and the Maricopa Association of Governments, the Arizona Department of Transportation (ADOT), is preparing an Environmental Assessment (EA) and Design Concept Report (DCR) for the Interstate 10 (I-10) Study: Loop 202 to State Route 387 (SR 387). Proposed improvements include widening I-10 between Loop 202 and SR 387, adding High Occupancy Vehicle (HOV) lanes between Loop 202 and Riggs Road, and modifying interchanges and crossroads over I-10.

DRAFT EA AND DCR AVAILABLE FOR PUBLIC REVIEW AND COMMENT

The draft EA and DCR will be published and **available for public review and comment from Aug. 19, 2022 through Oct. 9, 2022**. The draft EA and DCR evaluate the Recommended Build Alternative as compared to the No-Build Alternative. Select technical reports associated with the draft EA will be available upon request. Please email i10wildhorsepasscorridor@hdrinc.com or call **602-522-7777** to make a request. The draft EA and DCR can be reviewed at the following repository locations and on the study website at i10wildhorsepasscorridor.com:

• Casa Grande Public Library

449 N Drylake St., Casa Grande, AZ 85122 | 520-421-8710

• Ironwood Library

4333 E Chandler Blvd., Phoenix, AZ 85048 | 602-262-4636

PUBLIC HEARINGS | OPEN HOUSES

In-person and virtual public hearings will be held to provide an overview of the draft EA and DCR, share ADOT's preliminary recommendation and accept public comment. The same information will be presented at each meeting. The public hearing presentation and materials can also be viewed on the study website.

COMMENT ON THE DRAFT EA AND DCR:

Submit your comments on the I-10 Study draft EA and DCR through Oct. 9, 2022. All comments received during the public comment period will be documented and responded to in the I-10 Study Final EA and Final DCR. All comment methods are considered equal.

- **Attend a public hearing:** Provide written/verbal comments at the virtual and in-person public hearings
- **Online through our comment form or comment map:** i10wildhorsepasscorridor.com
- **Email:** i10wildhorsepasscorridor@hdrinc.com
- **Call:** 602-522-7777
- **Mail:** I-10 Wild Horse Pass Corridor Study Team c/o HDR, Inc.
20 E. Thomas Rd., Suite 2500 Phoenix, AZ 85012

The environmental review, consultation, and other actions required by applicable Federal environmental laws for this project are being or have been carried out by ADOT pursuant to 23 U.S.C. 327 and a Memorandum of Understanding dated Apr. 16, 2019 and executed by FHWA and ADOT.

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons that require a reasonable accommodation based on language or disability should contact Kim Larson at 855.712.8530 or klarson@azdot.gov. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

Las consultas, la revisión ambiental y otras acciones requeridas según las leyes ambientales federales correspondientes para este proyecto se están llevando a cabo o se han llevado a cabo por ADOT de acuerdo con 23 U.S.C 327 y un Memorandum de Acuerdo con fecha del 16 de abril de 2019 y se han realizado por FHWA y ADOT.

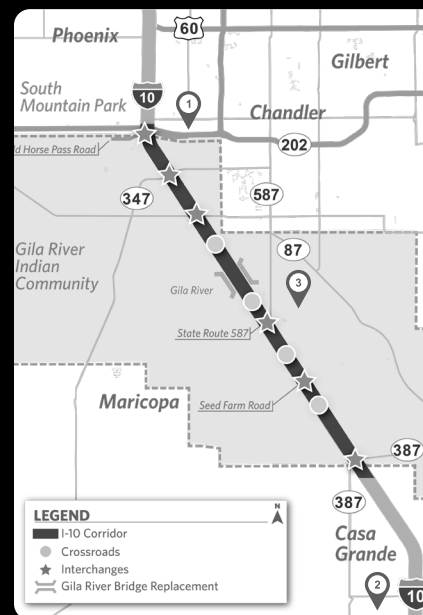
De acuerdo al Título VI de la Ley de Derechos Civiles de 1964, la Ley para Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras leyes y autoridades contra la discriminación, ADOT no discrimina por raza, color, origen nacional, edad, género o discapacidad. Las personas que requieran una adaptación razonable basada en el idioma o la discapacidad deben comunicarse con Kim Larson al Klarson@azdot.gov o al 855.712.8530. Las solicitudes deben hacerse lo más pronto posible para asegurar que ADOT tenga oportunidad de hacer los arreglos necesarios.

FOR MORE INFORMATION:

602-522-7777 | i10wildhorsepasscorridor@hdrinc.com

ADOT TRACS No. F0252 01L and 02L | Federal Aid No. 010-C(222)S

In-Person Public Hearing Dates and Locations



- 1. In-Person Public Hearing #1**
Wednesday, Sept. 7, 2022
5:30 – 7:30 p.m.
Valley Christian High School
6900 W Galveston St.,
Chandler, AZ 85226
 - 2. In-Person Public Hearing #2**
Tuesday, Sept. 13, 2022
5:30 – 7:30 p.m.
Vista Grande High School
1556 N Arizola Rd.,
Casa Grande, AZ 85122
 - 3. In-Person Public Hearing #3**
Thursday, Sept. 15, 2022
5:30 – 7:30 p.m.
District 4 Multipurpose Building
2230 N Home Run Dr.,
Sacaton, AZ 85147
- This venue will comply with current COVID-19 Executive Orders for public facilities and requires masks. Masks will be available.

Virtual Public Hearing (Call-in/Online through Webex)

Tuesday, Sept. 20, 2022 | 5:30 – 9 p.m.

English

Online: bit.ly/WHP-EN

Phone: +1-408-418-9388

Meeting number (access code):
2484 471 6549

Webinar password: WHP2022
(9472022 from phones)

Spanish

Enlace (Inglés): bit.ly/WHP-EN

Teléfono: +1-408-418-9388

Número de Reunión (Código de acceso):
2490 170 8079

Clave: WHP2022
(9472022 from phones)

PUBLIC HEARINGS AGENDA SCHEDULE

IN-PERSON PUBLIC HEARING AGENDA*

5:30 – 6 p.m.	Open House
6 – 6:30 p.m.	Formal Presentation
6:30 – 7:30 p.m.	Formal Public Comments/Open House

*At the Sept. 15 hearing at District 4, the presentation will be continuously repeated and the open house and formal comment period will be available throughout the hearing.

VIRTUAL PUBLIC HEARING AGENDA**

5:30 p.m.	Formal Presentation
6 – 6:15 p.m.	Q&A
6:15 – 7:15 p.m.	Formal Public Comments
7:30 – 8 p.m.	Formal Presentation
8 – 8:15 p.m.	Q&A
8:15 – 9 p.m.	Formal Public Comments

**As a part of the virtual public hearing, we are allowing two opportunities to hear the presentation, provide formal comment and ask questions.

Chandler Arizonan | Aug. 7, 2022



Appendix U: Example Public Meeting Sign In Sheet

Type the meeting or project name here

WEEKDAY, MON. DAY, YEAR • START TIME P.M.-END TIME P.M.

LOCATION NAME • 206 S. 17TH AVE. • PHOENIX, AZ 85007

Completion of this sign-in sheet is completely voluntary and helps the project team keep an accurate record of meeting attendees. Under state law, any identifying information provided below will become part of the public record and, as such, must be released to any individual upon request. Please print clearly.

NAME	TITLE	COMPANY	ADDRESS	PHONE	EMAIL

Appendix V: Question/Comment Card Template

Question Card

If you have a question(s) that you would like answered at the end of the presentation, please write your question(s) on this card and pass it to an ADOT project representative. We have limited the time for questions and answers to allow you time to speak directly with project staff. If we do not get to your question, we encourage you to speak with a project representative. Thank you for printing legibly.

Q-161

azdot.gov

Tarjeta de preguntas

Si tiene preguntas que le gustaría que contestaran al final de la presentación, escríbalas en esta tarjeta y pásela al representante del proyecto de ADOT. Hemos limitado el tiempo para preguntas y respuestas para darle tiempo de que hable directamente con el personal del proyecto. Si no alcanzamos a contestar su pregunta, le aconsejamos que hable con un representante del proyecto. Gracias por imprimir legiblemente.

Q-161

azdot.gov

Loop 202, Loop 101 to Val Vista Drive

June 8, 2022 Public Meeting Summary

ADOT Project No. F0124
Federal Aid No. 202-C(208)T

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Appendices

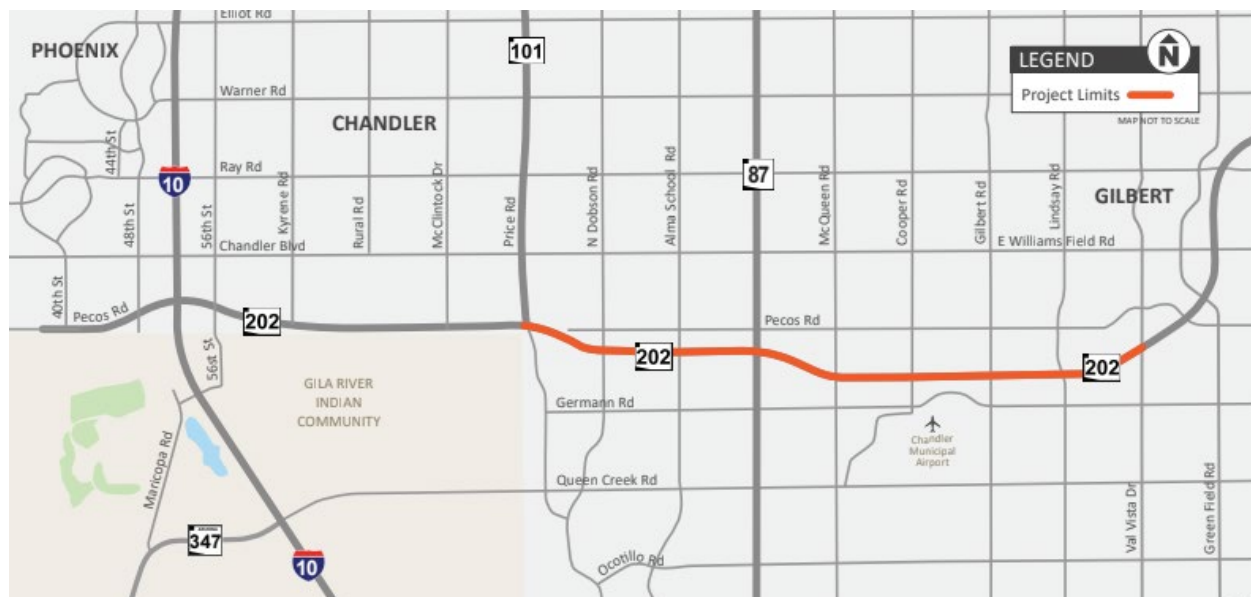
- Appendix A: Public Meeting Materials
- Appendix B: Public Comments
- Appendix C: Public Meeting Notification

1. Introduction

Overview

The Arizona Department of Transportation has initiated a project to widen and improve Loop 202 (Santan Freeway) from Loop 101 (Price Freeway) to Val Vista Drive. Loop 202 is the main freeway serving the southeast Valley. Improvements are needed to address growing traffic demands in the southeast Valley and help relieve traffic congestion on Loop 202 during the morning and evening peak travel periods. The project is in the design phase and is currently scheduled to begin construction in early 2024.

Figure 1: Project Area Map



2. Virtual Public Meeting

ADOT held a virtual public meeting on June 8, 2022. The purpose of the meeting was to provide information on the project's major design elements based on the Stage III 60% design plans, including the location of new noise walls, as well as the anticipated construction timeline and impacts. The meeting also provided opportunities for the public to ask questions and make comments.

The virtual public meeting was held from 6 – 7:30 p.m. on Wednesday, June 8, 2022. The meeting was hosted using Zoom. Attendees could participate by computer and/or phone. A total of 120 community members participated in the meeting. Project team members and staff from ADOT, the towns of Gilbert and Queen Creek and Maricopa Association of Governments also participated in the meeting.

2.1 Public Meeting Notification

i. Project Website

ADOT hosted the project website (azdot.gov/L202-L101-to-ValVista), which was launched on June 10, 2021. The project website provided a project overview, including a list of the project elements, a timeline, the public meeting date and instructions on how to participate in the public meeting, project fact sheets in English and Spanish, a link to an online comment form and information on the ways to ask questions or make comments. All the materials related to the public meeting were posted to the project website, including:

- Public Meeting Information
- Public Meeting Presentation (in English and Spanish)
- Public Meeting Recording
- Title VI/Civil Rights information

Copies of the public meeting materials posted to the website are included in Appendix A.

ii. GovDelivery and Emails

Information on how to participate in the virtual public meeting and reminder notices were distributed by ADOT on May 20, June 1 and June 7, 2022 via GovDelivery to Loop 202 Santan Freeway subscribers, as well as by email to the stakeholders on the project contact list.

Copies of the GovDelivery notices and the news release can be found in Appendix C.

iii. News Release

ADOT Public Information staff distributed a news release to media outlets on June 1, 2021.

iv. Social Media

ADOT Digital Communications staff posted to ADOT's Facebook and Twitter accounts between May 25 and June 5, 2022, providing information about the public meeting and commenting opportunities.

