

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

RESOLUTION 2021-21

RESOLUTION OF THE RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION ADOPTING THE RIVER TO SEA TPO'S FY 2020/21 PUBLIC INVOLVEMENT ACTIVITIES SUMMARY

WHEREAS, the River to Sea Transportation Planning Organization (TPO) is the duly designated and constituted body responsible for carrying out the urban transportation planning and programming process for Volusia County and portions of Flagler County inclusive of the cities of Flagler Beach, Beverly Beach and portions of Palm Coast and Bunnell; and

WHEREAS, Florida Statutes 339.175; 23 U.S.C. 134; and 49 U.S.C. 5303 require that the urbanized area, as a condition to the receipt of federal capital or operating assistance, have a continuing, cooperative, and comprehensive transportation planning process that results in plans and programs consistent with the comprehensively planned development of the urbanized area; and

WHEREAS, United States Code of Federal Regulations 23 U.S.C. 450.316 requires that the River to Sea Transportation Planning Organization institute a Public Participation Plan (PPP) that lays out the processes and protocols for engaging the general public in the plans and programs of the River to Sea TPO; and

WHEREAS, the River to Sea Transportation Planning Organization has developed a summary of the public outreach activities that occurred during FY 2020/21 which coincide with, satisfy and meet the requirements of the TPO's adopted Public Participation Plan.

NOW, THEREFORE, BE IT RESOLVED, by the River to Sea TPO that the:

1. River to Sea Transportation Planning Organization's FY 2020/21 Public Involvement Activities Summary is hereby endorsed and adopted; and the
2. Chairperson of the River to Sea TPO (or their designee) is hereby authorized and directed to submit the River to Sea TPO's Public Involvement Activities Summary to the:
 - a. Florida Department of Transportation; and
 - b. Federal Transit Administration (FTA) (through the Florida Department of Transportation); and
 - c. Federal Highway Administration (FHWA) (through the Florida Department of Transportation).

DONE AND RESOLVED at the regularly convened meeting of the River to Sea TPO Board held on the 27th day of October 2021.

RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION

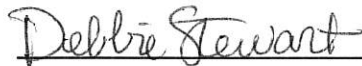


**VOLUSIA COUNTY COUNCIL VICE CHAIR BILLIE WHEELER
CHAIRPERSON, RIVER TO SEA TPO**

CERTIFICATE:

The undersigned duly qualified and acting Recording Secretary of the River to Sea TPO certified that the foregoing is a true and correct copy of a resolution, adopted at a legally convened meeting of the River to Sea TPO Board held on October 27, 2021.

ATTEST:



**DEBBIE STEWART, RECORDING SECRETARY
RIVER TO SEA TRANSPORTATION PLANNING ORGANIZATION**

Public Participation Evaluation Matrix

Summary of Results for FY 2020/21

Scheduled Meetings

Attendance Rates:

Attendance rates decreased among the majority of the TPO's committees and board when compared to the previous fiscal year (2019/20); all fell below the minimum 80% attendance rate with the exception of the Executive Committee which achieved a 95% attendance rate. Committee attendance records are included in each TPO Board agenda as information items as well as each of the committees' agendas. In the upcoming fiscal year, members will be reminded of the importance of their participation; and when they are unable to attend a meeting, staff will continue to request that they send an alternate in their place. In addition, members who have recurring absences will be contacted along with the appointing board member if the absences continue. TPO staff will continue to meet to review the history of attendance and adjust the strategy aimed at improving attendance.

Vacancies:

In regards to vacancies on the TPO's committees and board, a similar number of vacancies were reported when compared with the previous fiscal year. When vacancies occur on a board or committee, this information is posted on the River to Sea TPO's website and the corresponding city/county/elected official/agency is informed via email. Recruitment efforts will continue to be made through interaction with the board members that appoint committee representatives and through social media channels. While there were similar vacancies as the previous fiscal year, they still were significant. TPO staff will continue to review the vacancies and reach out to board members/cities/counties to encourage the seats to be filled.

Demographics:

Demographics of the committee/board members include a diverse representation of genders, races and disabilities. The TPO will continue to reach out to traditionally underserved populations to encourage participation on our committees through social media, events and word of mouth.

