# LUZERNE MPO

# PUBLIC PARTICIPATION PLAN

PREPARED FOR:

LACKAWANNA-LUZERNE TRANSPORTATION STUDY MPO

LACKAWANNA COUNTY
REGIONAL PLANNING COMMISSION

JANUARY 2024

123 Wyoming Avenue, 5th Floor Scranton, PA 18503

LUZERNE COUNTY
PLANNING COMMISSION

Suite 208, Penn Place 20 North Pennsylvania Avenue Wilkes-Barre, PA 18711



PREPARED BY:

MICHAEL BAKER INTERNATIONAL 4431 North Front Street, Floor 2 Harrisburg, PA 17110

Michael Baker















#### **English**

ATTENTION: If you speak another language other than English, language assistance services can be made available to you. Call 1 (570) 825-1589.

#### **Vietnamese**

LƯU Ý: Nếu quý vị nói một ngôn ngữ khác không phải tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ có thể được cung cấp cho quý vị. Gọi 1 (570) 825-1589.

#### Korean

주의: 영어 이외의 다른 언어를 사용하는 경우, 언어 지원 서비스를 이용할 수 있습니다. 1 (570) 825-1589으로 전화하십시오.

#### French

« ATTENTION : Si vous parlez une autre langue que l'anglais, des services d'assistance linguistique peuvent être mis à votre disposition. Appelez le 1 (570) 825-1589. »

#### Somali

FIIRO GAAR AH: Haddii aad ku hadasho luqad kale aanan ahayn Ingiriisiga, adeegyada gargaarka lugadda ayaa laguu diyaarin karaa. Wac 1 (570) 825-1589.

#### Russian

ВНИМАНИЕ: если вы говорите на другом языке, вам может быть оказана языковая помощь. Обратитесь в информационно-справочную службу по номеру: 1 (570) 825-1589.

#### Ukrainian

УВАГА: якщо ви розмовляєте іншою мовою, вам може бути надана мовна допомога. Зверніться до інформаційно-довідкової служби за номером: 1 (570) 825-1589.

#### **Simplified Chinese**

请注意:如果您说英语以外的另一种语言·我们可以为您提供语言帮助服务。 请致电1 (570) 825-1589。

#### **Traditional Chinese**

請注意:如果您說英語以外的另一種語言,我們可以為您提供語言幫助服務。請致電1 (570) 825-1589。

#### Arabic

تنبيه: إذا كنت تتحدث لغة أخرى غير اللغة الإنجليزية، يمكننا توفير خدمات المساعدة اللغوية لك. اتصل بالرقم 1589 825 (570).

#### **Burmese**

သတိပြုရန်- သင်သည် အဂင်လိပ် ဘာသာစကား မဟုတ်သော အခြား ဘာသာစကားကို ပြောလျှင် သင့်အတွက် ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုကို ရနိုင်ပါသည်။ 1 (570) 825-1589 သို့ ခေါ်ဆိုပါ။

#### **Japanese**

注意:英語以外の言語を話す場合は、言語支援サービスを利用できるようにすることができます。 電話 1(570) 825-1589

#### Hindi

ध्यान देंयिद आप अंगरेजी केअलावा कोई अन्य भाषा बोलते हैं, तो आपको भाषा सहायता सेवाएं उपलब्ध कराई जा सकती हैं। 1 (570) 825-1589 पर कॉल करें

#### **Italian**

ATTENZIONE: Se parli una lingua che non sia l'inglese, i servizi di assistenza linguistica possono essere messi a tua disposizione. Chiama 1 (570) 825-1589.

#### **Polish**

UWAGA: Jeśli posługujesz się językiem innym niż angielski, możesz skorzystać z usługi pomocy językowej. Zadzwoń pod numer 1 (570) 825-1589.

#### Nepali

ध्यान दिनुहोस्: यिद तपाईं अंगर्जीबाहेक अन्य भाषा बोल्नुहुन्छ भने तपाईंलाई भाषा सहायता सेवा उपलब्ध गराउन सिकन्छ। 1 (570) 825-1589 मा फोन गर्नुहोस्।

#### Urdu

توجّہ دیں :اگر آپ انگریزی کے علاوہ کوئی اور زبان بولتے ہیں تو آپ کی زبان میں مدد کے لیے آپ کو خدمات فراہم کرائی پر کال کریں۔1589-825 (1جاسکتی ہیے۔ براہ کرم

#### **Spanish**

ATENCIÓN: Si habla otro idioma que no sea inglés, habrá servicios de asistencia en otros idiomas disponibles. Llame al 1 (570) 825-1589.

#### **Greek**

ΠΡΟΣΟΧΗ: Εάν μιλάτε άλλη γλώσσα διαφορετική από τα αγγλικά, οι υπηρεσίες γλωσσικής βοήθειας μπορούν να σας διατεθούν. Καλέστε 1 (570) 825-1589.

#### **Translation Services**

Lackawanna Luzerne Metropolitan Planning Organization is committed to ensuring that information is available in appropriate alternative formats. If you require translation services, please contact Priscilla Cuevas <u>priscilla.cuevas@luzernecounty.org</u> or call (570)-825-1589 or refer to the Language Taglines document in **Appendix F**.

#### **Americans with Disabilities Act (ADA)**

To learn how to participate in any forthcoming LLTS MPO meetings or activities, or to seek accommodation per ADA requirements, please contact Transportation Planner Jonathan Shaw at 570-825-1563 (<a href="mailto:Jonathan.Shaw@LuzerneCounty.org">Jonathan.Shaw@LuzerneCounty.org</a>).

#### **Acronyms**

**ACM** Agency Coordination Meeting

ADA Americans with Disabilities Act of 1990

**EPA** Environmental Protection Agency

FHWA Federal Highway Administration

FTA Federal Transit Administration

**GIS** Geographic Information System

**LEP** Limited English Proficiency

LLTS MPO Lackawanna Luzerne Transportation Study Metropolitan Planning Organization

LRTP Long-Range Transportation Plan

MPMS Multimodal Project Management System

MPO Metropolitan Planning Organization

PennDOT Pennsylvania Department of Transportation

PPP Public Participation Plan

**RPO** Regional Planning Organization

**STC** State Transportation Commission

**STIP** State Transportation Improvement Program

**TAC** Transportation Advisory Committee

TASA Transportation Alternatives Set-Aside

TIP Transportation Improvement Program

TYP Twelve Year Program

**UPWP** Unified Planning Work Program

**USDOT** United States Department of Transportation

#### **Executive Summary**

This Public Participation Plan (PPP) demonstrates the Lackawanna Luzerne Transportation Study Metropolitan Planning Organization's (LLTS MPO or MPO) ongoing efforts to provide timely and meaningful opportunities for public involvement in the transportation planning and decision-making process.

The contents of this Plan contain references to the Code of Federal Regulations or State Guidelines for public participation in transportation processes, including, but not limited to:

- Code of Federal Regulation Title 23 § 450.316;
- Presidential Executive Order 12898, Environmental Justice
- Title VI of the Civil Rights Act of 1964
- The Americans with Disabilities Act (ADA) of 1990
- Executive Order 13166, Improving Access to Services for Persons with Limited-English Proficiency
- Commonwealth's Sunshine Law (65 PA C.S. § 701-716)

The LLTS MPO will conduct public participation activities in compliance with the federal and state Regulations, Laws, Acts, and guidelines, and in alliance with the Commonwealth's Statewide Transportation Program and processes.

#### **Objective of the Public Participation Plan**

This document is representative of the LLTS MPO's commitment to effectively employ a variety of tools and techniques to:

- Cultivate meaningful public participation
- Encourage diversity of participants
- Involve the public in the decision-making process
- Create a positive forum for sharing ideas and feedback

The following pages will elaborate on the techniques and strategies that will guide public participation efforts in Lackawanna and Luzerne counties.

### **Table of Contents**

Translation Services	2
Americans with Disabilities Act (ADA)	2
Acronyms	3
Executive Summary	4
Table of Contents	5
Overview	6
Introduction to Public Participation	9
Public Participation Tools and Techniques	19
Documentation and Evaluation Process	25
MPO Transportation Planning	26
Public Participation Processes and Compliance	30
Appendix A – Lackawanna County and Luzerne County Municipalities	48
Appendix B – LLTS MPO Committee Members	50
Appendix C – Tribes and Nations within LLTS MPO	53
Appendix D – Comment Form	54
Appendix E – Community Partners	55
Appendix F – Language Taglines	56

#### **Overview**

## About the Lackawanna Luzerne Transportation Study Metropolitan Planning Organization

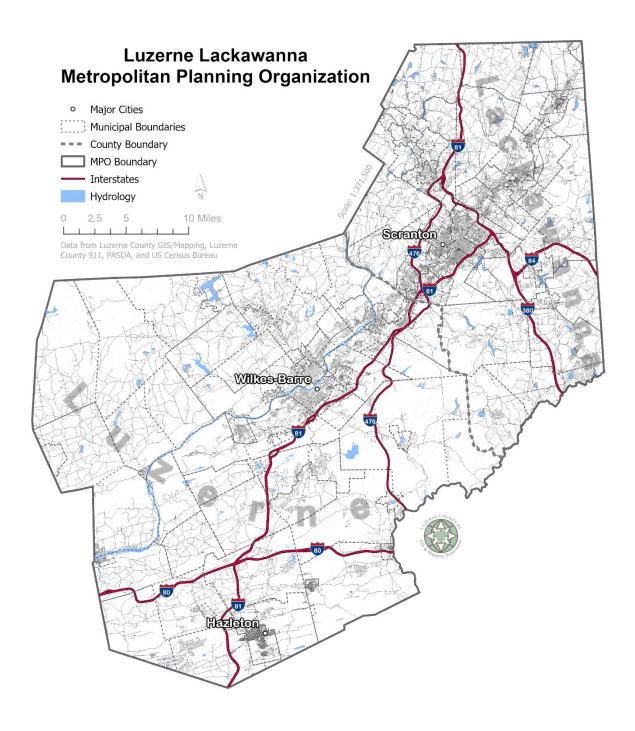
The LLTS MPO was established as a result of the 1973 Federal Highway Act and is responsible for determining how federal surface transportation funds are allocated for Lackawanna and Luzerne counties. The LLTS MPO operates via an agreement with PennDOT to approve studies and capital improvements for highways, bridges, transit, railroads, airports, bicycle/pedestrian facilities, and other modes of transportation within the region.

For Lackawanna and Luzerne counties, the MPO represents the multimodal transportation interests of 116 municipalities listed in **Appendix A** and a combined population of 541,490 and as such is among the largest MPOs within the Commonwealth of Pennsylvania. In executing its work, the MPO strives to help provide a balanced transportation system for the maximum benefit of people, businesses, and communities throughout the region. A map of the LLTS MPO region is shown in **Figure 1**.

The MPO is staffed by members from each county, and each member works in close collaboration with representatives of local transportation partners and regulatory agencies. These partners and agencies include but are not limited to:

- the Pennsylvania Department of Transportation's (PennDOT) Engineering District 4-0 based in Dunmore, and its Central Office located in Harrisburg;
- the Federal Highway Administration (FHWA); and
- the Federal Transit Agency (FTA).