Examples of the social media posts can be found in Appendix C.

v. Direct Outreach

Beginning in January 2021, the Community Relations team called businesses, HOAs, schools and churches near the project area to provide information about the project and the public meeting. Email addresses were collected from the project stakeholders and added to the mailing list. Additional email addresses provided by the town of Gilbert and the city of Chandler were added to the list. Information about the public meeting, as well as the public meeting flyer (in English and Spanish) were emailed to these stakeholders on May 20, June 1 and June 7, 2022.

A copy of the flyer can be found in Appendix C.

2.1.6 Direct Mailers

Direct mailers in English and Spanish were sent to all residential and business properties (18,038 total) within one quarter mile of the project limits. In addition, the flyer included a brief notice in Chinese, Korean and Vietnamese on how to request language services or other accommodations, based on the LEP analysis. The 8.5" x 11" tri-fold mailer included information about the project, how to participate in the virtual public meeting and how to provide comments. The mailers were sent on May 24, 2022. A copy of the direct mailer can be found in Appendix C.

2.1.7 Earned Media

News articles about the public meeting were published or posted online in the *Gilbert Sun News*, *Queen Creek Sun Times*, Channel 15 ABC News Operation Safe Roads, Chandler Community Impact and the *East Valley Tribune*. Copies can be found in Appendix C.

3. Public Meeting

The public meeting was hosted online through the Zoom meeting platform with simultaneous interpretation in Spanish. English and Spanish participants could also call into the meeting if they did not have the ability to participate online. The meeting featured a presentation by the project team, followed by a question-and-answer period. Participants, who were provided information on how to ask questions and provide comments, could ask questions verbally via Zoom's Raise-Hand feature or submit written questions online through Zoom's Q&A feature. Call-in participants could also ask questions by phone by pressing *9.

Project team members from ADOT and AZTEC Engineering served as panelists at the meeting. Panelists included: ADOT Senior Project Manager Kirstin Huston, AZTEC Engineering Vice President Ronald Szwiec and ADOT Community Relations Project Manager Carolynn Ludington. Additional project team staff and a Spanish speaking interpreter were present to assist in facilitating the online meeting and Q&A session. Participants were notified that comments and questions about the project could also be submitted during the public comment period through email, telephone, USPS mail or online. Participants were notified that all project related materials, including the presentation, were available online.

Additionally, the presentation script was translated into Spanish and posted to the project website. At the meeting, the Spanish interpreter let the audience know where they could find the Spanish presentation and that she would be available for the Q&A portion of the meeting. The interpreter also read the Title VI Nondiscrimination Notice to the Public and Auxiliary Aids and Services slides in Spanish, as well as how to ask questions and take the self-ID survey.

3.1 Public Meeting Materials

A variety of public meeting materials were made available in both English and Spanish to the public online via the project website. These public meeting materials, which can be found in Appendix A, included:

- Presentation
- Fact sheets
- Online comment form
- Self-Identification survey
- After the meeting, a recording of the presentation (English and Spanish) was posted on the project website

3.1.1 Presentation

The presentation can be found in Appendix A and covered the following topics:

- Project overview, background and need.
- Major project elements, including the widening configurations
- Noise analysis and noise abatement
- Schedule

- What to Expect During Construction
- How to Provide Input
- Q&A

4. Public Comments

This section summarizes the comments received during the public-comment period from May 16, through June 22, 2022. Comments could be submitted through the following methods: USPS mail, telephone, e-mail and online. A total of 112 comments were received through the following methods:

- Virtual Public Meeting: 76 comments
- Online Comments (<https://azdot.gov/L202-L101-to-ValVista/comment-form>): 23 comments
- Project Information Line: 2 comments
- Email: 11 comments
- Mail: 0

Community Relations staff worked with the project team to provide responses to each of the comments, which were also included in the public comment log. The public comment log is included in Appendix B.

4.1 Summary of Comments

Many similar comments and questions were received from multiple members of the public. Comments were classified into the following categories:

- Project Design
- Project Construction
- Noise or Noise Walls

A summary of frequent comments received in each category is provided below. All comments received during the public-comment period are included in Appendix B.

Project Design

- Concerns about the HOV lanes not being extended to Val Vista Drive.
- A desire to widen the freeway east of Val Vista Drive, due to continued growth in the southeast Valley.
- Questions about the type of surface treatment that will be used and a desire to use a pavement treatment that reduces noise. Several people expressed concerns about the diamond grinding treatment.

Project Construction

- Concerns about how construction will affect local traffic.
- Concerns about overnight construction noise.
- When the Lindsay Road Interchange will be completed and how that will tie into the widening project.

Noise/Noise Walls

- Concerns about additional traffic noise for residents living in proximity to the freeway and a desire for existing walls to be raised or lengthened in locations not warranted as part of the noise study.

5. Title VI Reporting

5.1 Self ID Surveys

Meeting participants were asked to complete ADOT's self-identification survey for Title VI reporting purposes. A total of 18 people completed the self-ID survey out of 71 attendees (excluding the panelists and ADOT/MAG/FHWA staff), which was a 25% response rate.

Of the 18 Self-ID responses, 1 (5.5%) participant identified as African American/Black, 1 (5.5%) identified as Asian, 4 (22.2%) identified as Hispanic/Latino, and 14 (77.8%) identified as White. These results were reviewed by the Civil Rights Office and based on this sample, project outreach was determined to be equitable.

5.2 Title VI Meeting Summary

A Title VI public meeting summary documenting ADOT's compliance with Title VI and Title II nondiscrimination and accommodations was submitted to the Civil Rights Office on June 20, 2022.

Appendix A: Public Meeting and Website Materials

Fact Sheet

Website Content

Public Meeting Presentation


Factsheet

LOOP
202

Loop 202: Loop 101 to Val Vista Drive Widening Project

OVERVIEW

The Arizona Department of Transportation has initiated a project to widen and improve Loop 202 (Santan Freeway) from Loop 101 (Price Freeway) to Val Vista Drive. Loop 202 is the main freeway serving the southeast Valley. Improvements are needed to address growing traffic demands in the southeast Valley and help relieve traffic congestion on Loop 202 during the morning and evening peak travel periods.



PROJECT ELEMENTS

- ▶ Adding two general purpose lanes in each direction from the Loop 202/Loop 101 traffic interchange to Gilbert Road
- ▶ Adding one general purpose lane in each direction from Gilbert Road to Val Vista Drive
- ▶ Widening exit ramps from one to two lanes
- ▶ Adding noise walls where warranted
- ▶ Widening overpass bridges
- ▶ Reconstructing the eastbound Arizona Avenue on-ramp and bridge

PROJECT SCHEDULE

The project is currently in the final design phase. Construction is anticipated to begin in 2024.

QUESTIONS/COMMENTS

ADOT welcomes your questions and comments. Please contact us in any of these ways:

- ▶ **Subscribe:** at azdot.gov/L202-L101-to-ValVista to receive project updates and traffic alerts.
- ▶ **By phone:** Call the ADOT Project Information Line at 855.712.8530.
- ▶ **Teléfono:** Línea de Información del Proyecto ADOT al 855.712.8530.
- ▶ **Online:** Submit a question or comment through the ADOT website. Visit apps.azdot.gov/contact_azdot/
- ▶ **By mail:** Write to ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007.

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons that require a reasonable accommodation based on language or disability should contact Carolyn Ludington at CLudington@azdot.gov or 480-594-6206. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De conformidad con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA) y otras leyes y autoridades contra la discriminación, ADOT no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieran una adaptación razonable basada en el idioma o la discapacidad deben comunicarse con Carolyn Ludington al CLudington@azdot.gov o al 855.712.8530. Las solicitudes deben hacerse lo antes posible para garantizar que el Estado tenga la oportunidad de abordar la adaptación.

다른 형태 또는 언어로 된 서비스나 사본을 받아보려면 855.712.8530, CLudington@azdot.gov 번으로 Carolyn Ludington 담당자에게 연락하시거나 웹사이트 azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive

Để có các dịch vụ hoặc bản sao dưới một dạng thức hoặc ngôn ngữ khác, xin liên lạc Carolyn Ludington tại 855.712.8530, CLudington@azdot.gov, hoặc đến viếng trang mạng azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive

如需獲取服務或是一種替代格式或語言的副本，請致電 855.712.8530, CLudington@azdot.gov 聯絡 Carolyn Ludington 或是瀏覽 azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive



Loop 202: Proyecto de ampliación de Loop 101 a Val Vista Drive

RESUMEN

El Departamento de Transporte de Arizona ha iniciado un proyecto para ampliar y mejorar el Loop 202 (Autopista Santan) desde el Loop 101 (Autopista Price) hasta Val Vista Drive. El Loop 202 es la autopista principal que da servicio al sureste del Valle. Se necesitan mejoras para hacer frente a las crecientes demandas de tráfico en el sureste del Valle y ayudar a aliviar la congestión del tráfico en el Loop 202 durante los períodos pico de viaje de la mañana y la tarde.



ELEMENTOS DEL PROYECTO

- ▶ Se agregarán dos carriles de uso general en cada dirección desde el intercambio de tráfico Loop 202/ Loop 101 hasta Gilbert Road
- ▶ Se agregará un carril de uso general en cada dirección desde Gilbert Road hasta Val Vista Drive
- ▶ Se ampliarán las rampas de salida de uno a dos carriles
- ▶ Se agregarán muros acústicos donde se justifique
- ▶ Se ampliarán los puentes de paso elevado
- ▶ Se reconstruirá el puente y la rampa de entrada en dirección este de Arizona Avenue

CRONOGRAMA DEL PROYECTO

El proyecto se encuentra actualmente en la fase final de diseño. Se prevé que la construcción comience en 2024.

PREGUNTAS/COMENTARIOS

ADOT agradece sus preguntas y comentarios. Póngase en contacto con nosotros en cualquiera de estas formas:

- ▶ **Por correo electrónico:** suscríbese en azdot.gov/sign-up-for-email-updates-from-adot-para-recibir-actualizaciones-del-proyecto-y-alertas-de-trafico.
- ▶ **Por teléfono:** A la línea de Información del Proyecto ADOT al 855.712.8530.
- ▶ **En línea:** Envíe una pregunta o comentario a través del sitio web de ADOT. Visite azdot.gov/Contact y luego seleccione **Proyectos en el menú desplegable**.
Por correo: Escriba a Relaciones Comunitarias de ADOT, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007.

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735411

Website

Public Meeting - Loop 202 (Santan Freeway), Loop 101 to Val Vista Drive

Overview

Documents

Public Meetings

Virtual Public Meeting Information


ADOT held a virtual public meeting on June 8, from 6 to 7:30 p.m.

Links to the presentation and recordings of the meeting are available here in English and Spanish.

- [Meeting Slides - English Script](#) 
- [Meeting Slides - Spanish Script](#) 
- [English Presentation Video](#) 
- [Spanish Presentation Video](#) 

COMMENTS/QUESTIONS

Submit questions and comments or request information in any of the following ways:

- **By Phone:** ADOT Project Information Line: 855.712.8530
 - Línea de Información del Proyecto ADOT: 855.712.8530
- **By Email:** ContactCarolynn Ludington at CLudington@azdot.gov 
- **By Mail:** ADOT Communications, 1655 W.Jackson St., MD 126F, Phoenix, AZ 85007

PROJECT EMAIL LIST

[Subscribe](#) to receive project updates.

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons that require a reasonable accommodation based on language or disability should contact Carolyn Ludington at cludington@azdot.gov or 480-594-6206. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

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Để có các dịch vụ hoặc bản sao dưới một dạng thức hoặc ngôn ngữ khác, xin liên lạc Carolyn Ludington tại 855.712.8530, cludington@azdot.gov, hoặc đến viếng trang mạng <https://azdot.gov/L202-L101-to-ValVista>.