Public Comments:

Public comments at TPO meetings increased slightly this past fiscal year; 20 in FY 20/21 versus 17 in FY 19/20. This number is generally beyond the control of the TPO; however, we will continue to provide time during each meeting to allow public comment and encourage people to provide input.

Meeting Attendees:

The number of attendees at TPO Board and committee meetings held steady over the prior fiscal year. Overall, more people attended the meetings virtually than physically. The number of attendees is not typically within the control of the TPO; we will continue to send out notices to all citizens who have requested to be notified and post all meetings on the TPO's website, Facebook and Twitter pages and encourage the public to participate.

Open Access to Plans and Documents

Public Records Requests:

In FY 20/21, no one requested access to the TPO's plans and documents in person. This is the same as last year and not something that the TPO can necessarily influence or increase. We will continue to respond to requests in an efficient manner when they occur.

Requests for Information

Public Involvement Contact Logs:

Public Involvement Contact Logs showed a 6% increase in the number of individual public contacts over the previous fiscal year. One-hundred percent (100%) of these public inquiries were responded to by the TPO staff.

TPO Master Database/Email Contact List

Number of Recipients on Master Contact Listing:

There was an increase of 6% over FY 19/20 in the number of people in the TPO's master database/email listing. The number of people that requested to be added to our email list has increased slightly over the last fiscal year.

Monitor Returned Mail:

No mail was returned in FY 20/21; this is the same as FY 19/20. The TPO distributes agendas to 20 people monthly for a total of 200 per year; none have been returned which is satisfactory.

Community Workshops

Attendance:

Two public meetings/hearings (not including regularly scheduled TPO Board and committee meetings) were held in FY 20/21; a slight increase from one in FY 19/20. A total of two community workshops/webinars were held in FY 20/21 related to Connect 2045, the TPO's Long Range Transportation Plan.

The TPO cancelled its annual planning retreat due to COVID-19 and resulting travel restrictions and social distancing requirements.

Feedback and Participation:

Public comment cards are available at all TPO committee meetings. Ten (10) were received in FY 20/21. This is a decrease over the prior year.

Media, News Releases and Articles

Number of News Articles and Level of Press Coverage:

A total of 70 news articles were published in FY 20/21. This is slightly higher than last year which is above the average amount of 65 per year. In addition, five press releases were issued; a slight decrease over the previous fiscal year due to Connect 2045 and the Tell the TPO Survey having been completed.

Printed Materials and Marketing Items

Brochures, Maps and Marketing Materials:

During FY 20/21, the TPO distributed 50 Long Range Transportation Plan (LRTP) Summary Brochures, 120 TPO Annual Reports, 358 Bicycle Suitability Maps, 128 Walk and Ride Safety DVDs and two-hundred and twenty-six (226) 3' Bicycle Law decals. This is a slight decrease over the previous year for LRTP Summaries which is to be expected as we get further from the adoption date of the plan and the new Connect 2045 summary is released. For the Annual Report, the distribution decreased about 30% due to a decrease in the number of events the TPO participated in due to COVID-19. In regards to the bicycle maps, there was a marked increase in their distribution of 38% as more people were outdoors because of the pandemic. There was a slight decrease in the distribution of the Walk and Ride Safety DVDs due to the cancellation of some of the summer school helmet fittings in the summer of 2020 and a slight decrease in 3' Bicycle Law decals; both due to fewer outreach events because of COVID-19.

TPO Website, Facebook Page and Twitter Page

Number of Website Visitors, Facebook Likes and Twitter Impressions:

In FY 20/21, there were a total of 20,715 visitors to the TPO website; of which, 13,388 were new users. There were a total 35 more Facebook "likes" in FY 20/21 than in FY 19/20; an increase of over 11%. Facebook posts were made multiple times per week to announce meetings and safety messages which reached between 60 to 4,800 people. In addition, the TPO maintained and used a Twitter page. The TPO's Twitter page has 130 followers, an increase of 5% over the prior fiscal year. These tweets resulted in 23,600 "impressions" or the number of times users saw TPO posts.

Public Inquiries, Special Events and Miscellaneous Activities

Number of Special Events involving TPO Staff:

The TPO participated in 15 community events in FY 20/21; a decrease of 50% from the prior fiscal year. Many events, including Port Orange Family Days, Not So Noisy Bike Week, 2020 summer school helmet fittings, Light Up Midtown Health Fair and the Oak Hill Community Festival were cancelled due to COVID-19.