Figure 1 – LLTS MPO Regional Map



#### Lackawanna Luzerne MPO Organizations Structure

The MPO is also supported by three committees: a Transportation Advisory Committee, Technical Committee, and Coordinating Committee. The LLTS MPO meetings are open to the public and the options of both in-person and virtual are available to attendees. The meetings take place at various locations in the counties and are announced in advance via the LLTS MPO website (<a href="https://lltsmpo.com/meetings-schedules">lltsmpo.com/meetings-schedules</a>). The locations are accessible by transit and also satisfies <a href="https://meetings-schedules">Americans with Disabilities Act</a> (ADA) requirements. A collaborative two-county partnership, the LLTS MPO is dedicated to delivering comprehensive transportation planning, responsible leadership, and fiscally constrained programs that support local and statewide transportation goals and objectives.

**The Transportation Advisory Committee (TAC)** consists of 19 members who represent a wide variety of interests including environment, business and industry, automotive and trucking, rail freight, and para-transit, among others. One of the main tasks for the TAC members is scoring the <u>Transportation Alternatives Set-Aside (TASA)</u> projects for the Large MPO funding round. The chairperson for the TAC is selected from its membership, and membership on this committee is 100% voluntary. The TAC acts as an advisory body to the Technical Committee and is governed by a set of bylaws. The TAC was initially formed in 1994 to assist in the preparation of the Long-Range Transportation Plan and held meetings on an as-needed basis. It was later reconvened as a permanent committee to provide input on all transportation-related plans such as the Public Participation Plan (PPP), and other applications as needed.

**The Technical Committee** is chaired by a representative of the MPO leadership and consists of 18 voting members. The Technical Committee includes representation from PennDOT, Lackawanna and Luzerne counties, the cities of Scranton, Wilkes-Barre, and Hazleton, and various transportation providers. Membership on the committee is determined by the cities of Scranton and Wilkes-Barre, the County Commissioners, County Council and County Planning Commissions. This committee is responsible for assisting with the review and preparation of plans and documents required by the Federal Highway Administration (FHWA) and PennDOT, and the presentation of these materials, when required, to the Coordinating Committee. The Technical Committee meets quarterly but will also convene as needed.

**Coordinating Committee** is similar to that of the Technical Committee. Membership on the committee is also appointed by the cities of Scranton and Wilkes-Barre, the Lackawanna County Commissioners, Luzerne County Council and both County Planning Commissions. The committee is comprised of 11 voting members and is responsible for the review of plans and documents developed by the Technical Committee, and for taking appropriate actions as required. The vote is then reaffirmed at the next MPO meeting following our normal public participation procedures. Any action that needs to be taken outside of quarterly meetings are done via e-vote with the Coordinating Committee. A membership list for each of the MPO committees is available for review in **Appendix B**.

#### **Introduction to Public Participation**

Public participation is one of several terms used to describe an effort, plan, or program designed to engage and/or gather input or feedback from the public. Although other terms that are used interchangeably include public engagement, public outreach, and public involvement, FHWA prefers "public participation" as it encourages a continuous process, consisting of a series of activities and actions to both inform the public and stakeholders and to obtain input from them which influence decisions that affect their lives. For the LLTS MPO, the most important attribute of its public participation effort is the goal to provide reasonable opportunity and means for any member of the public to have input and take part in the transportation planning process. The key strategies, tools, and techniques outlined in the PPP are to help simplify and

"Public participation is an integral part of every transportation planning project. We want the public and stakeholders to actively engage in the planning process." — Matthew Jones, Luzerne County Planning Director

broaden the process of engaging all community members in the timely development of transportation planning beginning in the early stages of plan development and continuing throughout the planning process.

Public participation involves the entire community even those communities that may be more challenging to reach. During the COVID-19 pandemic, new and creative outreach strategies were established to engage with the public. Many of these strategies are still implemented today as an alternative option to the traditional in-person approach to public meetings. Having several options for engagement can benefit the underserved populations who commonly face impediments to the public decision-making processes due to cultural, economic and/or linguistic disparities. The LLTS MPO region has a growing minority and ethnic population, particularly among the Spanish-speaking segments. Significant diversity also exists along the lines of age, physical challenges, and income. **Figures 2 – 7** include maps of minority and low-income populations identified for the region's PPP update.

The LLTS MPO understands that the ongoing development and maintenance of any transportation system is performed best when the users of the system participate, bringing diversified viewpoints into the process that shapes how transportation investments will be made. To that end, the MPO is performing an update of its existing PPP to expand the reach and increase the effectiveness of its public participation efforts in support of current and future transportation program planning and development for Lackawanna and Luzerne counties.