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Public Meeting Presentation

Appendix B: Public Comments

Public Comment Log

Public Meeting Comments

Comments and Questions from the Online Survey

Email Comments

FAQs and Responses

PUBLIC MEETING COMMENTS

Loop 202, Loop 101 to Val Vista Public Meeting Q&A Report	
June 8, 2022, 6:00 - 7:30 p.m.	
Questions/Comments from June 8, 2022 Virtual Public Meeting	Answer
Currently, HWY 202 is already noisy. Will there be additional soundwall to the existing soundwall to reduce more noise in future? Thank you.	<p>New sound walls are planned in the following three locations:</p> <ol style="list-style-type: none"> 1. Along the north side of Loop 202 east of McQueen Road. The new wall is proposed to be 12 feet high and 2,347 feet long. 2. Along the south side of Loop 202 east of McQueen Road. The new wall is proposed to be 14 feet high and 1,985 feet long. 3. Along the south side of Loop 202 east of Lindsay Road adjacent to Quartz Hill Elementary School. The new wall is proposed to be 12 feet high and 2,000 feet long. <p>There will not be any sound walls that are modified.</p> <p>The new sound walls were based on ADOT and federal guidelines for noise abatement.</p>
Why stop at Val Vista? Greenfield on ramps have 1/2 mile plus back up during commute times?	<p>There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (https://www.ourmomentumplan.com/), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in</p>

	Maricopa County.
Will there be quiet pavement placed on lanes? Or will it be grounded like 101 where it is not working.	ADOT and the Maricopa Association of Governments (MAG) are currently assessing options for freeway surface treatments throughout the region. A decision is expected before this project begins construction.
Will there be a time during the project when the on/off ramps at Val Vista will need to be closed due to construction?	Yes some type of closures will be needed at those ramps for the project to be constructed. We are still determining what closures will be needed.
What will the resurfacing material be? I hope it's going to be "Quiet Concrete" as everything else wears out quickly, and the freeway is very noisy where there was "quiet asphalt"	We have not yet made a decision on the type of pavement treatment for this project.
Would you be willing to share the date slide again?	The slide with the schedule was provided. Design will continue through 2022. Construction is expected to begin in early 2024 and take approximately 2 1/2 years to complete.
Will the quiet sound deadening pavement be used?	A decision has not yet been made regarding the pavement treatment for this project. A decision is expected before this project begins construction.
Some of the existing expressways were built with a surface that degrades with sun exposure and becomes extremely loud (with small quiet spots in underpasses). Will this project use a road surface that can withstand sun exposure and remain quite long-term?	The final pavement treatment surface for this project has not yet been determined. We don't have information regarding sun exposure.

what is adot doing about extending the hov lane during this project, because of safety issues for motorcyclist	There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (https://www.ourmomentumplan.com/), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.
When will the Lindsay-202 interchange be open? Thank you	We believe that the project is expected to be completed later this year. Please contact Carolyn Ludington at cludington@azdot.gov
How will the construction affect the traffic?	Construction of the project will require some freeway closures during overnight and weekend timeframes, as well as closure of the ramps for reconstruction.
Why are you not extending the HOV lanes to Val Vista?	This has been responded to previously. There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (https://www.ourmomentumplan.com/), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.

Will the project complete at the same time or one section/exit at a time? And will it open as each section completes or will they open to the public at once at the end of this project?	We will reconstruct one set of ramps at a time and then continue to another ramp once that work is completed.
Why wasn't the HOV lane extended from Gilbert Rd. to Val Vista Rd.? Major backups are caused as the HOV vehicles merge into the general lanes.	There is a future HOV lane project east of Val Vista Drive as noted in previous responses.
We live next to the 202 at Dobson Rd. The sound tests were taken 3 years ago and the new construction will bring traffic even closer. The sound is already easily heard sitting in our living room and it will become far worse. We need a sound wall along Dobson and or sound dampening asphalt.	<p>There are multiple factors that go into the noise analysis. In addition to whether a location meets the noise threshold, there are other federal criteria that need to be met to qualify for noise abatement. Every neighborhood has different conditions that affect whether or not the noise threshold is met for consideration of mitigation (a sound wall) , such as proximity of homes to Loop 202, elevation of Loop 202 in relation to homes, and the type of ground surface between homes and the freeway.</p> <p>Details are provided in the noise analysis available on the project website. We encourage you to read through it, and if you have questions please reach out to Carolyn Ludington and we can go over it with you.</p>
The Alma School Place Community is located between Alma School and AZ Avenue on the South side of 202.	No response as this was a statement
when is the lindsay interchange expected to be finished and open	As noted previously the interchange will be completed this year. The project website is: https://azdot.gov/projects/central-district-projects/lindsay-road-interchange-project
Why aren't the HOV lanes being extended to Val Vista Dr?	The improvements for this section of freeway will accommodate the future anticipated traffic volumes through 2040. Future HOV lane widening is planned at a future date.

What is the criterion that warrants the sound walls in specific sections of Loop 202? We've noticed a significant increase in freeway noise, but especially semi truck jake brakes (Lindsay/202).	The criteria are provided in the ADOT noise report. The noise report is provided on the project website at https://azdot.gov/projects/central-district-projects/loop-202-santan-loop-101-val-vista/documents
Why not add a HOV lane from Gilbert to past Val Vista at the same time?	The improvements will accommodate the future anticipated traffic volumes. A future HOV lane project is planned east of Val Vista Drive.
due to hov stopping at gilbert lane and as a motorcyclist i have to stop in the middle of traffic	A future HOV lane project is planned east of this project.
Question regarding Alam School Place..Already noisy especially during colder days and certain times of day. We Need extended sound wall West of the existing wall behind WINCO and Kohls...please comment	As noted, sound walls were identified in three locations based on the noise analysis. The noise analysis includes more information about how these locations were determined. It can be found at: https://azdot.gov/projects/central-district-projects/loop-202-santan-loop-101-val-vista/documents
Diamond grind does not work. Please take this into account in your assessment.	Your comment will be noted for the record. A final decision has not yet been made on the pavement surface treatment.
Why aren't the HOV lanes being extended from Gilbert to Broadway on the 202?	There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (https://www.ourmomentumplan.com/), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County

Given the long backups at Val Vista and Gilbert daily, will you avoid shutting both exits at the same time even though Lindsay will be open by then?	Yes we will not be closing consecutive ramps. We anticipate the current Lindsay Road interchange project will be completed in the fall.
Are there any plans in future projects to continue the HOV lane that ends at Gilbert? That merge point can be a chokepoint at times.	As mentioned previously there is a future Loop 202 widening project east of Val Vista Drive.
There is already quite a bit of construction on the East Bound exit ramp of Val Vista and for the addition of Lindsay Road exit. Will this construction be complete before this project begins?	Yes, the projects will not overlap. The Lindsay Road interchange is expected to be complete this fall.
As loop 202 is around 150 ft from my backyard and master bedroom, how loud will overnight construction be?	We do not have the answer to this question. Please follow up with Carolynn Ludington at cludington@azdot.gov
so the big ditch that is between dobson and alma school just outside of the sound barrier will be encroached on by this expansion?	Approximately 500 feet of the channel will need to be reconstructed to accommodate the sound wall in that location, but we will not be impacting the bottom of the channel so the impacts will be minimal.
With all the money spent on the Lindsay Rd on/off ramps, how much of that will now have to be re-done with the lane widening?	There will be minimal reconstruction of the Lindsay Road interchange with this project.
When will there be a final determination of the surface that will be used for the project?	A determination has not been made about the final pavement treatment but will be determined prior to construction.
Why did the hov lane at gilbert end	The improvements will accommodate the anticipated traffic needs through 2040. There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM

	(https://www.ourmomentumplan.com/), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.
Will there be a ramp to the eastbound 202 from Dobson and from San Tan Village Parkway/Greenfield?	Currently there is an on-ramp to eastbound 202 at this location. We will not be adding a new ramp at this location, there isn't enough room in that location. We can't speak to the other location as part of this project.
Right now there is only Dobson East ramp, no West ramp at Dobson, does this project include the west ramp on Dobson, so it will relieve traffic on the ramps of Alma school & Arizona roads?	We won't be adding any new ramps at Dobson Rd. There is no room to the other set of ramps due to the proximity to Loop 101.
How loud will night construction be? I live along the 202 near Dobson and am concerned about increased noise from construction	Please contact Carolyn Ludington to follow up on this question. We are not sure at this time.
Which city owns the Gilbert interchange	City of Chandler
Reading the sound analysis will not reduce the noise and most people can't understand it. Your comments regarding sound mitigation are contrite and off-putting. The Alma School Place Community is noisy. Please extend the sound wall behind WINCO and Kohls.	Thank you for your comment, it will be included in our meeting record.
Will this project improve drainage on the 202? I do remember the 202 being flooded in 2014.	The freeway drainage will be based on a certain level of storm event. We are evaluating the drainage for this project, including the existing pump stations. The drainage will accommodate most storms, there may still be some water during large storms (1,000 year type events).

When was the last time ADOT actually had feet on the ground conducting sound readings instead of relying on canned analysis?	The noise analysis was based on the 2019 noise readings. We also conducted analysis based on updated traffic volumes.
Thanks for the answers.	You are welcome.
Regarding your sound analysis process, I suggest you actually visit communities!	We visited 25 locations in neighborhoods along Loop 202 to take noise readings for 30 minutes at three 10-minute increments. We evaluated 134 locations eastbound and 216 westbound.
why is the lindsay interchange taking so long to make	This project has had some unanticipated delays due to supply chain issues. The project is currently expected to be complete this fall.
I actually like sessions like this and want to know when there will be more of them.	Thank you. We do not anticipate holding another public meeting prior to construction but will advise the community if plans change.
Will the entire freeway be shut down during the phase?	The full freeway will not be closed at the same type, it will be closed in segments, most likely 3 mile segments, on nights and weekends.
Please consider extending or doubling up the sound wall along Alma School Place community (WinCo & Kohls areas). Currently it is very noisy, and adding more lanes will increase more noise to this community. Thanks.	The noise abatement is based on ADOT and federal guidelines. Additional noise abatement is not being considered beyond the three new sound wall locations indicated.
Why aren't there restricted lanes for 18-wheelers?	We will need to follow up on the response for this. Please contact Carolyn Ludington at cludington@azdot.gov .
Have you considered subterranean tunneling to relieve traffic backup?	We have no plans to build tunnels for detour routes.
Can you see the detailed map where and how large the widening is... so i could see for the location I live near... is that posted on line so you can do such a thing	Please follow up with Carolyn Ludington at cludington@azdot.gov to request this.

<p>Thank you, all of you, for your time, efforts and the opportunity to partake in this event.</p> <p>Your efforts are greatly appreciated.</p> <p>Thank you.</p> <p>Respectfully,</p> <p>Marcelo</p>	<p>You are welcome.</p>
<p>is there anticipated issues with side road usage during alt routes with regards to the construction?</p>	<p>ADOT is working with the city of Chandler and town of Gilbert to determine what the detour routes will be during construction. These have not yet been determined.</p>
<p>With all of the manufacturing companies along the 202, will the weight limit of the freeway be improved or will the material chosen be able to handle the truck traffic?</p>	<p>The material used will be Portland Cement Concrete pavement which has a lifespan of at least 20 years</p>
<p>Is there or will there be traffic relief plans in place for side or main road usage during construction?</p>	<p>Yes ADOT and the contractor will work with the Local jurisdictions to determine the detour routes.</p>
<p>Will emergency vehicle ingress and egress be improved with this project?</p>	<p>We are widening the ramps to two lanes and there will still be shoulders available for emergency access.</p>
<p>Will we likely need another widening in 10-13 years?</p>	<p>The traffic analysis indicates that the project will provide acceptable levels of service to accommodate future traffic needs on this segment of Loop 202 until 2040.</p>
<p>I'm referring to other than exit relief. typically many side streets will become congested away from the freeway. or will it be handled the same as off ramp exits?</p>	<p>There is a requirement for the contractor to work with the local jurisdiction to identify the detour routes and if any modifications for signal timing are needed to help accommodate detoured freeway traffic.</p>
<p>With the traffic volume increasing, will the material chosen last more than 10 years? What materials have been reviewed?</p>	<p>The material used for the base freeway will be Portland Cement Concrete Pavement (PCCP) with a lifespan of at least 20 years. A decision on the pavement surface treatment has not been determined yet.</p>

thank you...that's the answer I was looking for. much appreciated regarding side street traffic.	You are welcome.
Thanks for letting us know concrete will be used on this project.	You are welcome.
I came in late..is there a projected target date of completion?	We anticipate the project will be completed between late 2026 and mid-2027
Has the environmental impact been completed yet?	We are continuing the environmental analysis. We have conducted much of the state required analysis and anticipate completing the final environmental documents as a Categorical Exclusion later this year.
Will we be able to see the findings from the environmental impact?	Yes the document will be posted on the project website.
How many lanes will be shut down during high traffic?	The intent will be to have closures during non-peak travel times overnight and on weekends.
Can you briefly explain what categorical exclusion means?	There are different levels of environmental clearances required based on the type of project. A Categorical Exclusion is conducted when there are not major impacts to the environment.
Will the closure affect all lanes during weekend construction or will lanes be limited?	There will be overnight and weekend full closures and lane restrictions during construction.
1. Are there any projects to improve public transit, such as commuter buses, etc.? 2. Can the vegetation density be increased (rather than maintained the same) to reduce noise and heat?	This project does not address public transit. The vegetation density will be similar to the existing plant density. Please note that vegetation is not used as a noise abatement measure.
Will improved signage be part of this project?	Yes, new signage will be included according to ADOT standards.
Will there be another public meeting to present final sound mitigation/ surface treatment? It's important to the public that effective sound mitigation is selected.	We do not currently anticipate a future public meeting. We will provide notification of the decision on this prior to construction.
With the current water conditions, what plants will be used that will not require a	We don't currently have that information but you can follow up with Carolyn Ludington to get this

lot of watering?	information.
Will any part of the project be using blacktop or all concrete?	We will be using concrete as the base surface. The final pavement surface treatment on the concrete has not yet been determined.
Will the single HOV/electric-car lane remain open during the construction (whenever any given highway section is not closed)?	We are still determining the traffic configuration during construction and whether the HOV lane will remain during construction.
How can the final surface treatment decision be effectively communicated to the public?	ADOT Communications and Public Involvement will provide an update to the community regarding the decision on the final pavement surface treatment, and we will be notifying people who attended this public meeting, who signed up for our mailing list and through other methods such as social media and our city project partners.
Are there any reasons for concern regarding lines or pipes underground that may affect residents?	We look at the existing utility plan and conduct investigation (potholing) to locate underground utilities. We take this account in our design.
With the pipe that broke under the 60, are there any pipes under the 202 in danger of the same thing now or during the construction?	We are still conducting investigations to determine underground utilities.
Thank you to ADOT and your project team for your time and efforts to share this project specific information.	You are welcome.
will they be blocking several miles of safety cones prior to actual construction or will they limit to a reasonable length to avoid unnecessary cones and traffic	There are requirements for the traffic control during construction.
Is there any fiber optic cable under the 202?	We are still identifying whether there are any fiber optic crossings under the freeway. There is fiber parallel to the freeway and this will need to be relocated as part of the project
My suggestion to the project team is to communicate the surface treatment decision to the public rather than check	

the website. It's highly concerning to ppl who live here. Thank you to the team for all your work.	
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Question/Comment: The noise we experience living 1/2 mile south of the section of Loop 202 between Gilbert Rd and Lindsay Rd at times is already extreme given the lack of any noise walls.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: Love it! Much needed improvements! Can you start sooner than 2024?

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: In the published documents it was not clear to me what the current speeds are throughout the day and what the expected speeds would be upon completion of the project. As an example, one spot indicates that the posted speed is 50 and the existing speed is 94. This does not provide a clear indication that vehicles are being slowed as a result of the current design. Before any work is done here there needs to be a better understanding of what the current speeds are, and what the expected speeds will be. If drivers are required to drive at the speed limit (rather than speeding) at certain times of the day, this means no changes to the roadway are required. Instead, driver behavior needs to change.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: I have reviewed the Project Loop 202: Loop 101 to Val Vista Drive Widening Project and highly suggest to widen the eastbound 202 until San Tan Village Parkway. Your scenario will still create a nightmarish backup everyday at rush hour at Gilbert as that is where the merge happens. Most of the traffic exits at Gilbert and/or Val Vista and by keeping it widened past this point will allow efficient traffic flow instead of creating a bottleneck at these pinch points. The new Lindsay exit will help some, but it will still bottleneck. Also, please extend the HOV lane until San Tan Village Parkway as well.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: noticed that you said that you were adding 1 lane in each direction, is this the hov lane that you are extending so people like me who ride a motorcycle won't worry about being hit from behind because traffic stops to merge at gilbert road.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

The improvements will accommodate the anticipated traffic needs through 2040. There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (<https://www.ourmomentumplan.com/>), which identifies new freeway projects to the year 2050. It

is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.

Question/Comment: While the 202 needs to be widened, the current situation can be given quicker fix by doing something that should have been done a few years ago and that is complete the eastbound HOV lane from Gilbert to the 24 connection.

Also you need to get on making more than just that for the southeast valley. A widened Hunt Highway that connects to the 10 is a must. The growth out here is already overwhelming the infrastructure. An outlet that doesn't require miles of surface streets to get to is something you will regret not doing sooner than later.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: I have lived in Power Ranch for the past 5 years. Even though a substantial portion of the eastbound traffic exits at Val Vista, a good number of cars exit at San Tan Village Pkwy as an alternative to Val Vista. I believe the expansion should continue past Val Vista to San Tan Village Pkwy or Williams Field Road. As a consistent user of the carpool lane, it's easy to observe the eastbound congestion that occurs at Gilbert Road where the carpool lane ends and traffic has to merge. The plan adds a general purpose lane from Gilbert to Val Vista; why doesn't the plan include an extension of the carpool lane?

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

The improvements will accommodate the anticipated traffic needs through 2040. There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (<https://www.ourmomentumplan.com/>), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.

Question/Comment: What is adot doing about extending the hov lanes for motorcycles as it ends at Gilbert road and is a safety hazard for motorcyclist

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

The improvements will accommodate the anticipated traffic needs through 2040. There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (<https://www.ourmomentumplan.com/>), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.

Question/Comment: The growth of the area is substantial more than when the sound study was done, it's now outdated.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: Please consider extending or doubling up the sound wall along Alma School Place community (WinCo & Kohls). Currently it is very noisy, adding more lanes will increase more noise to this community. Thank you.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: We live next to the 202 and it's already noisy with our 20ft wall, so we're concerned about the increase in noise when the project is done.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: An HOV lane should also be added from Gilbert Rd to at least Val Vista Dr and preferably Santan Village Pkwy. Last I heard this was still several years away from happening - please move that project up - the section between Gilbert Rd and Val Vista Dr needs six lanes, not four or five.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: I don't feel the proposed improvements address the traffic volume and congestion between Gilbert Road and Val Vista. I recommend extending the HOV lane to at least Val Vista (it may also qualify for federal funds).

Another issue not addressed is the congestion trying to enter the 202 at Val Vista and San Tan village Parkway. Both of these have long queues of cars trying to enter the 202.

My Suggestions:

1. Maybe the traffic lights could be modified to allow more cars to make left turns to the 202 ramp to help empty the queues.
2. Add Frontage roads for the full section of the 202 being addressed by this proposal.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: I agree in principle that widening is needed, but it escapes me why ADOT, which already created a natural bottleneck with the current design (where the HOV lane ends at Gilbert road), sees doing the EXACT same thing again only with a few more lanes as the answer. It's ridiculous and foolish. Why not make the lanes uniform to at least Santan Village Parkway? It is insanity to do the same thing and expect a different result. Is Gilbert second to Chandler and Mesa? Why do those municipalities enjoy the privilege of a dedicated HOV lane while Gilbert does not?

Your crews are second to none. I think they deliver excellence in every project. Your designers need to stop playing games and fully widen the freeway in Gilbert as well.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

The improvements will accommodate the anticipated traffic needs through 2040. There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (<https://www.ourmomentumplan.com/>), which identifies new freeway projects to the year 2050. It

is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.

Question/Comment: I like the idea of another lane added, possibly add more carpool lane to existing past Gilbert to Higley or all the way to new interchange in both directions, more traffic is coming daily with all the new homes being built in San Tan Valley and most work WEST in Chandler, Tempe and Phoenix.

Walls need to be higher off McQueen area.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: I have serious concerns with the Loop 202 project. My house is located next to the sound wall (between alma school and arizona) and the sound is quite loud. The sound will only get louder with the extension of two lanes closer to my house. Will additional sound walls be constructed? In addition, the amount of dust and tire debris constantly bombards my yard and house. This will also get much worse. I look at it as a health issue. Higher sound walls and natural protection e.g. large trees will help.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: It would benefit traffic flow if the carpool lanes we're extended to Val Vista, in each direction

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: Limiting the extent of the project to Val Vista drive appears to be an intentional boondoggle. San Tan Village Parkway and Williams Field Road handle a significant portion of the commuter and commercial traffic. Stopping the project short of one or both of those exits seems intended to later justify widening of the less utilized freeway beyond, which could easily be put off for decades were the project scope extended to deal with the entirety of the high traffic area. You should reconsider the incremental costs of completing the HOV and general purpose lanes to Williams field as a part of this project to save money in the long run.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: The plan needs to include the elimination of merging lanes, this creates bottlenecks and ultimately accidents. The widening of the current freeway system where these current lanes merge at Arizona Avenue (Right Lane Ends) and Gilbert Road (HOV Lane Ends) would increase traffic flow and prevent current vehicle collision incidents. Widening the freeway but creating new bottlenecks will not solve the current traffic congestion issue.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: I am interested in why the HOV lane has not been continued east to Power Road. That creates so much back upon the mornings driving into work.

During the 101 widening project between Chandler Blvd and Baseline, whoever did that (construction company) did a great job. I drove from Higley to 56th St on the 101 to work and whoever did that part did a fantastic job. Signage was great, etc. The north part of the 101 in North Phoenix construction was not the same!!!!

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

The improvements will accommodate the anticipated traffic needs through 2040. There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (<https://www.ourmomentumplan.com/>), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.

Question/Comment: Why can't ADOT coordinate and plan better on the freeway system? The Lindsay road exit ramp is being done now, why was the additional lane not added at this time? Then that part of the 202 would not have to undergo construction twice. When Freeways are designed, why not take future growth into consideration so that massive rework would not have to be done when adding lanes? Having to redo overpasses, etc. should not have been done now if proper planning would have taken place. Why are bottlenecks designed into the freeway system? Merging 4 lanes from 202 E bound with 3 lanes from 101 S bound and then rapidly going down to 4 lanes should not surprise anyone that there are bottlenecks there. Another example is the new South Mountain 202, why would the additional lanes W bound on I-10 be added until the 101? You have the lanes from the 202 added to the I-10 and only have extra lanes for a mile or two causing a bottleneck. Why were those lanes not extended to the 101 where traffic would exit there?

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

ADOT doesn't just build out the freeways to the ultimate configuration when they first construct the freeway. It has to do with need based on anticipated traffic volumes for the next 20 years. They do plan ahead to minimize rework by purchasing the right of way in the ultimate configuration and then widening within that footprint. Having lane transitions between wider and narrower sections of freeway go along with only building what is needed so that they can construct other freeways and improvements statewide.

The Lindsay traffic interchange project was designed to accommodate the future widening. Work on that project widened the eastbound Val Vista Drive off-ramp and the westbound Gilbert Road off-ramp to tie into the L202, L101 to Val Vista widening project.

Question/Comment: A comment regarding the current plans for this expansion. The eastbound HOV lane ending at Gilbert Rd will continue to be a congestion point. With the addition of another lane reduction at the same point, the slow down / backup at Gilbert will likely be worse than it is now.

It would seem that a better solution would be to extend the HOV lane to Val Vista, and add a single general purpose lane from the 101 to Val Vista. Avoiding the lane reduction will have a better effect on the overall flow and capacity.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

Question/Comment: I was not able to attend the Loop 202 project public meeting and would like to talk to someone about the pavement surfacing for the new project.

Response: Thank you for your interest in ADOT's L202, L101 to Val Vista widening project and your question regarding pavement surfacing. We have not yet made a decision on the type of pavement treatment for this project.

Question/Comment: As the fact sheet suggests, this proposed project will add two general purpose lanes in each direction from the Loop 202/Loop 101 traffic interchange to Gilbert Road. And it will add one general purpose lane in each direction from Gilbert Road to Val Vista Drive. My question is what will be the total lane miles added?

Response: Thank you for taking time to send your question to ADOT regarding the Loop 202, Loop 101 to Val Vista Drive project. The length of the project is 8 miles. With two lanes in each direction from 101 to Gilbert Road and one lane each direction from Gilbert Road to Val Vista Drive, it will be about 29 lane miles.

Question/Comment: Will the project include adding HOV lanes to Loop 202 between Gilbert Road and Pecos Road? Are there plans to add HOV lanes to the San Tan Loop 202 beyond Gilbert Road. If so, when and how far? Thank you.

Response: Thank you for your interest in ADOT's Loop 202, Loop 101 to Val Vista Drive widening project and asking if there are other plans for HOV lanes. There is a future project planned that will widen Loop 202 between Val Vista Drive and Main Street/Apache Trail in Mesa. That project will include HOV lanes from Gilbert Road to Broadway Road, thereby completing the HOV lane system for the entire 78-mile length of Loop 202. The future project is included in the Regional Transportation Plan (RTP), also known as MOMENTUM (<https://www.ourmomentumplan.com/>), which identifies new freeway projects to the year 2050. It is planned to be constructed in a late phase of the RTP. A portion of the funding is assumed to come from the extension of Proposition 400, the dedicated half-cent transportation sales tax in Maricopa County.

Question/Comment: 1. Are there any projects to improve public transit, such as commuter buses, etc.?
2. Can the vegetation density be increased (rather than maintained the same) to reduce noise and heat?

Response: Thank you for taking time to share your comments with ADOT for the Loop 202, Loop 101 to Val Vista widening project. As mentioned during the public meeting, this project does not address public transit. ADOT does have transit projects statewide. In the area of the Loop 202 project, ADOT coordinates with the Maricopa Association of Governments and Valley Metro. I have linked the websites for more information. The vegetation density will be similar to the existing plant density. Please note that vegetation is not used as a noise abatement measure.

Question/Comment: What are you going to do about the noise level on Lyndsay and Queen Creek. Late at night we have cars racing or motorcycles speeding up Lyndsay. Please find a solution for this, it is very annoying for residents that live near the street.

Response: Thank you for taking time to share your comment with ADOT for the Loop 202, Loop 101 to Val Vista Drive widening project. ADOT primarily builds and maintains state roads and freeways. You may wish to contact the Town of Gilbert Streets Department: <https://www.gilbertaz.gov/departments/public-works/streets/street-maintenance> or Gilbert Police non-emergency: (480) 503-6500.