Figure 2 – Hispanic Populations

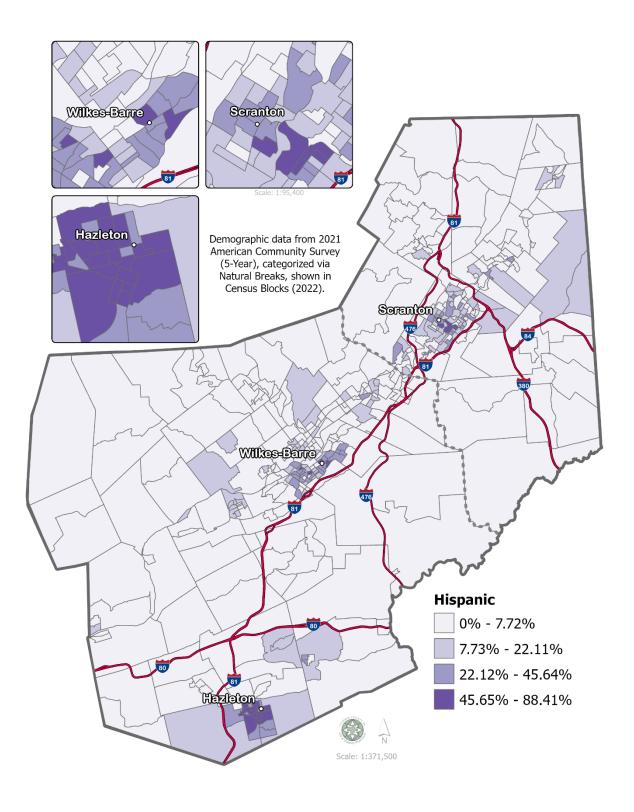


Figure 3 – Black or African American Populations

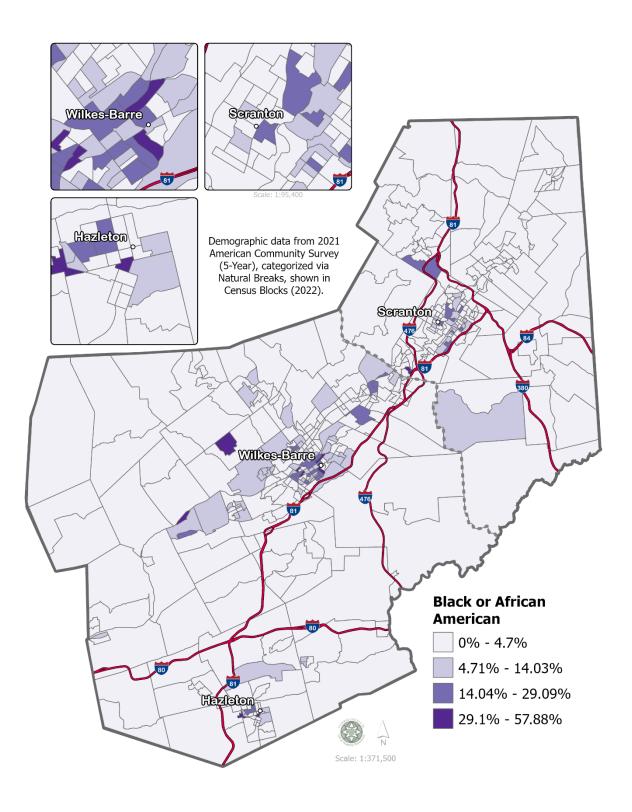


Figure 4 – Asian Populations

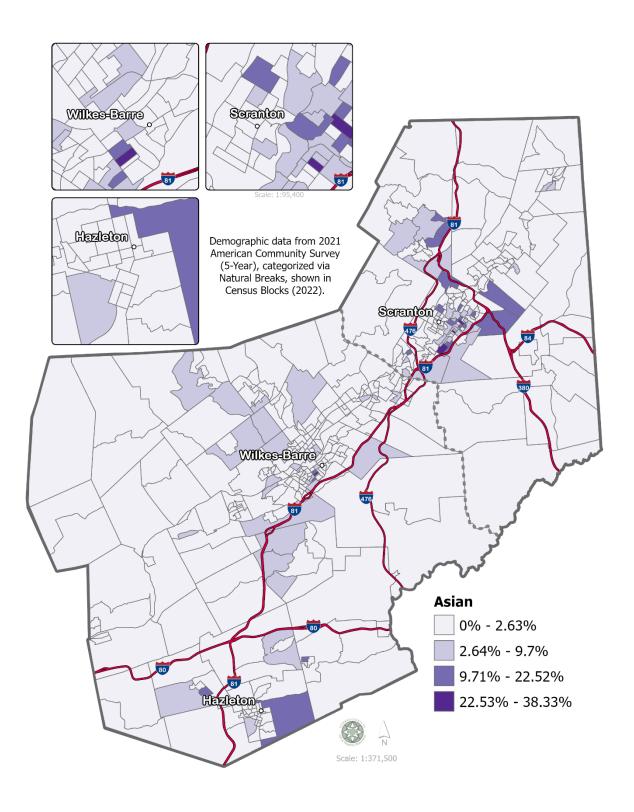


Figure 5 – Elderly Populations

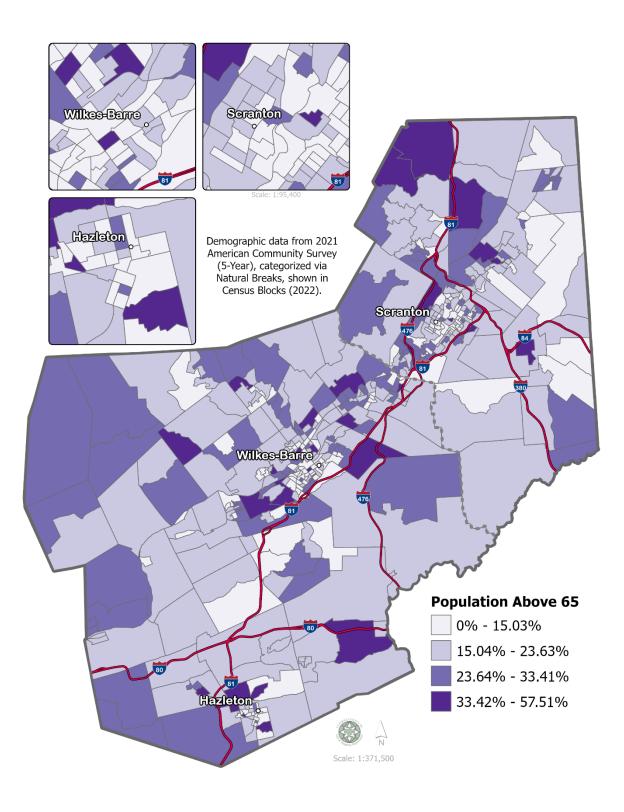


Figure 6 – Low-income Households

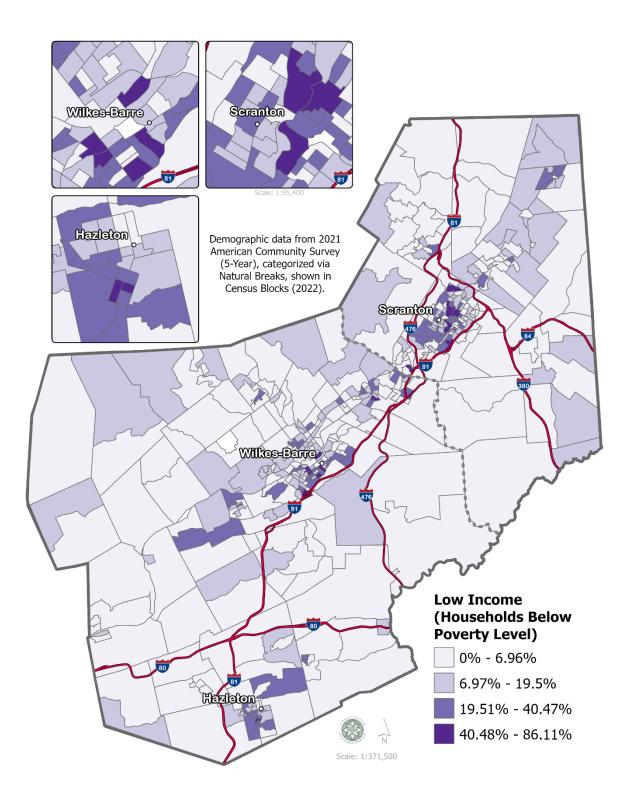
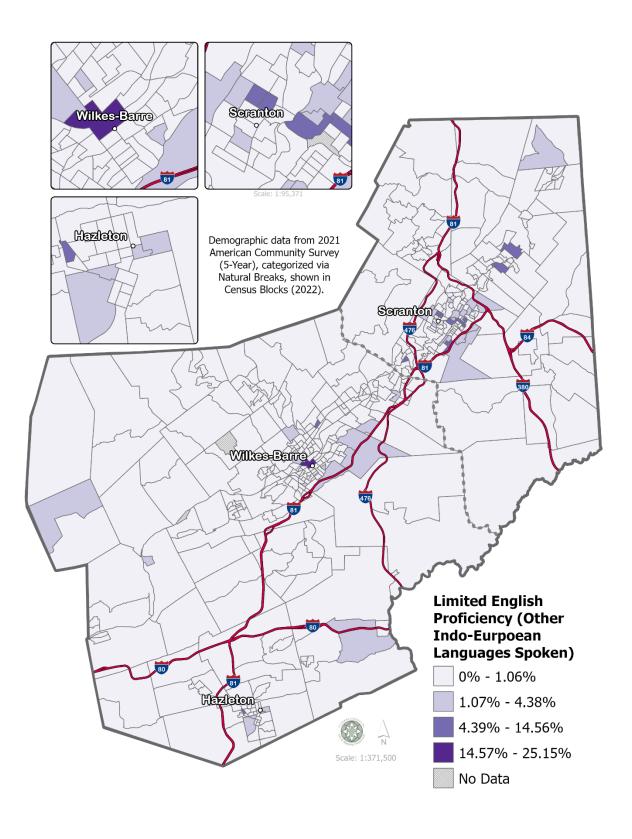


Figure 7 – Indo-European



#### Plan Review and Approval

For this update of the PPP, interested parties (contacts at the State, Department of Community and Economic Development, FTA, The Wilkes-Barre/Scranton International Airport, and several municipalities in the region) and the public were invited to review the draft PPP, generate ideas for consideration in the development of the updated plan, and approval of the final plan. Physical copies were displayed at County of Lackawanna Transit System, Luzerne County Transit Authority, and Hazleton Public Transit.

**Steering Committee Partnership** – Steering committee members were selected based on their subject matter expertise. Each played a critical role in contributing to the updated plan. The LLTS MPO appreciates their willingness to serve on the committee and help in the decision-making process.

**Milestones** – The following milestone schedule represents the key steps in the review and approval process.



**Overview of Significant Changes** – The MPO has taken the following steps to improve the PPP for both staff and the community as a useful resource and guide for public involvement in the transportation planning process.

- Reformatted the PPP to be concise and improve readability;
- Hyperlinked text to easily navigate to relevant information and resources;
- Updated demographic and socio-economic analysis maps; and
- Refined and added new public engagement strategies to reflect the latest outreach techniques to guide the public and stakeholder public participation process.

**Final Approval and Adoption** – The 2023 PPP was adopted by the LLTS MPO Technical and Coordinating Committee members on October 25, 2023 at the LLTS MPO meeting.

#### The LLTS MPO Public Participation Plan

Public participation is intended to encompass a full range of public interests, and for transportation planning in particular – especially those who may have more difficulty getting to jobs, schools, recreation, healthcare facilities, public institutions, and shopping than the greater population. Meaningful public involvement early in the planning process that includes full representation from all communities affected is key to successful project delivery. Equitable

access to public involvement opportunities ensures that underserved and overburdened populations are included.<sup>1</sup> Accordingly, a framework has been established for targeted efforts to identify, seek out and engage Environmental Justice populations (minority and low-income persons) as well as others who may be underserved by the transportation system.

In compliance with <u>Title VI of the Civil Rights Act</u>, <u>Executive Order 13166</u>, "Improving Access to Services for Persons with Limited-English Proficiency," and the USDOT implementing guidance, the MPO is also committed to taking steps to ensure meaningful access to the services, information, and other important portions of its programs and activities for individuals who are Limited-English Proficient (LEP). LEP Plan is addressed in more detail within this updated PPP and has been produced as a stand-alone document.

LLTS MPO views its PPP as a working document. It is designed to provide a wide range of tools and resources to assist the public in engaging with the MPO to contribute meaningful input on transportation plans, programs, and projects; but is subject to routine reviews and updates, in order to correspond with the differing abilities, needs, and distinctive perspectives of the community members that comprise the LLTS MPO region.

#### Five Goals for Public Participation

This PPP is intended to capture the MPO's goals and objectives for meaningful public participation. Getting the public involved in the transportation process has been a priority for federal, state, and local officials since the passage of the Intermodal Surface Transportation Efficiency Act (ISTEA) in 1991, and that continues today through the current federal funding mechanism referred to as <a href="Intrastructure Investment and Jobs Act of 2021">Intrastructure Investment and Jobs Act of 2021</a> (IIJA or Bipartisan Infrastructure Law). In the interest of continual improvement, the MPO has adopted the following goals for the updated Plan to ensure that efforts to provide effective communications and public engagement opportunities clearly demonstrate adherence to the fundamental federal guidance for public participation at the MPO level (23 C.F.R. § 450.316), at a minimum. The processes by which the following goals will be achieve are outlined under the Public Participation Tools and Techniques section.

-

<sup>&</sup>lt;sup>1</sup> USDOT Promising Practices for Meaningful Public Involvement in Transportation Decision-Making, October 2022

1

#### Timely and reasonable access to information

Provide adequate public notice of public participation activities and adequate time for public review and comment at key decision points in all transportation projects. This includes coordination with the statewide transportation planning public involvement and consultation processes.

2

Actively engage with underserved segments of the region's population Consistent with Title VI of the Civil Rights Act, Executive Order 13166, the LLTS MPO will prioritize meaningful access to the services, information, and other important portions of their programs and activities for historically disenfranchised communities and individuals who are Limited-English Proficient (LEP). The LEP Plan is a standalone, comprehensive document that complies with federal guidance in addressing the elements of the Four Factor Analysis to ensure meaningful access to information.

Federal laws and regulations also require that where a metropolitan planning area includes Federal public lands and/or Indian Tribal lands, the affected Federal agencies and Indian Tribal governments shall be involved appropriately in the development of transportation plans and programs. A list of Tribes and Nations within the LLTS MPO are included in **Appendix C**.

3

**Implement a wide range of engagement techniques and formats**The LLTS MPO will use various communication outreach tools and platforms to distribute information regarding transportation activities to the public and

distribute information regarding transportation activities to the public and stakeholders. For details about each of the communication tools and strategies, see the Public Participation Tools and Techniques section.

4

Hold public meetings at convenient and accessible locations and times Public meetings will be held at convenient locations that are compliant with ADA requirements and are accessible via public transportation. The LLTS MPO will conduct a reasonable number of public meetings in accessible locations throughout the region to encourage public participation and enhance public access to projects and planning activities, particularly when there may be an impact on a specific area in the region. The meetings are formatted to

5

#### Periodic reviews of the effectiveness of outreach strategies

To maintain compliance with federal and state regulations and to measure the effectiveness of the procedures and strategies, the LLTS MPO will track and document public comment and feedback forms, surveys, and special interest group meetings. For more details, see the Documentation and Evaluation

#### **Public Participation Tools and Techniques**

The implementation of the updated Plan will enable the LLTS MPO to improve upon and expand its public participation program through the integration of traditional and new outreach tools and resources suited to the Lackawanna Luzerne region. The following information identifies some of the existing tools that have proven effective as well as new methodologies and resources that will be employed to extend the effectiveness and the reach of our public involvement efforts. It also includes strategies specifically designed to accomplish the MPO's goals and objectives for providing equal opportunities for members of all social, economic, and diverse groups throughout the region in its public participation activities.

#### **Digital Strategies**

The strategic use of relevant web-based technology will help improve public access to transportation-related information, opportunities for participation, and enhance public dialogue with the MPO. To strengthen the MPO's ability to achieve the goals of its updated PPP, the following traditional and new strategies will be utilized as the staff's expertise and budget allows. As appropriate the following digital strategies will be provided in Spanish or other languages upon request.

#### **LLTS MPO Website**

The existing LLTS MPO website (<a href="www.lltsmpo.com">www.lltsmpo.com</a>) is the main resource and communication tool used to disseminate information relating to transportation planning processes. The site is maintained by both Luzerne County and Lackawanna County. The public can access the following information via the website:

- Approved and drafted plans and documents regarding both local, state and federal transportation planning and programming resources and projects;
- Committee information including meeting agendas, announcements and minutes;
- Social media accounts; and
- Local and statewide news and resources relating to transportation projects.

The website is mobile-friendly, includes translation capabilities, and is compliant with the Americans with Disabilities Act (ADA) website accessibility guidance.

#### **Social Media**

The magnitude of reach social media has on today's society is undeniable. LLTS MPO maintains a <a href="Facebook">Facebook</a> page that is updated with relevant MPO projects/plans and transportation-related news. This communication platform is a great way to keep an active online presence and cast a wider net through public and stakeholder network sharing. MPO meetings are recorded and uploaded to the <a href="LLTS MPO YouTube channel">LLTS MPO encourages public interaction and uploaded to the LLTS MPO YouTube channel</a>. LLTS MPO encourages public interaction and communication about the content posted on affiliated social media accounts. The views expressed in comments reflect those of the author and do not necessarily reflect the views of the MPO. LLTS MPO reserves the right to remove comments if deemed as unacceptable content.

#### **Visualization Tools**

- Videos Videos can be used to promote ongoing plans, inform and/or educate the
  public and stakeholders about transportation activities or encourage involvement in
  projects.
- GIS Mapping The public can use this web-based mapping software to obtain information on transportation projects on various geographical levels.
- PowerPoint Presentations This is a great visual application that can be presented in person or online to share information about a plan or project in a concise way.
   PowerPoint presentations can be recorded and placed on the website or converted to a PDF format for the public to access, download, and print.