Question/Comment: 1. Would like to know if you can see a map that shows just how wide the expansion will be? When asked the question, I was told to send a written requested. Our address is 1238 S Brentwood Ct, Chandler, AZ 85286 Can you see the detailed map where and how large the widening is... so i could see for the location I live near... is that posted on line so you can do such a thing'

2. We very often hear the Drag races on 202 after 11pm. How loud does the sound have to go before additional sound improvements/alternatives can be provided to address the noise. When the noise studies were done, how much was collected during covid when many people were not traveling. Was that taken into consideration?

Response: Thank you for your interest in ADOT's Loop 202, Loop 101 to Val Vista Drive widening project. The area of your home is marked in red on the map above. (Map provided in email.)

This cross section illustration shows the widening from Loop 101 to Gilbert Road. The gray portion shows the current lane configuration with 3 general purpose lanes and an HOV lane in each direction. The green portion shows how the freeway will be widened to the outside to accommodate two additional lanes. The widening will result in a final configuration of 5 general purpose lanes and 1 HOV lane in each direction. (Roadway cross section slide included in email.)

The Final Noise Report was completed in March 2019. The insert below shows where receivers and monitor sites were placed for your neighborhood. If you click on the link for the report, page 16 explains how the numbers are interpreted. Your area is in section 4, Monitor number MON-12. The predicted future noise level in that location in 2040 with the future traffic volumes is 62 dBA, below the 66 dBA threshold to consider additional noise abatement. The existing wall is effective in reducing noise levels below the threshold. Follow this link to read the Final Noise Report in full.

Loop 202 (Santan) will not be restricted to hazardous materials. Restricted Hazardous Material Routes are usually based on where there are limitations in being able to respond in an emergency response i.e., tunnels, or there is some environmental concern that could be impacted i.e., SRPMIC wetlands located beneath the 202/101 interchange by Tempe Marketplace.

Question/Comment: I live along the 202 between Dobson and Alma School in Pecos Ranch. I attended the Zoom meeting on Wednesday, 6/8, about the L202 widening project. Since my house backs up to the 202 wall, I am concerned about the level of construction noise at night. How much will the noise level increase during night construction? Also, I would like to know how much closer the freeway will be to the wall?

Response: Thank you for taking time to send your question to ADOT regarding the Loop 202, Loop 101 to Val Vista Drive project.

Between SR 101 and Dobson Road the new lanes will be 12 feet closer to the existing sound walls, between Dobson Road and Gilbert Road the new lanes will be 24 feet closer to the existing sound walls and between Gilbert Road and Val Vista Drive the new lanes will be 12 feet closer to the existing sound walls. Regarding construction-related noise, the contractor is required to follow local noise ordinance hours when performing work within the local's right of way. The contractor's plans will be reviewed by the City of Chandler and the Town of Gilbert. While noise and dust from the construction of the new freeway lanes can be minimized, they can't be eliminated. You will hear and see construction activity in this area for about two years.

Question/Comment: I'm emailing about 8898: SR 202 L from Val Vista Dr. to SR 101 L milepost 44 to 57. I saw that there was a public meeting held, but I did not see a right of way acquisition schedule in the meeting presentation. Can you tell me when the right of way phase for the project will start and when it will end?

Response: Thank you for contacting the Arizona Department of Transportation. All right of way parcels for the Loop 202, Loop 101 to Val Vista Drive widening project were acquired during the original construction in 2005. The widening for this project will be done to the outside within the existing freeway right of way. No new right-of-way or temporary construction easements are anticipated.

Question/Comment: I want to give feedback on overall ADOT freeway planning. Does ADOT really plan for future growth? It seems that Loop 202 Santan could have included these added lanes when it was initially built, but now bridges need to be widened and lanes have to be added resulting in greater costs. I would like to ask ADOT to really plan ahead for future growth, overbuild initially, and fight for funding to do that.

Response: Thank you for your comment about the Loop 202, Loop 101 to Val Vista widening project. Your comment was shared with the project team and will be added to the comment log in the meeting summary that will be posted to the project website.

ADOT doesn't build out the freeways to the ultimate configuration when the freeway is first constructed. Anticipated traffic volumes for the next 20 years is what drives the magnitude of the freeway and future widenings. ADOT plans ahead to minimize rework by purchasing the right of way in the ultimate configuration and then widening within that footprint. Having lane transitions between wider and narrower sections of freeway go along with only building what is needed, so that other freeways and improvements statewide can also be constructed.

The Lindsay traffic interchange project was designed to accommodate the future widening. Work on that project widened the eastbound Val Vista Drive off-ramp and the westbound Gilbert Road off-ramp to tie into the L202, L101 to Val Vista widening project.

Appendix C: Public Meeting Notification

Flyer

GovDelivery Notices

News Release

Earned Media

Social Media Posts

Flyer



Loop 202, Loop 101 to Val Vista Drive Widening Project

The Arizona Department of Transportation and its project partners invite you to attend a public meeting for the Loop 202 (Santan Freeway), Loop 101 to Val Vista Drive widening project, which is currently in the final design phase. The project will add two general purpose lanes from Val Vista Drive to Loop 101 and one general purpose lane from Gilbert Road to Val Vista Drive on Loop 202 in each direction, widen bridges and exit ramps, and add sound walls where warranted.

VIRTUAL PUBLIC MEETING

Wednesday, June 22, 2022 | 6-7 p.m.

HOW TO PARTICIPATE

The meeting will be held virtually via Zoom. Attendees may also call into the meeting.

JOIN ONLINE: Join via your computer or smart phone:
azdot.gov/L202-L101-to-ValVista/zoom-meeting

Meeting ID: 822 3292 7113

JOIN BY PHONE:

► +1 669.900.6833

DON'T HAVE INTERNET ACCESS?

If you do not have access to the technology needed to attend the virtual public meeting or to review the project information online, please contact Carolyn Ludington at 480.594.6206 or CLudington@azdot.gov for assistance.

CAN'T ATTEND?

The meeting presentation will be posted to the project website prior to the meeting. The meeting will also be recorded and posted to the project website following the meeting.

COMMENTS/QUESTIONS

Project comments can be provided through June 1, 2022, in the following ways:

► Online Comment Form:

azdot.gov/L202-L101-to-ValVista/comment-form

► Phone: 480.594.6206 | Email: CLudington@azdot.gov

► Mail: Attn: L202, L101 to Val Vista Drive Project, ADOT
Community Relations, 1655 W. Jackson St., MD 126F,
Phoenix, AZ 85007

► PROJECT EMAIL LIST

Visit the project website at azdot.gov/L202-L101-to-ValVista



Reunión Pública Sobre el Proyecto de Ampliación desde Loop 202/Loop 101 hasta Val Vista Drive

El Departamento de Transporte de Arizona y sus socios del proyecto lo invitan a asistir a una reunión pública para el proyecto de ampliación del Loop 202 (Autopista Santan), Loop 101 a Val Vista Drive, que actualmente se encuentra en la fase final de diseño. El proyecto agregará dos carriles de uso general desde Val Vista Drive hasta el Loop 101 y un carril de uso general desde Gilbert Road hasta Val Vista Drive en el Loop 202 en cada dirección, ampliará los puentes y las rampas de salida, y agregará muros acústicos donde se justifique.

REUNIÓN PÚBLICA VIRTUAL:

Miércoles, 22 de Junio de 2022, 6 - 7:30 p.m.

COMO PARTICIPAR

La reunión se llevará a cabo de manera virtual a través de Zoom. Los asistentes también pueden llamar a la reunión.

ÚNASE EN LÍNEA: En una computadora o teléfono inteligente:

azdot.gov/L202-L101-to-ValVista/zoom-meeting

Identificación de la reunión: 822 3292 7113

ÚNASE POR TELÉFONO:

► 866.730.7514 pin participante 984619#

Después de marcar este número, se les pedirá a los participantes que ingresen el pin de participante

¿NO TIENE ACCESO AL INTERNET?

Si no tiene acceso a la tecnología necesaria para asistir a la reunión pública virtual o para revisar la información del proyecto en línea, comuníquese con Carolyn Ludington al 480.594.6206 o CLudington@azdot.gov para obtener ayuda.

¿NO PUEDES ASISTIR?

La presentación de la reunión se publicará en el sitio web del proyecto antes de la reunión. La reunión también será grabada y publicada en el sitio web del proyecto después de la reunión.

COMENTARIOS/PREGUNTAS

Los comentarios del proyecto se pueden proporcionar hasta el 1 de Junio de 2022 de las siguientes maneras:

► Formulario de comentarios en línea:

azdot.gov/L202-L101-to-ValVista/comment-form

► Teléfono: 480.594.6206 | Correo electrónico:

CLudington@azdot.gov

► Correo: Attn: L202, L101 to Val Vista Drive Project, ADOT
Relaciones Comunitarias, 1655 W. Jackson St., MD 126F,
Phoenix, AZ 85007

► LISTA DE CORREO ELECTRÓNICO DEL PROYECTO

Visit the project website at azdot.gov/L202-L101-to-ValVista

GOVDELIVERY NOTICES

May 20, 2022

Loop 202, Val Vista Drive to Loop 101 widening project virtual public meeting set for June 8

Arizona Department of Transportation sent this bulletin at 05/20/2022 04:07 PM MST. If you would like alerts on this and other ADOT news, sign up above to receive our GovDelivery notices. Having trouble viewing this email? <https://content.govdelivery.com/accounts/AZDOT/bulletins/318456a>

SHARE

Loop 202, Val Vista Drive to Loop 101 widening project virtual public meeting set for June 8

The Arizona Department of Transportation and its project partners invite you to attend a public meeting for the Loop 202 (Santan Freeway), Val Vista Drive to Loop 101 widening project, which is currently in the final design phase. The project will add two general purpose lanes in each direction along Loop 202 between Loop 101 (Price Freeway) and Gilbert Road and one general purpose lane in each direction between Gilbert Road and Val Vista Drive. The project also will widen bridges and exit ramps and add sound walls where warranted.

The project team will give a presentation on the project, followed by an opportunity for the public to ask questions or make comments online or by phone.

VIRTUAL PUBLIC MEETING INFORMATION

Wednesday, June 8, 6 - 7:30 p.m.

The meeting will be held virtually via Zoom. Attendees may also call into the meeting.

JOIN ONLINE: On a computer or smartphone: <https://azdot.gov/L202-L101-to-ValVista/zoom-meeting>

Meeting ID: 822 3292 7113

JOIN BY PHONE:

- +1 669.900.8833 (English)
 - After dialing this number, the public will be asked to enter the meeting ID.
- 866.730.7514 (Spanish), participant pin 984619#
 - After dialing this number, participants will be asked to enter the participant pin

If you do not have access to the technology needed to attend the virtual public meeting or to review the project information online, please contact Carolyn Ludington at 480.594.6206 or cludington@azdot.gov for assistance.



CAN'T ATTEND?

The meeting presentation will be posted to the [project website](#) prior to the meeting. The meeting will also be recorded and posted to the project website following the meeting.

COMMENTS/QUESTIONS

Project comments can be provided through June 22 in the following ways:

Online Comment Form: <https://azdot.gov/L202-L101-to-ValVista/comment-form>

Phone: 480.594.6206 | **Email:** cludington@azdot.gov

Mail: Attn: L202, L101 to Val Vista Drive Project, ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007

June 1

Future Loop 202 widening to be discussed at June 8 virtual public meeting

Arizona Department of Transportation sent this bulletin at 06/01/2022 04:18 PM MST. If you would like alerts on this and other ADOT news, sign up above to receive our GovDelivery notices. Having trouble viewing this email? <https://content.govdelivery.com/accounts/AZDOT/bulletins/31a3600>

Future Loop 202 widening to be discussed at June 8 virtual public meeting

Please join the Arizona Department of Transportation and its project partners at a virtual public meeting for the Loop 202 (Santan Freeway) Loop 101 to Val Vista Drive widening project. The project team will give a presentation on the project, followed by an opportunity for the public to ask questions or make comments.

The meeting will be held **Wednesday, June 8, 6 - 7:30 p.m.**

HOW TO PARTICIPATE

The meeting will be held virtually via Zoom. Attendees may also call into the meeting.

JOIN ONLINE:

On a computer or smartphone: <https://azdot.gov/L202-L101-to-ValVista/zoom-meeting>

Meeting ID: 822 3292 7113

JOIN BY PHONE:

- +1 669.900.6833 (English)
 - After dialing this number, the public will be asked to enter the meeting ID.
- 866.730.7514 (Spanish), participant pin 984619#
 - After dialing this number, participants will be asked to enter the participant pin

If you do not have access to the technology needed to attend the virtual public meeting or to review the project information online, please contact Carolyn Ludington at 480.594.6206 or cludington@azdot.gov for assistance.

CAN'T ATTEND?

The meeting presentation will be posted to the project website prior to the meeting. The meeting will also be recorded and posted to the project website following the meeting.

COMMENTS/QUESTIONS

Project comments can be provided through June 22, 2022 in the following ways:

Online Comment Form: <https://azdot.gov/L202-L101-to-ValVista/comment-form>

Phone: 480.594.6206 | **Email:** cludington@azdot.gov

Mail: Attn: L202, L101 to Val Vista Drive Project, ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007

PROJECT EMAIL LIST

Visit the project website at <https://azdot.gov/L202-L101-to-ValVista>

QUESTIONS

Email: cludington@azdot.gov

Phone: 480.594.6206

Mail: Attn: L202, L101 to Val Vista Project, ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007



Schedules are subject to change based on weather and other unforeseen factors. For more information, please call the ADOT Bilingual Project Information Line at 855.712.8530 or go to azdot.gov/contact and select Projects from the drop-down menu. For real-time highway conditions statewide, visit ADOT's Traveler Information Site at www.az511.gov. Need to know where a milepost is? Click on the "Mile Markers" icon on the map at www.az511.com. Follow ADOT on Twitter ([@ArizonaDOT](https://twitter.com/ArizonaDOT)) or call 511, except while driving.

June 7, 2022

REMINDER to attend the Loop 202, Loop 101 to Val Vista Drive widening project virtual public meeting tomorrow, June 8

Arizona Department of Transportation sent this bulletin at 06/07/2022 12:53 PM MST. If you would like alerts on this and other ADOT news, sign up above to receive our GovDelivery notices. Having trouble viewing this email? <https://content.govdelivery.com/accounts/AZDOT/bulletins/31b1a00>

SHARE

REMINDER to attend the Loop 202, Loop 101 to Val Vista Drive widening project virtual public meeting tomorrow, June 8

Don't forget to join the Arizona Department of Transportation's virtual public meeting tomorrow, June 8, to learn about planned improvements to Loop 202 between Loop 101 and Val Vista Drive.

The project team will give a presentation, followed by an opportunity for the public to ask questions or make comments.

VIRTUAL PUBLIC MEETING INFORMATION

The meeting will be held Wednesday, June 8, 6 - 7:30 p.m.

HOW TO PARTICIPATE

The meeting will be held virtually via Zoom. Attendees may also call into the meeting.

JOIN ONLINE: On a computer or smartphone: <https://azdot.gov/L202-L101-to-ValVista/zoom-meeting>

Meeting ID: 822 3292 7113

JOIN BY PHONE:

- +1 669.900.8833 (English)
 - After dialing this number, the public will be asked to enter the meeting ID.
- 866.730.7514 (Spanish), participant pin 984619#
 - After dialing this number, participants will be asked to enter the participant pin

If you do not have access to the technology needed to attend the virtual public meeting or to review the project information online, please contact Carolyn Ludington at 480.594.6206 or cludington@azdot.gov for assistance.

CAN'T ATTEND?

The meeting presentation will be posted to the project website prior to the meeting. The meeting will also be recorded and posted to the project website following the meeting.

COMMENTS/QUESTIONS

Project comments can be provided through June 22, 2022 in the following ways:

Online Comment Form: English/Spanish <https://azdot.gov/L202-L101-to-ValVista/comment-form>

Phone: 480.594.6206 | **Email:** cludington@azdot.gov

Mail: Attn: L202, L101 to Val Vista Drive Project, ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007

PROJECT EMAIL LIST

Visit the project website at <https://azdot.gov/L202-L101-to-ValVista>



Schedules are subject to change based on weather and other unforeseen factors. For more information, please call the ADOT Bilingual Project Information Line at 855.712.8530 or go to azdot.gov/contact and select Projects from the drop-down menu. For real-time highway conditions statewide, visit ADOT's Traveler Information Site at www.az511.gov. Need to know where a milepost is? Click on the "Mile Markers" icon on the map at www.az511.com. Follow ADOT on Twitter ([@ArizonaDOT](https://twitter.com/ArizonaDOT)) or call 511, except while driving.

NEWS RELEASE

ADOT News: Virtual meeting for future Santan Freeway project set on June 8

Arizona Department of Transportation sent this bulletin at 06/01/2022 04:35 PM MST. If you would like alerts on this and other ADOT news, sign up above to receive our GovDelivery notices. Having trouble viewing this email? <https://content.govdelivery.com/accounts/AZDOT/bulletins/31a610f>

SHARE

Virtual meeting for future Santan Freeway project set on June 8

Project provides Loop 202 upgrades from Loop 101 to Val Vista Drive

A virtual public meeting has been scheduled on Wednesday, June 8, to provide information about a future project to widen Loop 202 (Santan Freeway) in the southeast Valley.

The Arizona Department of Transportation and partnering agencies will host the virtual meeting about the planned Loop 202 project in the Chandler and Gilbert areas.

The project is currently scheduled to start construction in 2024 as part of the Maricopa Association of Governments' Regional Transportation Plan. It will add two new lanes in each direction along Loop 202 between Loop 101 (Price Freeway) and Gilbert Road as well as one new lane in each direction between Val Vista Drive and Gilbert Road.



The meeting will include a presentation by project staff and an opportunity for participants to ask questions and provide comments either online or by phone. **Those who are interested can attend the virtual meeting as follows:**

What: Loop 202 Santan Freeway (Loop 101 to Val Vista Drive) Project Virtual Public Meeting

When: Wednesday, June 8, from 6 p.m. to 7:30 p.m.

How To Participate: The meeting will be held virtually via Zoom. Use this link to join online via a computer or smartphone: <https://azdot.gov/L202-L101-to-ValVista/zoom-meeting>. The Meeting ID Number will be: 822 3292 7113.

To join the meeting via phone: English language dial 1.669.900.6833 and use the meeting ID Number (822 3292 7113). Spanish language dial 866.730.7514 and use this Participant Pin: 984619#.

Project information, including how to provide comments without attending the virtual meeting, is available on the [project website](#).

In addition to widening the freeway, the Loop 202 project between Loop 101 and Val Vista Drive also is being designed to widen bridges and interchange ramps, add sound walls where warranted and provide other improvements.

Construction is funded in part by Proposition 400, a dedicated sales tax approved by Maricopa County voters in 2004.

EARNED MEDIA

ADOT hosting public meeting on upgrades to southeast Valley freeway

ADOT is looking to answer commuters' questions and concerns about an upcoming construction project on Loop 202 (Santan) in the southeast Valley.



By: [Megan Thompson](#)

Posted at 4:00 AM, Jun 08, 2022 and last updated 6:49 AM, Jun 08, 2022

ADOT is looking to answer commuters' questions and concerns about an upcoming construction project on Loop 202 (Santan) in the southeast Valley.

The department is holding a virtual meeting Wednesday night to discuss work on the freeway between Loop 101 (Price) and Gilbert Road that would add two new lanes in each direction. They will also be adding one new lane in each direction between Val Vista Drive and Gilbert Road.

Construction is slated to start in 2024.

Drivers can participate in the meeting from 6-7 p.m. by phone or Zoom.

ADOT provided the following information on how people could join the meeting online:

Use this link to join online via a computer or smartphone:

<https://azdot.gov/L202-L101-to-ValVista/zoom-meeting>

The Meeting ID Number will be: 822 3292 7113.

To join the meeting via phone: English language dial 1.669.900.6833 and use the meeting ID Number (822 3292 7113). Spanish language dial 866.730.7514 and use this Participant Pin: 984619#.

In addition to widening the freeway, the Loop 202 project between Loop 101 and Val Vista Drive also is being designed to widen bridges and interchange ramps, add sound walls where warranted and provide other improvements.

Santan Freeway widening to begin in 2024

- By Cecilia Chan GSN Managing Editor
- Jun 17, 2022 Updated Jun 17, 2022



Plans are in the works to begin widening an 8-mile stretch of Santan Freeway through Gilbert and Chandler beginning in early 2024 that will increase traffic capacity and help reduce congestion through 2040.

The public has until June 22 to give their input on the Arizona Department of Transportation project, which includes new sound walls and wider exit ramps.

“Loop 202 is a vital transportation corridor for the southeast communities of the City of Chandler and the Town of Gilbert,” said Kirstin Huston, ADOT senior project manager at a virtual meeting June 8. “It also provides connection to and from Loop 101.”

The meeting included a question-and answer-session with viewers about the project.

Huston said the widening of the Santan Freeway from the 101 to Val Vista Drive is needed due to the fact that Maricopa County is one of the fastest growing regions in the country.

“Growing traffic demand has caused Loop 202 to become increasingly congested during the morning and evening peak,” she said.

If the situation is not addressed, “traffic is expected to have a failing level of service by 2030,” according to Huston.

The project calls for adding two general purpose lanes in each direction on the 202 from Loop 101 to Gilbert Road and one general purpose land in each direction from Gilbert Road to Val Vista Drive.

Currently, there are three general purpose lanes and a HOV or High-Occupancy Vehicle lane in each direction.

Additionally, exit ramps in the project area will increase to two lanes from one, overhead bridges will be widen and eastbound Arizona Avenue on-ramp and bridge will be reconstructed, according to Huston.

New sound walls will be built at three locations to mitigate against the traffic noise.

Along the north side of Loop 202 east of McQueen Road there will be a 12-foot-tall wall, approximately 2,347 feet long; along the south side of Loop 202 east of McQueen Road, there

will be a 14-foot-tall wall, approximately 1,985 feet long and along the south side of Loop 202, west of Val Vista Drive, the wall will be 12 feet high and about 2,000 feet long.

Huston said the locations are based on a noise analysis conducted in 2019 and updated earlier this year and on ADOT and federal regulations. Existing sound walls will remain in place, she added.

And, there are no plans to extend the current sound walls, according to Diana Dunn, an environmental planner and project manager at AZTEC Engineering Group. She noted that the 2019 study looked at what the noise level would be on that portion of the freeway, 20 years out.

To minimize impacts to drivers during construction, restrictions and closures on the 202 will primarily occur during overnight hours and on weekends and not on major holidays or during large community events, according to Huston.

Ramps will need to be closed for reconstruction, although no two consecutive ramps will be closed, she said.

A number of meeting participants asked questions about things such as what material will be used on the roadway to help dampen the noise.

“I know that everybody would probably like to know tonight what the surface treatment will be,” said Randy Everett, ADOT Senior Division administrator. “And ADOT and Maricopa Association of Governments are looking at all options for surface treatment and that’s not only on this project, but that’s throughout the entire Valley.

“So we don’t have an answer for what surface treatment will be on this project. We will, before it goes to construction but we do not have that answer at this time.”

Some viewers asked why other ramps that have traffic backup during commute times aren't being widened as well.

"The traffic analysis has shown that this area from 101 to Val Vista has the biggest need," Huston explained.

Currently the project is in the final design phase, which is anticipated to be completed late this year, according to Huston.

"Construction is expected to start in early 2024, and take two to two and a half years to complete, which places completion of the project in late 2026 to mid-2027," she said.

Andrew Moreno, AZTEC project manager, said portions of the improved roadway will open when feasible instead of waiting until full completion of the project.

The project is part of MAG's Regional Transportation Plan and will be funded in part by Proposition 400, a dedicated sales tax approved by Maricopa County voters in 2004.

Chandler Community Impact:

<https://communityimpact.com/phoenix/chandler/events/2022/06/02/adot-to-host-informational-meeting-for-loop-202-expansion-project/>

ADOT to host informational meeting for Loop 202 expansion project

By [Lucie Flagg](#) | 1:10 PM Jun 2, 2022 MST

Updated 1:10 PM Jun 2, 2022 MST



The project will extend from Loop 101 in Chandler to Val Vista Drive in Gilbert. (Courtesy ADOT)

The [Arizona Department of Transportation](#) will be hosting a [virtual meeting](#) Wednesday, June 8, about a future project in Gilbert and Chandler.

The plan will add two new lanes in each direction to Loop 202-Santan Freeway between Loop 101-Price Freeway in Chandler and Gilbert Road in Gilbert. It will also add one new lane in each direction between Gilbert Road and Val Vista Drive.

This project is a part of the [Maricopa Association of Governments'](#) Regional Transportation Plan called [Momentum](#). It is a countywide plan that strategizes smarter transportation infrastructure.

Construction of this project is set to begin in 2024 and will be funded in part by [Proposition 400](#). The dedicated half-cent sales tax for transportation projects was passed by Maricopa County voters in 2004.

The upcoming informational meeting will include a presentation by members of the project staff and will also allow members of the community to ask questions and contribute personal opinions.

This meeting will be held via Zoom from 6-7:30 p.m. on Wednesday, June 8. It is open to the public. Interested participants can [join the meeting](#) using ID Number 822 3292 7113.

Gilbert, AZ Digital Newsroom:

<https://www.gilbertaz.gov/Home/Components/News/News/5067/352>

Virtual Meeting for Future Santan Freeway Project Set on June 8

Project provides Loop 202 upgrades from Loop 101 to Val Vista Drive

Post Date:06/06/2022 1:13 PM

A [virtual public meeting](#) has been scheduled on Wednesday, June 8, to provide information about a future project to widen Loop 202 (Santan Freeway) in the southeast Valley.