#### Stakeholder Database

The MPO maintains a stakeholder database of contact information for those who wish to be notified directly of transportation planning activities, public meetings, and modifications to the MPO's primary planning documents. An interested party may be added to the database by contacting the MPO staff via phone or email with their name and email address and requesting to be added to the stakeholder database. The MPO maintains the database regularly and completes a comprehensive review annually. The LLTS MPO also has a current listing of Tribal Governments whose ancestors once lived in Pennsylvania. The various Tribes and Nations who may have an interest in the MPO region receive planning-related documents by mail or electronically as appropriate.

#### **Email Announcements**

Email marketing is a great resource for getting information out to people directly. LLTS MPO currently uses Outlook and MailChimp to communicate with those who have signed up to receive email blasts. The ability to track open and click-through rates is important because it informs the MPO on what the public finds interesting and engaging, and what the MPO needs to improve upon. An email marketing system gives the MPO the ability to allow the public user to maintain their contact information. Public users can indicate their email preferences as well as interests. Outdated contact information can be corrected or removed to enable the MPO to have a clean, useful contact list. These services also allow the MPO to export mailing lists that can be used for physical mailings. To sign up to receive email communications please contact LLTS MPO at info@lltsmpo.com.

#### **Mentimeter**

Mentimeter is a live online polling tool used to actively engage an audience. It provides a creative way to pose questions, gather feedback, and connect with a live audience while keeping the user's identity anonymous. This tool can be utilized during online or in-person presentations to gather feedback by simply providing the public with the access code for them to input on their smartphone or desktop computer. Accommodations can be made for those without internet or access to a smartphone.

#### **Online Public Comment Period**

Since the COVID-19 pandemic, online access to transportation planning information and public comment opportunities is more of the rule rather than the exception. The LLTS MPO will typically provide an online version of the public comment period that may include, a survey, display boards, PowerPoint presentations, and/or interactive mapping. The duration of public

comment periods depends on the project. For details on how long public comment periods are open, see the Public Participation Processes and Compliance section of this plan.

#### **Surveys**

Surveys are used to gather feedback on a particular topic and typically in conjunction with a public comment period. Surveys can be conducted in-person, by mail, or online. Web-based survey tools are a cost effective way to extend the reach of the MPO's engagement efforts. If a survey is offered online, the MPO will have an option to provide a printed version upon request.

 SurveyMonkey is an online survey tool that offers a variety of templates to facilitate easy survey creation. It features easy question creation and custom branding to help identify a survey with a particular project or planning activity. With a single URL, responses can be gathered through links on websites, email, Facebook pages and Twitter feeds. Data collected can be sorted by cross tabs and filters and reported in several ways including charts and graphs accessible via a mobile app. The online interface/display is compliant for accessibility by persons with visual disabilities.

#### **Online Public Meetings**

While an option for online meetings has been available for several years, it quickly became the only option for engagement during the pandemic when social distancing requirements prevent in-person gatherings. The public has since adapted to the virtual approach, and it is even preferred by some. To accommodate as many communication preferences as possible, the MPO will provide an online option when possible. The online public meeting will be streamed using Microsoft Teams or Zoom and may also be done in coordination with an in-person public meeting. Registration for the online meetings may be required but no Zoom login is necessary to participate. The public can participate by using their smart phone, computer, or calling into the meeting. Online public meetings will be recorded (unless otherwise noted) and placed on the MPO website.

#### Traditional Public Engagement Techniques

Traditional public outreach tools and techniques continue to play a key role in many public engagement efforts today. One of the impacts that the COVID-19 pandemic had on organizations was the need to adopt a hybrid approach to public meetings — to accommodate both online and in-person attendance. Regardless of the format, people still need to "meet." While COVID-19 propelled MPOs to become creative in their outreach, the following traditional tools and techniques will continue to be a staple of the LLTS MPO public participation plan. As appropriate the following public engagement strategies will be provided in Spanish or other languages upon request.

#### **In-Person Public Meetings**

Public meetings provide an opportunity for the public to hear about and share feedback on MPO business and planning projects. The details of public meetings are planned in advance to assist in the identification, development and creation of all meeting materials including advertisements, and securing the most adequate and accessible meeting facility. Public meeting comment forms (**Appendix D**) are made available in hard copy versions at public meeting locations to receive public comment. Substantive public comments are identified, and responses are provided and documented to demonstrate the influence of public input and feedback on

planning processes. MPO staff attend the meetings to present information on the project or plan and answer questions from the public. Public meeting locations are determined by project locations, target audiences, proximity to public transportation, and other factors that can vary depending on the project.

#### **Open Houses**

Open houses are similar to public meetings but are typically less formal. They allow LLTS MPO staff to interact with the public on a one-on-one basis. The event may include a brief presentation or activity, display boards, feedback forms and handouts. The primary purpose is to provide information and solicit public comments.

#### **Focus Groups**

A focus group provides the MPO with a small group facilitated discussion to gauge public opinion and collect feedback. Individuals who participate in this type of outreach will be selected by the LLTS MPO and may include underrepresented communities, local citizens who are in close proximity to a project or a specific subgroup of the population to provide a balance of perspectives.

#### **Advisory Groups**

The LLTS MPO will utilize advisory groups (also referred to as steering committees) to achieve specific objectives for a project or plan. The group, made up of key stakeholders and experts, will meet over a particular period of time to provide advice and diverse perspectives on complex issues and help in the decision-making process.

#### **Hard Copy Public Distribution**

Paper copies of proposed, draft, final or adopted MPO plans, and other related materials are made available and accessible for public review. The LLTS MPO identifies various locations throughout the region where paper copies of plans are placed to facilitate convenient public access throughout the MPO region as necessitated by a specific MPO activity such as the update of the PPP, LRTP or the TIP. The following is a listing of county, municipal, and agency offices throughout the MPO region that are typically used in conjunction with public review and comment periods. The specific locations will always be identified in the MPO's meeting advertisements in local newspapers and listed on the MPO website. In the selection of these locations, consideration is always given to ADA and transit route accessibility, hours of operation, parking availability, and the general familiarity of the destination to the public at large. Examples of the locations that have been used for the placement of a plan for public review include:

- Local public libraries
- County of Lackawanna Transit System (COLTS)
- Luzerne County Transportation Authority (LCTA)
- Hazleton Public Transit (HPT)
- Luzerne County Planning Commission
- Lackawanna County Regional Planning Commission
- PennDOT District 4-0 Headquarters

#### **Direct Mailings**

Project-specific materials and announcements are distributed to committee members, stakeholders, interest groups, and the public using a postal or bulk mailing service. This type of public outreach is used to announce upcoming meetings or to provide information to targeted residents and businesses. Examples of direct mailings include postcards, flyers, and letters. When appropriate, the materials will be provided in Spanish or a language familiar to the targeted community.

#### **Flyers**

Flyers may be used to announce meetings or encourage public participation on a current project. They are distributed to public places in order to reach a larger audience that other notifications may not reach. As appropriate, flyers will be translated into Spanish.

#### **Handouts**

A handout (also referenced as a fact sheet) is a brief one-page summary of the project that is visually appealing and easy to read in a digestible format. These are typically distributed during public meetings, but they can also be place in a PDF format on the MPO website for people to download and print. As appropriate, handouts will be translated into Spanish.

#### **Legal Notices**

A legal notice or display ad may be used to announce transportation plans, projects, meetings, and public comment periods.

#### **Press Releases**

News releases can be distributed to a wide range of media outlets at no cost for publication to provide official statements and announcements for distribution to the public. The MPO will work closely with the PennDOT District 4 Press Office to increase its use of news releases for public information and educational purposes.

#### **Media Relations**

The LLTS MPO will continue to advertise MPO and public meetings, and public review and comment periods in the following newspapers:

- Hazelton Standard-Speaker
- Wilkes-Barre Citizen's Voice
- Scranton Times-Tribune

This includes the placement of legal notices, advertisements and press releases. Other media community outlets will be researched and utilized if they are deemed appropriate venues for MPO business and support goals to expand outreach throughout the MPO region including traditionally underserved populations. The LLTS MPO will also work closely with the PennDOT District 4 Press Office and Transit Authorities to increase the frequency and variety of media formats utilized to communicate with the diverse population throughout the region.

#### **Logo and Branding**

The LLTS MPO has created a cohesive brand identity to increase public awareness and provide the public with a consistent and familiar look across communications. The logo (**Figure 8**) and branding cultivated by the MPO can be seen on the website, social media, print materials, emails, and any other public documentation for projects.

#### Figure 8 – Logo

# LUZERNE MPO

#### **Documentation and Evaluation Process**

The MPO staff will facilitate and document the review, and the findings will be used to improve the quality of public participation activities on an ongoing basis or documented for inclusion in conjunction with a future significant update of the overall Plan. The documentation of the review may include listings of the planning activities completed, accomplishments, and milestones that the MPO has achieved. For details on the processes and steps the MPO takes to support specific planning activities, see the Public Participation Process and Compliance section.

- **Plan/Planning Activity Review** The plan or plan activity is reviewed using the one-page checklist and materials.
- Need for PPP Update This checklist identifies the most common circumstances that
  would trigger the need for a PPP update. Based on the review, the degree of the update
  would be determined. The solicitation of public comment and/or the need for a new
  adoption vote will only result from significant PPP updates or requirements in new
  federal/state policy and legislation.
- **Open-Ended Review** This form offers only one primer question and is directed toward big-picture thinking about the PPP's effectiveness and improvement. The review is intended to be a repository of ideas and future goals for the PPP.

#### **MPO Transportation Planning**

The LLTS MPO carries out the metropolitan transportation planning process for its two-county region, and in doing so, is solely responsible for amending, regularly updating, and adopting a core set of plans and programs as noted below:

Document	Update Cycle	Next Update Planned
Long-Range Transportation Plan	5 years	2026
Transportation Improvement Program	2 years	2024
Public Participation Plan	As needed	2028 (target date)
Unified Planning Work Program	Biennially	2024
Coordinated Public Transit-Human Services Transportation Plan	As needed	2028 (target date)
Congestion Management Process	As needed	2024
Air Quality Conformity Analysis	2 years	2024

#### **Long-Range Transportation Plan**

The Long-Range Transportation Plan (LRTP) identifies transportation conditions, needs, goals, policies, and projects for a minimum 20-year horizon. It is updated at five-year intervals for the LLTS MPO region. The LRTP serves as the blueprint for transportation and economic investments that address asset management principles, network deficiencies, safety issues, mobility constraints, accessibility limitations, unsustainable development, and transportation performance measures. The LLTS MPO coordinates the development of the LRTP with residents of the region as well as its committees and other local, state, and federal agencies.

#### **Transportation Improvement Program**

<u>The Transportation Improvement Program (TIP)</u> is the regionally agreed-upon list of priority projects which are included in the first four years of PennDOT's Twelve Year Program (TYP). The TIP consists of multimodal projects including traditional highway, bridge, and transit projects along with bicycle/pedestrian, and freight-related improvements.

The TIP is comprehensively updated every two years, but between updates, it is a document that is regularly revised by the MPO. TIP amendments address major changes, such as the addition or deletion of a project or a substantial change in project cost, schedule, design concept, or the overall scope of work for a project. TIP amendments are approved at the MPO meetings. TIP administrative modifications are shared with MPO committee members and discussed as needed.