The Arizona Department of Transportation and partnering agencies will host the virtual meeting about the planned Loop 202 project in the Chandler and Gilbert areas.

The project is currently scheduled to start construction in 2025 as part of Maricopa Association of Governments' Regional Transportation Plan. It will add two new lanes in each direction along Loop 202 between Loop 101 (Price Freeway) and Gilbert Road as well as one new lane in each direction between Val Vista Drive and Gilbert Road.

The meeting will include a presentation by project staff and an opportunity for participants to ask questions and provide comments either online or by phone. **Those who are interested can attend the [virtual meeting](#) as follows:**

What: Loop 202 Santan Freeway (Loop 101 to Val Vista Drive) Project Virtual Public Meeting

When: Wednesday, June 8, from 6 p.m. to 7:30 p.m.

How To Participate: The meeting will be held virtually via Zoom. Use this link to join online via a computer or smartphone: <https://azdot.gov/L202-L101-to-ValVista/zoom-meeting>. The Meeting ID Number will be: 822 3292 7113.

To join the meeting via phone: English language dial 1.669.900.6833 and use the meeting ID Number (822 3292 7113). Spanish language dial 866.730.7514 and use this Participant Pin: 984619#.

Project information, including how to provide comments without attending the virtual meeting, is available on the [project website](#).

In addition to widening the freeway, the Loop 202 project between Loop 101 and Val Vista Drive also is being designed to widen bridges and interchange ramps, add sound walls where warranted and provide other improvements.

Construction is funded in part by Proposition 400, a dedicated sales tax approved by Maricopa County voters in 2004.

SOCIAL MEDIA POSTS

Twitter:



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Arizona Department of Transportation ✓
Published by [Luis Lopez](#) · 1m · 🌐

ADOT will host a virtual public meeting for the Val Vista Drive to Loop 101 widening project on the Loop 202 Santan Freeway, June 8 from 6-7:30 p.m.

The project is currently in the final design phase and will add two general purpose lanes in each direction on Loop 202 between Loop 101 and Gilbert Road, and one general purpose lane in each direction between Gilbert Road and Val Vista Drive.

For meeting details visit the project website: <https://bit.ly/3LAsXx6...>
See more



Nextdoor:

State of Arizona

ADOT Communications Office of Community Relations • 24 May

Loop 202, Loop 101 to Val Vista Drive widening project virtual public meeting June 8. Join the Arizona Department of Transportation for a virtual public meeting on June 8 at 6 p.m. to learn about the Loop 202 (Santan Freeway), Loop 101 to Val Vista Drive widening project, which is currently in the final design phase.

The project will add two general purpose lanes in each direction along Loop 202 between Loop 101 (Price Freeway) and Gilbert Road, and one general purpose lane in each direction between Gilbert Road and Val Vista Drive. The project also will widen bridges and exit ramps and add sound walls where warranted.

The project team will give a presentation on the project, followed by an opportunity for the public to ask questions or make comments.

VIRTUAL PUBLIC MEETING INFORMATION
Wednesday, June 8, 6 - 7:30 p.m.

The meeting will be held virtually via Zoom. Attendees may also call into the meeting.

JOIN ONLINE: On a computer or smartphone: <https://azdot.gov/L202-L101-to-ValVista/zoom-meeting>
Meeting ID: 822 3292 7113

JOIN BY PHONE:
1 669.900.6833 (English)
Meeting ID: 822 3292 7113

1 866.730.7514 (Spanish)
Participant pin 984619#

If you do not have access to the technology needed to attend the virtual public meeting or to review the project information online, please contact Carolyn Ludington at 480.594.6206 or cludington@azdot.gov for assistance.

CANT ATTEND?
The meeting presentation will be posted to the project website prior to the meeting at: <https://azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive>. The meeting will also be recorded and posted to the project website following the meeting.

COMMENTS/QUESTIONS
Project comments can be provided through June 22 in the following ways:

*Online Comment Form: <https://azdot.gov/L202-L101-to-ValVista/comment-form>

*Phone: 480.594.6206 | Email: cludington@azdot.gov

*Mail: Attn: L202, L101 to Val Vista Drive Project, ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007

Loop 202 (Santan Freeway), Loop 101 to Val Vista Drive | ADOT

azdot.gov

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Subscribers of State of Arizona in 4 areas

4

6,491 Impressions

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3 Comments

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Julie V. • Cole Park

Truthfully NEVER understood why this isn't always done when the road is built. They know it's going to have to be done eventually, so why not when you're first doing it. Just an op... See more

25 May


1

2 Replies

51 | Page

State of Arizona

ADOT Communications Office of Community Relations • 2 Jun



Come hear about future Loop 202 widening at ADOT's June 8 virtual public meeting. Please join the Arizona Department of Transportation (ADOT) at a virtual public meeting where ADOT will provide information on planned improvements along Loop 202 (Santan Freeway) from Loop 101 to Val Vista Drive.

Learn about how the project seeks to address growing traffic demands on Loop 202 in the southeast Valley.

VIRTUAL PUBLIC MEETING INFORMATION
Wednesday, June 8, 6 - 7:30 p.m.

The meeting will be held virtually via Zoom. Attendees may also call into the meeting.

JOIN ONLINE: On a computer or smartphone: <https://azdot.gov/L202-L101-to-ValVista/zoom-meeting>
Meeting ID: 822 3292 7113


JOIN BY PHONE:
1 669.900.6833 (English)
Meeting ID: 822 3292 7113

1 866.730.7514 (Spanish)
Participant pin 984619#


If you do not have access to the technology needed to attend the virtual public meeting or to review the project information online, please contact Carolyn Ludington at 480.594.6206 or cludington@azdot.gov for assistance.

CANT ATTEND?
The meeting presentation will be posted to <https://azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive> prior to the meeting. The meeting will also be recorded and posted to the project website following the meeting.


COMMENTS/QUESTIONS
Project comments can be provided through June 22, 2022 in the following ways:
Online Comment Form: <https://azdot.gov/L202-L101-to-ValVista/comment-form>
Phone: 480.594.6206 | Email: cludington@azdot.gov
Mail: Attn: L202, L101 to Val Vista Drive Project, ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007


 Loop 202 (Santan Freeway), Loop 101 to Val Vista Drive | ADOT
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 2

6,453 Impressions

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State of Arizona

ADOT Communications Office of Community Relations • 7 Jun

Tomorrow! June 8 virtual public meeting on Loop 202, Loop 101 to Val Vista Drive widening project. Don't forget to join us tomorrow, June 8 for a virtual public meeting to learn about upcoming widening plans for Loop 202, Loop 101 to Val Vista Drive widening project in the southeast Valley.

The project team will provide information on the project, followed by an opportunity for the public to ask questions or make comments.

VIRTUAL PUBLIC MEETING INFORMATION
Wednesday, June 8, 6 - 7:30 p.m.

HOW TO PARTICIPATE
The meeting will be held virtually via Zoom. Attendees may also call into the meeting.

JOIN ONLINE: On a computer or smartphone: azdot.gov/L202-L101-to-ValVista/zoom-meeting
Meeting ID: 822 3292 7113

JOIN BY PHONE (English): +1 609.900.6833
After dialing this number, the public will be asked to enter the meeting ID.

JOIN BY PHONE (Spanish): 866.730.7514, participant pin 984619#
After dialing this number, participants will be asked to enter the participant pin

CANT ATTEND?
The meeting presentation will be posted to the project website prior to the meeting. The meeting will also be recorded and posted to the project website following the meeting.

For more information on the project and subscribe for project updates by email: <https://azdot.gov/projects/central-district-projects/loop-202-santan-freeway-loop-101-val-vista-drive>

Comments on the Loop 202, Val Vista Drive to Loop 101 widening project will be accepted until June 22 in the following ways:
— Online Comment Form: <https://azdot.gov/L202-L101-to-ValVista/comment-form>
— By Phone: ADOT Project Information Line: 855.712.8530
— By Email: Contact Carolyn Ludington at cludington@azdot.gov
— By Mail: Attn: L202, L101 to Val Vista Drive Project, ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007

Loop 202 (Santan Freeway), Loop 101 to Val Vista Drive | ADOT

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5 · 6,768 Impressions
 Comment
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Appendix X: Virtual Public Involvement Tool Assessment

Virtual Public Involvement Tool Assessment	
Virtual public hearings and meetings	
Use /Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Use for projects in the study, design or construction phases. • Virtual public meetings should be supplemented by an opportunity for in-person engagement where warranted by community demographics for those without access to the Internet or technology (in-person meeting, grassroots engagement, etc.). For studies or projects through a large corridor area, supplementing a virtual meeting with one or more in-person meetings is recommended. • Use for a public hearing for an EA or Tier 2 EIS study, so long as other non-virtual opportunities to view and comment on the Draft EA and Draft EIS are available. • Use for a statewide public involvement effort, such as the Long Range Transportation Plan. • Use if there is adequate high speed Internet service through the majority of the populated study area and the demographics support the likely availability of Internet access and technology (computer or smart phones). • Use if the study area is very large, remote or inaccessible and a public meeting is not likely to be well attended. • Use if there are no options to hold an in-person public meeting in a convenient location within the project area. • Use if a virtual meeting is needed/desired to supplement an in-person meeting to 	<ul style="list-style-type: none"> • If an in-person meeting is required by federal regulations, recommended by the Community Relations team or the Civil Rights Office based on best practices and federal guidance, or desired by the project agency stakeholders (e.g. tribe, city, county, etc.) or the project team. • If a public hearing is needed to support a Tier 1 EIS study, as only in-person hearings are allowed according to current FHWA guidance. In this instance, a supplemental virtual engagement event may be used to provide information about the Draft EIS and provide an opportunity for comment, but should not be considered a formal public hearing. • If there is a higher than average (according to the city or county demographics) low income, minority, tribal, LEP, senior or rural population in the study area who are likely to have limited availability of high speed Internet, access to or familiarity with technology and a meeting call-in option or other alternative in-person method will not be sufficient to seek input from these audiences. Note that all online public meetings must have a call-in option for anyone to hear the presentation if they don't have a computer or Internet access. • If the meeting or hearing needs to be

Virtual Public Involvement Tool Assessment	
<p>provide more opportunity for people to participate.</p> <ul style="list-style-type: none"> • Use to facilitate simultaneous translation into other languages at the meeting. • Use if current state or local public health measures are in place for social distancing, mask wearing, or limiting the number of attendees to avoid community spread. 	<p>held in person while federal, state or local public health measures are in place and can be safely held using health and safety protocols.</p> <ul style="list-style-type: none"> • If participants need to be able to view and discuss detailed plans related to their property (such a right of way acquisition) or other details that would be best to review individually, face-to-face. • When it's important to have a dialogue and open discussion with the public or stakeholders - such as in an open house format - and not be limited to formal Q&A periods.
Telephone Town Halls	
Use / Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Use in situations in which a public hearing is required or public meeting is desired and high speed Internet is not readily available and/or the demographics /community assessment support that community members may have other challenges attending a virtual meeting. • Typically allows more users to participate than virtual online meeting platforms. • Can provide different language options selected by the user upon entering the call. • Can be used in conjunction with a virtual online meeting platform if a high number of users are anticipated beyond what the platform will support. 	<ul style="list-style-type: none"> • If high speed Internet is available and an online virtual public meeting platform with a call-in option will work effectively. • Not able to show visuals, which can hinder public understanding. • Q&A portion of the meeting can be more challenging to facilitate than virtual. • Can be much more expensive to implement than a virtual online meeting platform with a built-in call in option.
Virtual Online Self-Guided Open House	
Use / Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Use to supplement virtual or in-person 	<ul style="list-style-type: none"> • Provides a more impersonal experience

Virtual Public Involvement Tool Assessment	
<p>public meeting or hearing, or in lieu of a live in person or virtual public meeting.</p> <ul style="list-style-type: none"> • Allows users to visit a website to get the study/project information whenever and wherever without attending at a specific meeting time. • Can include all elements of a public meeting and meeting materials on a website. • Allows better ADA and language accessibility to accommodate auto read features, alt text descriptions for photos and graphics and foreign language translation. • Some sophisticated online meeting room interfaces can be set up to emulate the user experience at a public meeting, which is more appealing than simply placing content on a static web page. • If there are many meeting materials, exhibits and documents for the public to review and you want to walk the public through them in an organized way. • If you want to integrate surveying or other commenting tools along with the materials. 	<p>for the user versus a live meeting with the study/project team. Avoid if the team wants the ability to have more direct interaction with the public via the Q&A session.</p> <ul style="list-style-type: none"> • Avoid using if there are highly technical aspects of the project or elements that would be better explained to a live audience with an opportunity for follow up questions and to gauge public understanding and sentiment. • If the budget is limited and the public will expect a live meeting, either virtually or in-person, regardless. • If community members have limited access to high speed Internet, computers or smartphones. • If the website or virtual meeting room isn't compatible with smartphones .
Online surveys and online mapping tools	
Use /Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Use to seek input/comments from many members of the public for a study or project in an efficient way. • Use to help provide quantitative and qualitative data on community and stakeholder issues, needs, preferences and priorities. • Use to be able to easily identify preferences or issues and categorize comments. 	<ul style="list-style-type: none"> • If high speed Internet is not readily available in the community or users would likely have technology challenges. If an online survey would be effective for the majority of the community a paper survey can supplement the online version. • If input/ comments are not needed during the current project phase. • If it's a relatively small project, few