MPOs are responsible for developing and approving metropolitan TIPs. PennDOT, through its District and Central Offices function as the lead planning agency for the Interstate Highway System, identifying Interstate Highway System projects in cooperation with the MPOs and RPOs (Rural Planning Organizations), and these projects are identified on a separate TIP. The Governor or his/her designee (currently the Secretary of the Pennsylvania Department of Transportation) approves the MPO/RPO TIP submissions as well as the Interstate Program. The approved projects become part of the <u>Statewide Transportation Improvement Program (STIP)</u>. The STIP is ultimately endorsed by Pennsylvania's Statewide Transportation Commission, and these projects will then become the financially responsible and fiscally constrained program for the first four years of the <u>State's Twelve Year Program</u>.

The STIP is the official transportation improvement program document mandated by federal statute and recognized by FHWA and FTA. The Commonwealth's Twelve Year Program is updated every two years as required by state law. The FHWA and FTA will only authorize projects and approve grants for projects that are programmed in the current approved STIP.

Additionally, the public involvement procedures as described in this Plan for the TIP development process are used to satisfy the Program Of Projects (POP) requirements of <u>Section 5307 (federal funding – Urbanized Area Formula Program)</u>. The MPO works closely with its grant applicant(s) to ensure the successful integration of the POP into the TIP, and to make sure that explicit documentation and public notifications are deployed as required. Under Section 5307 (49 USC 5307)<sup>2</sup>, the Federal Transit Administration (FTA) apportions Urbanized Area Formula Program funds to urbanized areas (UZAs) and states for public transportation capital projects, operating assistance, job access and reverse commute projects, and for transportation-related planning. An urbanized area is a Census-designated area with a population of 50,000 or more as determined by the U.S. Department of Commerce, Bureau of the Census.

To support the continuation and expansion of public transportation services in the United States, Section 5307 supports public transportation by:

- a. assisting in the planning, engineering, design, construction, evaluation, and maintenance of public transportation projects, equipment, and facilities;
- facilitating cooperation between public transportation companies and private companies engaged in public transportation to encourage the planning and establishment of areawide public transportation systems needed for economical and desirable urban development;
- c. encouraging mobility management, employment-related transportation alternatives, joint development practices, and transit-oriented development;
- d. providing financial assistance to states and local governments to help carry out national goals related to mobility for all, including elderly individuals, individuals with disabilities, and economically disadvantaged individuals;
- e. investing in bus and bus-related activities such as replacement, overhaul, and rebuilding of buses; and
- f. investing in crime prevention, public transportation safety, and security equipment.

-

<sup>&</sup>lt;sup>2</sup> Federal Transit Administration Circular FTA C 9030.1E, January 16, 2014

#### **Public Participation Plan**

The Public Participation Plan is a compilation of public outreach tools and resources that the MPO employs as necessary to effectively engage a broad range of community interests in its transportation planning, programming and project development processes. An effective PPP ensures that the MPO's public involvement activities comply with applicable federal and state metropolitan transportation planning regulations. This updated PPP was developed based on consultation with representatives of its TAC, Technical and Coordinating committees, PennDOT Engineering District and Central Offices, FHWA, and stakeholders. The updated PPP also contains measures for evaluating the performance of the plan and suggested tools and resources for future improvements.

#### **Unified Planning Work Program**

The Unified Planning Work Program (UPWP) describes the biennial program and scope of activities for the MPO. It identifies the transportation planning activities that the MPO intends to accomplish during the program years utilizing federal, state and local resources. Included in the UPWP is a budget that details how resources will be utilized. The UPWP is reviewed, updated, and adopted biennially. The next UPWP update will be in 2024.

#### **Coordinated Public Transit-Human Services Transportation Plan**

The aim of the Coordinated Public Transit/Human Services Transportation Plan is to improve transportation services for persons with disabilities, older adults and individuals with lower incomes by ensuring that communities coordinate the available transit resources. Coordination enhances transportation access, minimizes duplication of services, and facilitates the most appropriate cost-effective transportation possible with available resources. Federal transit law requires that projects selected for funding under the following Federal Transit Administration (FTA) programs be derived from a coordinated plan including the Elderly Individuals and Individuals with Disabilities Program, Job Access and Reverse Commute Program, and the New Freedom Program. MPOs (and RPOs) are not required to be the lead agency in the development of the coordinated plan, but Federal guidance states that the coordinated plan may be developed separately or as a part of the MPO's transportation planning process. In any case, the plan must be coordinated and consistent with the region's transportation planning process. The most recent Plan was completed and adopted in 2008.

#### **Congestion Management Process**

Federal transportation legislation (Moving Ahead for Progress in the 21st Century Act - MAP 21) requires that each metropolitan planning area in the United States with a population greater than 200,000, also known as Transportation Management Areas or TMAs, have a Congestion Management Process (CMP). Title 23 Code of Federal Regulations (CFR) Part 450 Section 322 identifies the specific federal requirements for a CMP. Federal requirements also state that in all TMAs, the CMP shall be developed and implemented as an integrated part of the metropolitan transportation planning process.

The CMP is a broad, regional-level planning tool designed to help manage congestion by identifying congested corridors and recommending multimodal strategies for congestion mitigation. The goal of a CMP is to provide information that helps transportation planners, professionals and others to understand the overall congestion climate in individual corridors and

the region. This data helps the MPO in partnership with other agencies to formulate congestion management strategies<sup>3</sup>.

The CMP is an ongoing process, continuously progressing and adjusting over time as goals and objectives change, new congestion issues arise, latest information sources become available, and new strategies are identified and evaluated. The most recent CMP update was in April 2016.

#### **Air Quality Conformity**

The Clean Air Act of 1990 (CAA) identifies the actions states and MPOs/RPOs must take to reduce emissions from on-road mobile sources in nonattainment or maintenance areas. In addition, regionally significant projects identified in the LRTP should be in sufficient detail to develop cost estimates, including a design concept and design scope description, of all existing and proposed transportation facilities regardless of the funding source in nonattainment and maintenance areas for conformity determinations under the EPA's transportation conformity rule. "Nonattainment" areas are geographic areas that do not meet the federal air quality standards, and maintenance areas are areas that formerly violated but currently meet the federal air quality standards. In nonattainment and maintenance areas for transportation-related pollutants, FHWA and FTA as well as the MPO or RPO must make a conformity determination on any new or revised plan (TIP, LRTP) in accordance with the CAA and Environmental Protection Agency (EPA) conformity regulations. The conformity process intends to make certain that regions do not undertake projects that are inconsistent with state obligations to meet National Ambient Air Quality Standards (NAAQS). Regions where plans do not meet conformity requirements risk the loss or disruption of federal transportation funding<sup>4</sup>.

If no violations of air quality standards have been found, the area is considered to be in compliance or "attainment" with federal air quality standards. Lackawanna and Luzerne Counties are classified as orphan maintenance areas for the 1997 8-hour ozone NAAQS. Under this status, the LLTS MPO is required to include an air quality conformity determination for any regionally significant projects in the region as well as the TIP and LRTP in coordination with the Interagency Coordination Group (ICG).

-

<sup>&</sup>lt;sup>3</sup> Developing Regional Long-Range Plans Resource Guide for Pennsylvania Planning Partners, Pub. 575 (February 2023)

<sup>&</sup>lt;sup>4</sup> Developing Regional Long-Range Plans Resource Guide for Pennsylvania Planning Partners, Pub. 575 (February 2023)

#### **Public Participation Processes and Compliance**

This section contains a series of process "checklists" designed to offer step-by-step public participation guidance to support specific planning activities conducted by the LLTS MPO. These planning activities include the development of: Long Range Transportation Plans (LRTP) and Updates; LRTP Amendments; Transportation Improvement Program (TIP) Updates, Amendments, and Administrative Modifications; and Public Participation Plan (PPP) Updates.

Each process includes steps that are generally chronological, although certain elements of each step may happen earlier or later in the process. Statutory and regulatory requirements – such as timeframes for public comment and involvement of FHWA – are provided at their minimum or better values, and their source (Federal or State) are indicated, where applicable. The following sections lay out the key steps of the MPO's public participation process for primary plans, plan updates, amendments, and modifications.



#### Long Range Transportation Plan (LRTP) & Updates



The Long Range Transportation Plan (LRTP) serves as the blueprint for making transportation decisions. It sets the policy, vision, and goals used to guide project selection and programming within the MPO region. The following applies to the adoption of a new LRTP or a regular update.

#### **Process**

#### 1. Review Current Public Participation Plan

✓ Conduct a review of the MPO's current Public Participation Plan and appropriate the plan for the LRTP effort or implement an update, as required to comply with new transportation legislation, regulations, executive orders, and guidance (see PPP update).

#### 2. Develop and Implement LRTP Public Involvement Program

✓ Develop and implement a public involvement program that is consistent with the MPO's adopted PPP to support the LRTP development.

#### 3. Release DRAFT LRTP document for public and agency comment

- ✓ Provide a reasonable opportunity for comment on the plan and related components (e.g., Air Quality Conformity, Environmental Justice), including a public comment period of 30 calendar days.
- ✓ Provide DRAFT LRTP document to FHWA and FTA for review prior to the beginning of the public comment period.
- ✓ Distribute related documents in hard copy by mail or electronically to the various Indian Tribes and Nations with interests in Lackawanna and Luzerne Counties.
- ✓ Make document available in an accessible electronic format on the MPO website.
- ✓ Make document available in a hard copy format at the county government offices, public transit agency offices, and PennDOT District 4-0 offices.

#### 4. Notify the public and local agencies of opportunities to comment

- ✓ Publish notifications prior to the beginning of the public comment period start date and at least 14 calendar days prior to the public meeting date. This includes:
  - Legal notices in local newspapers, such as the Hazelton Standard-Speaker,
     Wilkes-Barre Citizen's Voice, and Scranton Times-Tribune at a minimum.
  - News releases distributed to other newspapers and broadcast media outlets.
  - o Interested parties notified via email using a distribution list.
  - Web notification on the MPO webpage in an accessible electronic format.
  - Social media outreach.
- ✓ Conduct at least one (1) public meeting at an accessible location.

#### 5. Conduct inter-agency consultation as required in Pennsylvania (State).

- ✓ Request presentation time at a regularly scheduled Agency Coordination Meeting (ACM); or
- Conduct a meeting with representatives from state and local agencies in the MPO region.

#### 6. Document and record public participation efforts.

- ✓ Compile comments received and draft responses to unique and significant comments. These responses should indicate how the comment was incorporated or why a different approach was taken.
- ✓ Incorporate comments and comment responses into the FINAL LRTP document.
- ✓ Post comment responses on the MPO website in an accessible electronic format after responses have been approved by the MPO Coordinating Committee at its first meeting after the close of the public comment period.
- ✓ If contact information has been provided, provide summary of comments and responses to those who provided comments within seven (7) calendar days of approval by the MPO Coordinating Committee.

#### Provide an additional seven (7) calendar day comment period if the final version of the LRTP significantly differs from the version that was made available for public comment.

- ✓ Provide notification (by email) of the additional comment period to interested parties and all those who commented previously (and included an email address) prior to the beginning of the public comment period start date.
- ✓ Provide revised document to FHWA and FTA for review prior to the beginning of the additional public comment period.
- ✓ Distribute related documents in hard copy by mail or electronically to the various Indian Tribes and Nations with interests in Lackawanna and Luzerne Counties.

#### 8. Adopt the LRTP.

- ✓ The MPO approves the Air Quality Conformity Report by vote, followed by adoption of Air Quality Resolution by vote.
- ✓ The MPO adopts the final version of the LRTP by vote of the MPO committee at a regularly scheduled public meeting.
- ✓ Make the final version of the LRTP available on the MPO website in an accessible electronic format.
- ✓ Post notice of the LRTP adoption to the MPO webpage.
- ✓ Submit final Air Quality Conformity Determination Request and provide copies of final LRTP and related documents to PennDOT and FHWA for approval.

#### 9. Maintain the LRTP.

✓ Work with local, state, and federal partners to process amendments and modifications to the LRTP as needed (See LRTP Amendment).

#### Things to Remember

- Ensure FHWA and FTA are provided with an opportunity to participate in the LRTP development process (Federal).
- Written and oral comments received on the draft LRTP will need to be summarized and documented in the final plan. A response must be

- generated for comments considered significant.
- The LRTP must conform to air quality regulations and processes.

#### **Optional & Non-Required Activities**

 Upon the discretion of the MPO, the MPO staff may meet with local stakeholders, county staff, and county commissioners/other elected officials at their regularly scheduled and advertised meetings.

 Leverage social media and issue a news release to upon plan adoption to raise awareness.

#### **Development Summary**



#### **Update Schedule**

Every 5 Years

(Include a kickoff meeting and allow 18-24 months for development)



## **Document** Horizon

20+ Years



## Public Review Period

30 Calendar Days

Minimum requirement prior to plan adoption



#### **Public Meeting**

One (1) meeting

Minimum requirement prior to plan adoption

#### Long Range Transportation Plan (LRTP) Amendment



The LRTP may be modified between plan update cycles. Where the update is triggered by a TIP Amendment, the public participation activities may be conducted jointly. The public participation effort should follow more stringent requirements (TIP Amendment or LRTP Amendment). The following applies to modifications that occur between LRTP update cycles.

#### **Process**

#### 1. Release the DRAFT LRTP Amendment(s).

- ✓ Provide a reasonable opportunity for comment on the plan and other related plan components (e.g., revised Air Quality Conformity Report, Environmental Justice Assessment), including a public comment period of 30 days.
- ✓ Provide DRAFT LRTP document to FHWA and FTA for review prior to the beginning of the public comment period.
- ✓ Make document available in an accessible electronic format on the MPO website.
- ✓ Distribute related documents in hard copy by mail or electronically to the various Indian Tribes and Nations with interests in Lackawanna and Luzerne Counties.
- ✓ Make document available in hard copy format in the county government offices, public transit agency offices, and PennDOT District 4-0 office.

# 2. Determine the need to provide targeted outreach for project amendments that disproportionately burden populations or concentrations of Minority, In-Poverty, LEP, or Disabled Persons.

TRIGGER: Burdensome action or project in an area defined by one or both of the following: in a project area where the likely affected Minority, In-Poverty, LEP or Disabled persons exceeds 1,000 persons or in a Census tract where the concentration of Minority, In-Poverty, LEP, or Disabled persons exceeds two times the regional average of that population.

- ✓ If in an area with a high concentration of LEP persons:
  - Conduct a targeted outreach activity within the project area to engage the affected population.
  - Advertise the activity in the LEP language.
  - Make amendment(s) available in an accessible electronic format on the MPO website in the affected LEP language.
- ✓ If in an area with a high concentration of Minority, In-Poverty, or Disabled persons:
  - Conduct a targeted outreach activity within the project area to engage the affected population.
  - Advertise the activity through at least two (2) agencies, community organizations, or advocacy groups that serve the affected population. A list of these community partners can be found in **Appendix E**.
  - Make amendment(s) available in print copy format at the nearest municipal office or relevant agency or community center to the project area.

#### 3. Notify the public and agencies of opportunities to comment.

- ✓ Publish notifications prior to the beginning of the public comment period start date and at least 14 calendar days prior to the public meeting date. This includes:
  - Legal notices in local newspapers, such as the Hazelton Standard-Speaker,
     Wilkes-Barre Citizen's Voice, and Scranton Times-Tribune at a minimum.

- News releases distributed to other newspapers and broadcast media outlets.
- o Interested parties notified via email using a distribution list.
- Web notification on the MPO webpage in an accessible electronic format.
- Social media outreach.
- ✓ Distribute related documents in hard copy by mail or electronically to the various Indian Tribes and Nations with interests in Lackawanna and Luzerne Counties.
- ✓ Conduct at least one (1) public meeting at an accessible location.

# 4. Document the public participation efforts.

- ✓ Document the participation activities conducted.
- ✓ Compile comments received and draft responses to unique and significant comments that indicate how the comment was incorporated or why a different approach was taken.
- ✓ If contact information has been provided, provide summary of comments and responses to those who provided comments within seven (7) calendar days of approval by the MPO Coordinating Committee.

# Provide an additional seven (7) calendar day comment period if the final version of the LRTP significantly differs from the version that was made available for public comment.

- ✓ Provide notification (by email) of the additional comment period to interested parties and all those who commented previously (and included an email address) prior to the beginning of the public comment period start date.
- ✓ Provide revised document to FHWA and FTA for review prior to the beginning of the additional public comment period.
- ✓ Distribute related documents in hard copy by mail or electronically to the various Indian Tribes and Nations with interests in Lackawanna and Luzerne Counties.
- ✓ Make document available in an accessible electronic format on the MPO website.

# 6. Adopt the LRTP Amendment(s).

- ✓ The MPO approves the Air Quality Conformity Report by vote, followed by adoption of Air Quality Resolution by vote (if amendment includes regionally significant project).
- ✓ The MPO adopts the final version of the LRTP Amendment(s) by vote of the MPO committee at a regularly scheduled public meeting.
- ✓ Submit final Air Quality Conformity Determination Request and provide copies of final LRTP amendment and related documents to PennDOT and FHWA for approval.
- ✓ Make the final version of the LRTP Amendment(s) available on the MPO website in an accessible electronic format.
- ✓ Post notice of the LRTP Amendment(s) to the MPO webpage.

# Things to Remember

- Ensure FHWA and FTA are provided with an opportunity to participate in the process.
- Amendments and modifications to the LRTP should be processed in

- coordination with local, state, and federal partners.
- LRTP Amendment(s) must be accessible to those that may be affected by the proposed amendment(s). Targeted outreach

strategies to these populations must also be included as part of the public participation process.

# Optional & Non-Required Activities

 Upon the discretion of the MPO, the MPO staff may meet with local stakeholders, county staff, and county commissioners/other elected

- officials at their regularly scheduled and advertised meetings.
- Engage and form partnerships with community organizations to identify outreach strategies and proactively expand the MPO's reach to populations affected by an LRTP amendment.

# **Development Summary**



# Public Review Period

30 Calendar Days

Minimum requirement prior to adoption



### **Public Meeting**

One (1) meeting

Minimum requirement prior to adoption

# Transportation Improvement Program (TIP) Update



The Transportation Improvement Program (TIP) is a four-year, short-range program that consists of a prioritized list of federally funded multimodal transportation projects within the MPO region. The TIP supports the vision of the LRTP. The following applies to the regular update of the TIP/STIP and the Twelve-Year Program (TYP) according to the statewide program. These procedures, notice of public involvement activities, and the time established for public review and comment also satisfy the Program of Projects requirements of Section 5307.

# **Process**

#### 1. Release the DRAFT TIP.

- ✓ Provide the public with reasonable opportunity to comment on the DRAFT TIP, including a public comment period of 30-days (minimum).
- ✓ Provide the DRAFT TIP update to FHWA and FTA for review prior to the beginning of the public comment period.
- ✓ Make the DRAFT TIP available in accessible electronic format on the MPO website.
- ✓ Make the DRAFT TIP available in hard copy format at county government offices, public transit agency offices, and PennDOT District 4-0 offices.

### 2. Notify the public and agencies of opportunities to comment.

- ✓ Publish notifications prior to the beginning of the public comment period start date and at least 14 calendar days prior to the public meeting date. This includes:
  - Legal notices in local newspapers, such as the Hazelton Standard-Speaker,
     Wilkes-Barre Citizen's Voice, and Scranton Times-Tribune at a minimum.
  - News releases distributed to other newspapers and broadcast media outlets.
  - Interested parties notified via email using a distribution list.
  - Web notification on the MPO webpage in an accessible electronic format.
  - Social media outreach.
- ✓ Distribute related documents in hard copy by mail or electronically to the various Indian Tribes and Nations with interests in Lackawanna and Luzerne Counties.
- ✓ Conduct at least one (1) public meeting at an accessible location.

# 3. Document public participation efforts.

- ✓ Document the participation activities conducted.
- ✓ Compile comments received and draft responses to unique and significant comments. These responses should indicate how the comment was incorporated or why a different approach was taken.
- ✓ Post comment responses on the MPO website in an accessible electronic format after responses have been approved by the MPO Coordinating Committee at its first meeting after the close of the public comment period.
- ✓ If contact information has been provided, provide summary of comments and responses to those who provided comments within seven (7) calendar days of approval by the MPO Coordinating Committee.
- ✓ Provide notification (by email) of the additional comment period to interested parties and all those who commented previously (and included an email address).

# 4. Provide an additional seven (7) calendar day comment period if the final version of the TIP differs significantly from the version that was made available for public comment.

- ✓ Provide notification (by email) of the additional comment period to interested parties and all those who commented previously (and included an email address) prior to the beginning of the public comment period start date.
- ✓ Provide revised DRAFT TIP to FHWA and FTA for review prior to the beginning of the additional public comment period.
- ✓ Distribute related documents in hard copy by mail or electronically to the various Indian Tribes and Nations with interests in Lackawanna and Luzerne Counties.
- ✓ Make the revised DRAFT TIP available in an accessible electronic format on the MPO website.

### 5. Adopt the TIP.

- ✓ The MPO approves Air Quality Conformity Report by vote, followed by adoption of Air Quality Resolution by vote.
- ✓ The MPO adopts the final version of the TIP by vote of the MPO committee at a regularly scheduled public meeting.
- ✓ Make the final version of the TIP available on the MPO website in an accessible electronic format.
- ✓ Post notice of the TIP adoption to the MPO webpage.
- ✓ Submit final Air Quality Conformity Determination Request and provide copies of final TIP and related documents to PennDOT and FHWA for approval.

#### 6. Maintain the TIP.

✓ Work with local, state, and federal partners to process amendments and modifications to the TIP as needed (See TIP Amendments and TIP Administrative Modifications).

# Things to Remember

- At least one (1) public meeting is required to present the draft TIP.
- Written and oral comments received on the draft TIP will need to be summarized and documented in the final submission. A response must be generated for comments considered significant.
- The final TIP will be made available on the MPO's website.

# **Optional & Non-Required Activities**

- Upon the discretion of the MPO, the MPO staff may meet with local stakeholders, county staff, and county commissioners/other elected officials at their regularly scheduled and advertised meetings.
- Leverage social media and issue a news release to upon TIP adoption to raise awareness.