Virtual Public Involvement Tool Assessment	
<ul style="list-style-type: none"> • Use to capture public contact and demographic information for the project. • Can help identify gaps in the outreach by location, stakeholder type, ethnicity, etc. to see if any additional outreach is needed. • Can be done relatively inexpensively. • Many different surveying tools available, some with the ability to geocode comments. • ADOT currently maintains a SurveyMonkey subscription, as well as Google Forms, which can be used at no cost on projects and have multiple question types to use for various purposes. 	<p>comments are expected and comments can easily be provided through other methods, such as email.</p> <ul style="list-style-type: none"> • Most surveying and commenting tools require paying for a subscription and initial setup and some can be fairly expensive. Consider the type of comments/input needed to ensure the tool is appropriate for the type of input. • Can be time-consuming to set up, especially tools with geocoding or trade-off features that require more initial setup and customization. • Requires procuring a tool through a consultant if another tool is desired besides ADOT's Survey Monkey tool.
Crowdsourcing	
Use /Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Provides the ability for the public to generate ideas, rather than react to concepts generated by ADOT. Can be useful in the development of master plans or long-range plans. • Provides a collaborative and transparent process for idea generation to solve problems. • Can generate high public interest. 	<ul style="list-style-type: none"> • Should not be used if public input is not needed or ideas will not be useful to a study/project team. • Not good for use in areas without good Internet access. • Can set a false expectation that the ideas with the most suggestions will be used.
Visualizations, animations and virtual reality	
Use /Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Use on websites and at public meetings/hearings. • Help visually illustrate complex project plans from various perspectives. Particularly helpful for projects with proposed grade separations, new projects 	<ul style="list-style-type: none"> • Expensive to produce. Don't use if the project is relatively straightforward and visualizations are "overkill". • If there isn't good high speed Internet available to play animations or load large simulation files.

Virtual Public Involvement Tool Assessment	
<p>in currently undeveloped areas or complex reconstruction.</p> <ul style="list-style-type: none"> • Often better than static text to help the public understand project details. • Aids those with Limited English Proficiency in understanding concepts. 	
Videos	
Use /Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Use on websites and at public meetings. • Can be just raw footage (B-roll) for use by the media or a full video package with narration. • Tells the story of what is happening or planned. • Particularly good for use on construction projects. Can use drone footage of new corridors under construction that are not easily seen or accessible by the public. 	<ul style="list-style-type: none"> • Expensive to produce. Don't use if the budget is tight, the project is relatively straightforward and a video is "overkill". • If there aren't good visuals available or video is not a good way to tell the story. • If there isn't good high speed Internet available to play video.
Mobile applications	
Use /Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Mobile applications are most appropriate for very large projects that impact a high traffic interstate corridor over a long period and will have significant construction impacts. • Apps are useful in geotargeting push SMS text notifications to app users within a defined geofenced area - for example along a corridor where a crash has just been reported and is affecting traffic. 	<ul style="list-style-type: none"> • High development costs. Due to high costs mobile applications should only be considered at the project level for very large and impactful construction projects. • Since ADOT already has existing mobile apps for drivers to notify of project restrictions, closures and unplanned events, an app may be duplicative of existing efforts and users may not see the benefit of using a project-specific app.
Project Websites	
Use /Pros	Avoid Use / Cons

Virtual Public Involvement Tool Assessment	
<ul style="list-style-type: none"> • All ADOT projects in study, design or construction should have a web page as a central clearinghouse of information for the project. • The ADOT website is compatible with Google Translate to be viewed in other languages and is also ADA accessible. 	<ul style="list-style-type: none"> • Provides a static experience for the user when used in lieu of in-person meetings or outreach. • Additional in-person information sources may be needed for those without access to technology.
Social Media	
Use /Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • Use to reach wide audiences to inform about studies, projects and initiatives and opportunities for input via public meetings, surveys, etc.. • Has a broad audience and reach . • Provides the ability to link directly to ADOT web pages, surveys or other URLs. • Some platforms, such as Nextdoor and Facebook ads, can be targeted to a specific geographic area to only reach those likely to be interested/affected. • Can use various platforms for different uses. • Allows the ability to take the community's pulse to see what people are saying and thinking about a project/study. 	<ul style="list-style-type: none"> • Is often not conducive to constructive community dialogue. • Can create or exacerbate misinformation about a project. • Cannot be used to provide formal comments for a project study phase This can frustrate users who are directed via social media to use the formal commenting methods. However, social media comments can be included in a summary of all comments received. • Is a highly visual medium and should include graphics, photos or videos to be most effective. • Long posts with a lot of content are not appropriate for social media. Posts need to be short and link to more detailed content on websites.
Email Blasts	
Use /Pros	Avoid Use / Cons
<ul style="list-style-type: none"> • ADOT currently maintains a GovDelivery marketing email subscription to develop and send mass emails to project/ study/ corridor subscribers. • Allows for emails to be sent by the collective agency, rather than an 	<ul style="list-style-type: none"> • Does not allow the user to respond directly to the sender of the email; requires providing information in the email on who the public can contact for more information. • Is less personal than emails directly

Virtual Public Involvement Tool Assessment	
<p>individual.</p> <ul style="list-style-type: none"> ● Allows for mass emails to be sent in a specified agency format to large audiences. Emails sent by project/study team members via their own email accounts are typically limited to approximately 400 recipients. ● Allows interested parties to sign up to receive information about a corridor, project, study or other initiative. ● Allows for customizable templates that include placeholders for headlines, text and graphics. ● Ensures that email content is mobile friendly and supports plain text emails. ● Provides reporting and metrics for emails sent showing the number of recipients, number of opened emails, links clicked, undeliverable emails, etc. 	<p>from the Community Relations PM/ project team and may be less likely to be read.</p> <ul style="list-style-type: none"> ● Is more likely to go to a junk email folder. Typically has challenges sending to those with older email accounts in AOL or Yahoo. ● Use regular email when it is important for the person to be able to respond back to the team member directly or if a more personal touch is desired. For example, email marketing programs should be avoided when reaching out to agency stakeholders, HOAs, or other targeted stakeholder groups on a project where a two-way exchange of information via email, or the ability to easily see the telephone contact information for the sender and follow up via phone, is desired. ● Avoid using on small projects where there are fewer than 150 individuals on the email list.
Virtual Rooms/Virtual Office Hours	
<ul style="list-style-type: none"> ● Use to provide a regular forum for the public to get information and ask questions. ● Can be particularly useful for projects in the construction phase to provide regular updates on construction activities and restrictions. 	<ul style="list-style-type: none"> ● Can require a lot of extra staff time by the construction /technical staff that may not be feasible from a resource perspective. ● Avoid using it if it's not likely to generate much interest. ● Requires attending through the entire published meeting time even if no one shows up. ● Avoid using if users don't have good access to the Internet or technology or an in-person meeting is desired.

Virtual Public Involvement Tool Assessment	
E-Newsletters	
<ul style="list-style-type: none"> ● Use to provide periodic updates for a project/study, such as at the start or conclusion of a project phase. ● Use to provide more information than would typically be included in a project fact sheet. ● Good for highlighting multiple aspects of a study/project and including project graphics and photos. ● Can be more visually appealing than a web page with the same content. ● Can be sent via an email marketing program or laid out into a PDF format. ● Can be made into a printable format to be able to be downloaded/printed for those who need a printed copy. ● Supports ADA accessibility and the ability to convert to different languages (if set up correctly). 	<ul style="list-style-type: none"> ● Not appropriate for studies or projects where information rarely changes. ● Can be time-consuming and expensive to produce and lay out, versus providing similar content on a web page. ● Information in a PDF on a web page isn't as readily seen or searchable through an online search engine.
QR Codes	
<ul style="list-style-type: none"> ● Use in conjunction with printed material to direct people to the online version of materials, the project web page, survey or other site. ● Allows users to easily access web pages and online tools through a mobile device when a computer is not available. ● Allows an instant redirect to the web page without the user typing in a long web URL. ● Consider using in locations where a wifi connection is available (if in a community with poor Internet connectivity). 	<ul style="list-style-type: none"> ● Avoid using if most community members don't have access to a smart phone or would likely not be familiar with what to do with a QR code (e.g. senior populations). ● Not good for use in areas with poor Internet access, unless posted in a location with wifi access (e.g. city halls, libraries, etc.)

Appendix Y: Example Comment Log

#	Comment Type	First Name	Last Name	Comment
1	Email			<p>Kudos for the very thorough presentation on the SR 347 - Union Pacific Railroad Crossing Upgrade Project in Maricopa on Dec 3, 2014. We agree that plan H is the best of the options presented.</p> <p>However, I saw no reference to other projects targeting the problems of projected traffic increases on SR 347 (present-2040). Intersections of SR 347 at the Fry's Plaza entrance, at Edison and at Smith-Enke Road will become excessively overloaded. The SR 347 - Union Pacific Railroad Crossing Upgrade Project should reference any projects (approved or anticipated) to bypass SR 347 problem intersections. I understand that there is a project to connect the SR 238 to Casa Grande Highway. I would hope the two projects would have some synergy.</p>
2	Mail			<p>I am opposed to the recommended St RT 347 plan. These are my opposition reasons: 1) This plan requires destruction or interference with more than ten businesses, landmark buildings (including Maricopa Baptist Church) 2) It would require land purchases and rerouting of both Edwards Street- Honeycutt Road and Honeycutt Avenue to Maricopa-Casa Grande Hwy. Honeycutt road is overloaded as is. I suggests that the money budgeted be spent building a highway from Murphy Road to I-10 with these suggestions. 1) They should move the AM station to the old gin property owned by the city and used for railroad changes now. It takes 15-20 minutes to change crews already, so this would require no traffic disruption. 2) There are only twelve freight crossings during the day for 3-5 minutes apiece. 3) This plan would relieve state highway 347/ inion pacific congestion without the cost. As a tax paying resident of Maricopa for fifty-five years I believe the State route 347/union pacific railroad crossing should not be planned.</p>
3	Mail			<p>All and well to get this done. BUT!! What about 347 from Maricopa to I-10? When are they going to do something about that! The traffic is horrible when people are going to work. Now with all the nesters that are coming to Maricopa it's even worse. If you don't live here or travel the road you guys have no concept of the traffic with one way on and out. You should all check into this problem before none of us will be able to travel without homes on the road/something have to be done.</p>
4	Mail			<p>This overpass is so needed for our community. It will improve traffic flow especially during rush hour hours the school buses will benefit. It will reduce accidents t will improve business development in the community. It will certainly help emergency vehicles to be added to move through that area. There are businesses that will be temporally impacted in a negative way however in the long run they should benefit too. The town service is appreciated and it is hoped perhaps expanding.</p>

Appendix Z: Example Comment Procedures

NEPA COMMENT PROCESSING PROCEDURES

Phone: (without a consultant) (855.712.8530)

Hotline is checked by ADOT staff periodically throughout the work day. A contact record is completed, documenting the caller's message.

Phone: (with a consultant) (create hotline number)

Hotline is checked by consultant periodically throughout the work day. A contact record is completed, documenting the caller's message.

Email: (with or without consultant)

- 1) Project/study specific email addresses will be created for all NEPA studies (e.g.: SR347@azdot.gov). This replaces the catch all inbox of projects@azdot.gov previously used for NEPA studies and all ADOT projects.
- 2) A rule is then created within Google to auto-forward email comments coming in through the project/study specific email address to the technical consultant and/or public involvement consultant administering the study on behalf of ADOT.
- 3) For purposes of redundancy, two members of the consultant team (individual assigned to the inbox and technical project manager or ADOT Public Involvement lead) and the ADOT team (individual assigned to the inbox [Communications] and communication lead) will cross-check the email inbox. ADOT and consultant assigned to the inbox will compare email comments bi-weekly. Independent of the review above, the ADOT Communication lead and the consultant lead or technical project manager also will compare email comments that have come in through the project/ study specific email inbox bi-weekly as a cross-checking measure. This cross-checking system will remain in effect until the NEPA process has concluded with a decision (Categorical Exclusion, Finding of No Significant Impact [FONSI] or Record of Decision [ROD]).

Mail:

(without PI consultant) (1655 W Jackson Street, MD 126F, Phoenix, AZ 85007). Comments by mail are sent to the ADOT address (above) c/o Study Name, collected, scanned and given to the technical consultant for inclusion in the environmental document. The ADOT Public Involvement lead maintains a log of the mail collected, which is used as a cross- check measure when making the exchange with the technical consultant or PI consultant.

(with a PI consultant) Comments by mail are sent to the consultant address c/o Study Name. Mailed comments are collected, scanned and transcribed for inclusion in the environmental document. Consultant shall maintain a log of mailed comments received, and provide copies of the actual and scanned letters.