# **Development Summary**









# **Update Schedule**

Every 2 Years

# **Document** Horizon

4 Years

# Public Review Period

30 Calendar Days

Minimum requirement prior to TIP adoption

# **Public Meeting**

One (1) meeting

Minimum requirement prior to TIP adoption



# Transportation Improvement Program (TIP) Amendments



An "amendment" to the MPO's Transportation Improvement Program (TIP) is a modification that occurs between TIP cycles but does not trigger a "major amendment". The following changes qualify as an "amendment" to the TIP:

- Any action affecting air quality conformity regardless of project cost or funding source
- Adds a new project or removes an existing project that utilizes federal funds\*
- Adds a new project phase(s), increases a current project phase, deletes a
  project phase(s), or decreases a current project phase that utilizes federal
  funds where the modification exceeds \$3 million but does not exceed \$10
  million.
- Adds federal funds to a 100% non-federal funded project, exception being projects from Statewide Managed Programs.
- Results in a major change in the scope of work or schedule of a project.
- Creates a new federally funded line item.

### **Process**

# 1. Release the Proposed TIP Amendment(s).

- ✓ Provide the proposed TIP amendment(s) to FHWA and FTA for review.
- ✓ Make TIP amendment(s) available in accessible electronic format on the MPO website.
- ✓ Notify MPO committee of the TIP amendment(s) via meeting packet distributed prior to committee meetings.
  - The agenda packet with links is distributed to the MPO Committees five business days prior to the meeting and posted to the LLTS MPO website no less than 24hours prior to the meeting.
- 2. Notify interested parties of the TIP Amendment(s) via email.
- 3. No public review or comment period is required for a proposed TIP Amendment.
- 4. Adopt the TIP Amendment(s).
  - ✓ The MPO adopts the final version of the TIP Amendment(s) by vote of the MPO committee at a regularly scheduled public meeting.
  - ✓ Make the final version of the TIP Amendment(s) available on the MPO website in an accessible electronic format.

### Things to Remember

- A TIP amendment does not require a public review and comment period or a public meeting.
- Advance notice to the MPO committee is required for members to review the proposed Amendment(s) ahead of a regularly scheduled meeting.
- Triggers for a "TIP Amendment" differ from those that trigger a "TIP Major Amendment." These amendment(s) have different public involvement processes.

# **Development Summary**



**Public Review Period** 

Not Required



**Public Meeting** 

Not Required



# Transportation Improvement Program (TIP) Administrative Modifications



An "administrative modification" to the MPO's Transportation Improvement Program (TIP) is a modification that occurs between TIP cycles but does not trigger an "amendment."

# **Process**

- 1. No public review or comment period is required.
- 2. Notify MPO Committee of the Administrative Modification(s) via meeting packet distributed prior to committee meetings.
- 3. Adopt the TIP Administrative Modification(s) by approval of MPO staff.
  - ✓ Make the Administrative Modification(s) available as part of the MPO committee meeting summary, on the MPO website in an accessible format.

# Things to Remember

- A TIP administrative modification does not require a public review and comment period or a public meeting.
- Advance notice to the MPO committee is required for members to review the proposed administrative modification(s) ahead of a regularly scheduled meeting.
- Administrative modifications are reported as informational items and do not require MPO vote.

# **Development Summary**



Public Review Period

Not Required



**Public Meeting** 

Not Required

# Unified Planning Work Program (UPWP) Updates



The MPO's Unified Planning Work Program (UPWP) describes and lists transportation planning activities to be conducted by LLTS MPO over the course of a two-year period. It includes a proposed budget and identifies the work tasks that will be

# **Process**

#### 1. Release the DRAFT UPWP.

- ✓ Provide the public with reasonable opportunity to comment on the DRAFT UPWP, including a public comment period of 30 days (minimum).
- ✓ Provide draft UPWP to FHWA and FTA for review prior to the beginning of the public comment period.
- ✓ Make DRAFT UPWP available in accessible electronic format on the MPO website and available in hard copy format at county government offices.

# 2. Notify the public and interested parties of opportunities to comment.

- Publish notifications prior to the beginning of the public comment period start date and at least 14 calendar days prior to the public meeting date. This includes:
  - Legal notices in local newspapers, such as the Hazelton Standard-Speaker,
     Wilkes-Barre Citizen's Voice, and Scranton Times-Tribune at a minimum.
  - o News releases distributed to other newspapers and broadcast media outlets.
  - o Interested parties notified via email using a distribution list.
  - Web notification on the MPO webpage in an accessible electronic format.
  - Social media outreach.

### 3. Document public participation efforts.

- ✓ Compile comments received and draft responses to unique and significant comments. These responses should indicate how the comment was incorporated.
- ✓ Post comment responses to the MPO website in an accessible electronic format after responses have been approved by the MPO Coordinating Committee at its first meeting after the close of the comment period.
- ✓ If contact information has been provided, provide summary of comments and responses to those who provided comments within seven (7) days of approval by the MPO Coordinating Committee.

### 4. Adopt the UPWP.

- ✓ The MPO adopts the final version of the UPWP by vote of the MPO committee at a regularly scheduled public meeting.
- ✓ Make the final version of the UPWP and all other relevant documentation available on the MPO website in an accessible electronic format.
- ✓ Submit adopted UPWP and any subsequent amendments to PennDOT and FHWA for approval.

# Things to Remember

 The UPWP is developed in collaboration with transportation stakeholders, FHWA, FTA, public transportation providers, and PennDOT to ensure planning priorities are documented and addressed.

# **Development Summary**



# **Update Schedule**

Every 2 Years, Amended as Needed



# **Document** Horizon

2 Years



# Public Review Period

30 Calendar Days (Minimum requirement prior to adoption)



# **Public Meeting**

Not Required

# Public Participation Plan (PPP) Update



The Public Participation Plan (PPP) serves as the guidebook for how the MPO conducts its public outreach. It outlines the MPO's public participation methods, the strategies for public engagement and outreach, and state and federal regulations regarding public participation. The PPP provides the public with an overview of opportunities to be engaged.

### **Process**

### 1. Conduct a review of the MPO's current PPP.

✓ Task MPO Committee(s) to review the current PPP and identify the need to update the PPP and the scope of the updates required.

# 2. Implement updates to the PPP.

✓ Determine whether the update will be completed by the MPO staff or with consultant help.

# 3. Release the DRAFT Updated PPP for public and agency comment.

- ✓ Provide the public with a reasonable opportunity to comment on the plan, including a public comment period of 45 days (Federal).
- ✓ Provide the DRAFT Updated PPP document to FHWA and FTA for review prior to the beginning of the public comment period.
- ✓ Make DRAFT Updated PPP available in an accessible electronic format on the MPO website.
- ✓ Make DRAFT Updated PPP available in a hard copy format at the county government offices, public transit agency offices, and PennDOT District 4-0 office.

# 4. Notify the public and agencies of opportunities to comment.

- ✓ Publish notifications at least 30 calendar days prior to the public comment period ending date and at least seven (7) calendar days prior to any public meeting date. This includes:
  - Legal notices in local newspapers, such as the Hazelton Standard-Speaker,
     Wilkes-Barre Citizen's Voice, and Scranton Times-Tribune at a minimum.
  - News releases distributed to other newspapers and broadcast media outlets.
  - o Interested parties notified via email using a distribution list.
  - Web notification on the MPO webpage in an accessible electronic format.
  - Social media outreach.
- ✓ Conduct at least one (1) public meeting at an accessible location.

# 5. Document the public participation effort.

- ✓ Compile comments received and draft responses to unique and significant comments that indicate how the comment was incorporated or why a different approach was taken.
- ✓ Provide notification (by email) of the additional comment period to interested parties and all those who commented previously (and included an email address).
- ✓ Incorporate comments and comment responses into the FINAL PPP document.

- ✓ Post comment responses on the MPO website in an accessible electronic format after responses have been approved by the MPO Coordinating Committee at its first meeting after the close of the public comment period.
- ✓ If contact information has been provided, provide summary of comments and responses to those who provided comments within seven (7) calendar days of approval by the MPO Coordinating Committee.

# 6. Provide an additional seven (7) calendar day comment period if the final version of the Updated PPP differs significantly from the version that was made available for public comment.

- ✓ Provide notification (by email) of the additional comment period to interested parties and all those who commented previously (and included an email address) prior to the beginning of the public comment period start date.
- ✓ Provide revised Updated PPP document to FHWA and FTA for review prior to the beginning of the additional public comment period.
- ✓ Provide notice of the second public comment period and make the revised Updated PPP document available in an accessible electronic format on the MPO website.

# 7. Adopt the Updated PPP.

- ✓ The MPO adopts the FINAL PPP by vote of the MPO Committee at a regularly scheduled public meeting.
- ✓ Make the FINAL PPP document available on the MPO website in an accessible electronic format.
- ✓ Post notice of the PPP adoption to the MPO webpage and notify interested parties through electronic mailings.

# Things to Remember

- At least one (1) public meeting is required to present the draft PPP.
- Written and oral comments received on the draft PPP will need to be summarized and documented in the final submission. A response must be generated for comments considered significant.
- The final PPP will be made available on the MPO's website.

# Optional & Non-Required Activities

- Upon the discretion of the MPO, the MPO staff may meet with local stakeholders, county staff, and county commissioners/elected officials at their regularly scheduled/advertised meetings.
- Leverage social media upon PPP adoption to further raise awareness of ways to get involved in transportation planning processes.
- Conduct targeted engagement activities to gather feedback on strategies within the draft PPP from Minority, Low-Income, LEP, and Disabled Persons.

# **Development Summary**



**Update Schedule** 

Periodically, As Needed



**Document** Horizon

Continuous



Public Review Period

45 Calendar Days

Minimum requirement prior to plan adoption



**Public Meeting** 

One (1) meeting

Minimum requirement prior to plan adoption

# **Appendix A – Lackawanna County and Luzerne County Municipalities**

Lackawanna County				
Townships	Boroughs	Cities		
Benton	Archbald	Carbondale		
Carbondale	Blakely	Scranton		
Clifton	Clarks Green			
Covington	Clarks Summit			
Elmhurst	Dalton			
Fell	Dickson City			
Glenburn	Dunmore			
Greenfield	Jermyn			
Jefferson	Jessup			
La Plume	Mayfield			
Madison	Moosic			
Newton	Moscow			
North Abington	Old Forge			
Ransom	Olyphant			
Roaring Brook	Taylor			
Scott	Throop			
South Abington	Vandling			
Springbrook				
Thornhurst				
Waverly				
West Abington				

Luzerne County				
Townships	Boroughs	Cities		
Bear Creek	Ashley	Hazleton		
Black Creek	Avoca	Nanticoke		
Buck	Bear Creek Village	Pittston		
Butler	Conyngham	Wilkes-Barre		
Conyngham	Courtdale			
Dallas	Dallas			
Dennison	Dupont			
Dorrance	Duryea			
Exeter	Edwardsville			
Fairmount	Exeter			
Fairview	Forty Fort			
Foster	Freeland			
Franklin	Harveys Lake			
Hanover	Hughestown			
Hazle	Jeddo			
Hollenback	Kingston			
Hunlock	Laflin			
Huntington	Larksville			
Jackson	Laurel Run			
Jenkins	Luzerne			
Kingston	Nescopeck			
Lake	New Columbus			
Lehman	Nuangola			
Nescopeck	Penn Lake Park			
Newport	Plymouth			
Pittston	Pringle			
Plains	Shickshinny			
Plymouth	Sugar Notch			
Rice	Swoyersville			
Ross	Warrior Run			
Salem	West Hazleton			
Slocum	West Pittston			
Sugarloaf	West Wyoming			
Union	White Haven			
Wilkes-Barre	Wyoming			
Wright	Yatesville			

# **Appendix B – LLTS MPO Committee Members**

# The Transportation Advisory Committee (TAC)

**Janet Sweeney** 

Pennsylvania Environmental Council

**Mary Malone, President** 

Greater Hazleton Chamber of Commerce

**Ted Patton** 

Martz Trailways Co.

**Denise Corcoran** 

ARCIL/Operation Overcome

Joyce Morrash Zaykowski

W-B City Hall

**Alan Stout, Executive Director** 

Luzerne County Convention & Visitors
Bureau

**Shane Novak** 

Luzerne County Planning Commission

**Bernard McGurl** 

Lackawanna River Corridor Association

**Owen Worozbyt** 

Lackawanna Heritage Valley Authority

**Aaron Whitney** 

**Greater Scranton Chamber of Commerce** 

Nina Waskevich, President

AAA, Northeast Pennsylvania

**Sierra Club** 

**Keith Williams** 

Center for Independent Living

V. Dan Gavin

TMG Health

**Patrick Williams** 

Clarks Summit

**Stephanie Milewski, Vice President** 

North Pocono Trails Association

**Christine Dettore** 

Department of Conservation and Natural Resources

Vivian Williams, Community Initiatives
Coordinator

Scranton Area Community Foundation

Larry West, Executive Committee Member

**Scranton Tomorrow** 

### **Technical Committee**

# Susan Hazelton, ADE for Design, Vice-Chair

PennDOT District 4-0

# Gerard Babinski, District Bridge Engineer

PennDOT District 4-0

# **Dean Roberts, Chairman**

PennDOT Central Office

# Barbara Idhaw, P.E.

Greenman-Pederson, Inc.

# Brenda N. Sacco, Director

Planning & Economic Development

# **Chris Chapman**

Luzerne County Planning & Zoning

# **Mary Liz Donato**

Lackawanna County Regional Planning Commission

# Matthew Jones, Executive Director Planning a Zoning

Luzerne County Planning Commission

# Permanent Proxy for Mayor Paige Cognetti:

Tom Reilly Jr.

Reilly Associate

# Permanent Proxy for Mayor George Brown: Mark Barry

Wilkes-Barre City Hall

### Michael Danchek, Director of Finance

County of Lackawanna Transit System (COLTS)

# **Kathy Bednarek, Grants Coordinator**

Luzerne County Transportation Authority

# Permanent Proxy for Mayor Cusat: Ralph Sharp, Director

Hazleton Public Transit

# Stephen Mykulyn, P.E., Director of Engineering

Wilkes-Barre/Scranton International Airport

### **Carl Beardsley**

Wilkes-Barre/Scranton International Airport

# Larry Malski, Esq., President

Pennsylvania Northeast Regional Railroad Authority

# Permanent Proxy for Jeff Box: Alan Baranski

Northeastern Pennsylvania Alliance (NEPA)

# **Technical Committee Non-Voting Members**

### **Gene Porochniak, Community Planner**

Federal Highway Administration – Pennsylvania Division

#### **Tim Lidiak**

Federal Transit Administration

# **Ted Ritsick**

Department of Community and Economic Development

# **Coordinating Committee**

Richard N. Roman, P.E., District Executive, Vice Chairman

PennDOT District 4-0

Permanent Proxy for Kristin Mulkerin: Dean Roberts

PennDOT Central Office

**Brenda N. Sacco, Director** 

Planning & Economic Development

Romilda P. Crocamo, County Manager

Luzerne County

Permanent Proxy for Mayor Jeff Cusat: Joshua Esposito

Barry Isett and Associates

Permanent Proxy for Mayor Paige Cognetti:

Tom Reilly Jr,

**Reilly Associates** 

Permanent Proxy for Mayor George Brown: Mark Barry

Wilkes-Barre City Hall

**Tim McGrath, Executive Director** 

County of Lackawanna Transit System

**Robert Fiume, Executive Director** 

Luzerne County Transportation Authority

**Carl Beardsley, Airport Director** 

Wilkes-Barre/Scranton International Airport

# **Coordinating Committee Non-Voting Members**

# **Gene Porochniak, Community Planner**

Federal Highway Administration – Pennsylvania Division

**Tim Lidiak** 

Federal Transit Administration

# **Ted Ritsick**

Department of Community and Economic Development

Larry Malski, Esq., President

Pennsylvania Northeast Regional Railroad Authority

# **Appendix C – Tribes and Nations within LLTS MPO**

# John R. Johnson, Governor

Absentee-Shawnee Tribe of Indians of Oklahoma

# **Devon Frazier, THPO**

Absentee-Shawnee Tribe of Indians of Oklahoma

# **Deborah Dotson, Tribal President**

Delaware Nation, Oklahoma

# **Katelyn Lucas, Historic Preservation Assistant**

Delaware Nation, Oklahoma

# **Brad KillsCrow, Chief**

Delaware Tribe of Indians

# **Susan Bachor, Historic Preservation Representative**

Delaware Tribe of Indians

### **Glenna Wallace, Chief**

Eastern Shawnee Tribe of Oklahoma

# **Raymond Halbritter, Nation Representative**

Oneida Indian Nation

### **Sidney Hill, Chief**

Onondaga

### William L. Fisher, Chief

Seneca-Cayuga Nation

### **Cassie Harper, Tribal Administrator**

Shawnee Tribe

# **Shannon Holsey, Tribal President**

Stockbridge-Munsee Community, Wisconsin

# Leo Henry, Chief

**Tuscarora Nation** 

# **Appendix D – Comment Form**

# LUZERNE MPO

# **Comment Form**

Required field					
Name		*Email	*Email Organization (if applicable)		
		Organization (if a			
elephone Number		*What municipal	*What municipality do you live in?		
Whom do you represent in subr	nitting feedbac	k?			
O Self	0	Business	0	Government staff	
O Elected official	0	Transportation provider	0	Other (please share)	
O Social Media	0	Newspaper Ad		Public Library Other (please share)	
O Social Media	0	Newspaper Ad	0	Other (please share)	
rovide us with your feedback.					
•					
ould you like to be added to ou	ır mailing list fo	r future transportation and pl	anning upo	lates?	
Vould you like to be added to ou  ○ Yes	ır mailing list fo	r future transportation and pl	anning upo	lates?	

# **Appendix E – Community Partners**

The following agencies have been identified as organizations that work with traditionally underserved populations and will be included in public outreach activities. Others will be included as they are identified.

- Scranton Area Community Foundation
- Outreach Center for Community Resources
- United Neighborhood Centers of Northeastern Pennsylvania (UNC)
- Lackawanna County Area Agency on Aging
- Black Scranton Project
- NeighborWorks Northeastern Pennsylvania
- The Catherine McAuley Center
- United Way of Lackawanna and Wayne Counties
- United Way of Wyoming Valley
- Greater Scranton YMCA
- Greater Wyoming Valley Area YMCA
- Lackawanna County NAACP
- Wilkes-Barre NAACP
- Meals on Wheels of Wyoming Valley
- The Arc of Luzerne County
- AllOne Foundation
- Peace and Justice Center Wilkes-Barre
- United NEPA Alliance

# **Appendix F – Language Taglines**

# English

ATTENTION: If you speak another language other than English, language assistance services can be made available to you. Call 1 (717) 412-5300.

#### Vietnamese

LưU Ý: Nếu quý vị nói một ngôn ngữ khác không phải tiếng Anh, các dịch vụ hỗ trợ ngôn ngữ có thể được cung cấp cho quý vị. Gọi 1 (717) 412-5300.

#### Korean

주의: 영어 이외의 다른 언어를 사용하는 경우, 언어 지원 서비스를 이용할 수 있습니다. 1 (717) 412-5300으로 전화하십시오.

#### French

« ATTENTION : Si vous parlez une autre langue que l'anglais, des services d'assistance linguistique peuvent être mis à votre disposition. Appelez le 1 (717) 412-5300. »

#### Somali

FIIRO GAAR AH: Haddii aad ku hadasho luqad kale aanan ahayn Ingiriisiga, adeegyada gargaarka luqadda ayaa laguu diyaarin karaa. Wac 1 (717) 412-5300.

#### Russian

В НИМАНИЕ: если вы говорите на другом языке, вам может быть оказана языковая помощь. Обратитесь в информационно-справочную службу по номеру: 1 (717) 412-5300.

### Ukrainian

У В А Г А: якщо ви розмовляєте іншою мовою, вам може бути надана мовна допомога. Зверніться до інформаційно-довідкової служби за номером: 1 (717) 412-5300.

### Simplified Chinese

请注意:如果您说英语以外的另一种语言·我们可以为您提供语言帮助服务。请致电1 (717) 412-5300。

### **Traditional Chinese**

請注意:如果您說英語以外的另一種語言,我們可以為您提供語言幫助服務。請致電1 (717) 412-5300。

#### Arabic

)717( عنت تتحدث لغة أخرى غير اللغة الإنجليزية، يمكننا توفير خدمات المساعدة اللغوية لك .اتصل بالرقم 5300 412 )717.

### **Burmese**

သတိပြုရန်- သင်သည် အင်္ဂလိပ် ဘာသာစကား မဟုတ်သော အခြား ဘာသာစကားကို ပြောလျှင် သင့်အတွက် ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုကို ရနိုင်ပါသည်။ 1 (717) 412-5300 သို့ ခေါ်ဆိုပါ။

### Japanese

注意:英語以外の言語を話す場合は、言語支援サービスを利用できるようにすることができます。 電話 1(717) 412-5300

#### Hindi

सूचना: यदि आप अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं, तो आपको भाषा सहायता सेवाएं उपलब्ध कराई जा सकती हैं। कॉल करें १ (७१७) ४१२-५३००

#### Italian

ATTENZIONE: Se parli una lingua che non sia l'inglese, i servizi di assistenza linguistica possono essere messi a tua disposizione. Chiama 1 (717) 412-5300.

# Polish

UWAGA: Jeśli posługujesz się językiem innym niż angielski, możesz skorzystać z usługi pomocy językowej. Zadzwoń pod numer 1 (717) 412-5300.

### Nepali

ध्यान दिनुहोस्: यदि तपाईं अंग्रेजीबाहेक अन्य भाषा बोल्नुहुन्छ भने तपाईंलाई भाषा सहायता सेवा उपलब्ध गराउन सिकन्छ। 1 (717) 412-5300 मा फोन गर्नुहोस्।

# Urdu

توجّہ دیں :اگر آپ انگریزی کے علاوہ کوئی اور زبان بولتے ہیں تو آپ کی زبان میں مدد کے لیے آپ کو خدمات فراہم کرائی جاسکتی ہیے۔ براہ کرم 1 )717 (21-5300 پر کال کریں۔

# Spanish

ATENCIÓN: Si habla otro idioma que no sea inglés, habrá servicios de asistencia en otros idiomas disponibles. Llame al 1 (717) 412-5300.

# Greek

 $\Pi \ P \ O \ \Sigma \ O \ X \ H$ : Εάν μιλάτε άλλη γλώσσα διαφορετική από τα αγγλικά, οι υπηρεσίες γλωσσικής βοήθειας μπορούν να σας διατεθούν. Καλέστε 1 (717) 412-5300.