Miscellaneous Activities:

To account for the decrease in the number of in-person events that occurred during FY 2020/21 due to COVID-19, the TPO introduced a number of new ways to reach people. The first was through the use of videocasts. The TPO released its first "videocast" entitled *Monday on the Move*

which featured a member of the TPO's Bicycle/Pedestrian Advisory Committee (BPAC) in a conversation about what it is like using a bicycle as his primary source of transportation. The video which was published on the TPO's YouTube Channel resulted in 1,258 impressions and 458 views.

In addition, the TPO began the issuance of a monthly newsletter through the Constant Contact platform. The first newsletter was released in March of 2021 and covered the topics of Florida Bike Month, bicycle safety tips and TPO funding. Each monthly email is sent to an average of 625 people, including TPO Board and committee members, consultants and the public with an average 30% open rate.

During FY 20/21, the TPO launched a Speakers Bureau which features both TPO staff and individuals whose lives have been impacted by distracted driving and speeding speaking to community groups and organizations about their experiences as well as what the TPO is doing to help decrease injuries and fatalities from distracted driving and speeding. The Speakers Bureau began in June 2021 with presentations to the Rotary Club of Flagler County, the Rotary Club of DeBary, Deltona and Orange City and the Flagler Beach Rotary Club.

The TPO purchased 250 bicycle lights sets and 150 pedestrian lights. Through partnerships with the Flagler County Sheriff's Department, Volusia County Sheriff's Department and Votran these lights were distributed to individuals who were walking and riding at night without lights.

Tell the TPO Survey Campaign:

The Tell the TPO Survey Campaign is undertaken every other year. The 2020 Survey kicked off on March 30, 2020 and ran through June 7, 2020. The next Survey will begin in the Spring of 2022.



FY 2020/21 Public Participation Evaluation Matrix

TPO Board, Advisory Committees and Staff				FY 2020/21 Evaluation
Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
Scheduled Meetings	Monitor meeting attendance of members and alternates	80% participation by committee members	<p>Include minimum standards for meeting attendance in the TPO Bylaws and provide attendance records to the TPO Board</p>	<p>Monthly</p> <p>Sign in sheets and roll call forms are kept for all meetings; attendance records are also kept for all TPO committee meetings which are then provided each month to the TPO Board and advisory committees for their information and review.</p> <p>The average annual (fiscal year) attendance rate* for the TPO Board and advisory committees for FY 20/21 was: TPO Board – 69.5% Executive Committee – 95% TCC – 71.4% CAC – 70.5% BPAC – 70% TDLCB – 62.5%</p> <p>* Percentage does not reflect vacant seats but does include non-voting seats.</p> <p>In FY 2020/21, all TPO Board and committee meetings obtained a quorum with the exception of one BPAC meeting in November 2020 and one CAC meeting in June 2021. The November 2020 TPO Board meeting was cancelled due to the inability to obtain a quorum.</p>

FY 2020/21 EVALUATION

ONGOING PUBLIC PARTICIPATION

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
<p>Scheduled Meetings (continued)</p>	<p>Monitor demographic representation of committee members</p>	<p>When possible, fill available positions with citizens that represent varied demographic populations</p>	<p>Identify open positions and assist board members in recruiting public participants when requested</p>	<p>Monthly</p>
<p>Committee members are appointed based on the location of their residence in accordance with the appointing members' jurisdiction. One of the ways TPO Board members are made aware of vacancies as they occur is through the inclusion of committee attendance records in each month's TPO Board agenda.</p> <p>Each of the TPO advisory committees and the TPO Board had the following average number of vacancies (voting and non-voting) for FY 2020/21:</p> <p>TPO Board – 1 out of 32 total seats (3%) TCC – 9 out of 34 total seats (26%) CAC – 9 out of 32 total seats (28%) BPAC – 14 out of 34 total seats (41%) TDLCB – 0 out of 18 total seats (0%) (alternate member vacancies 6 out of 18 total seats) (33%)</p>				

ONGOING PUBLIC PARTICIPATION

FY 2020/21 EVALUATION

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
	<p>Document press and citizen attendance and comments at meetings</p>	<p>Provide opportunities for public comment at all meetings; record the attendance and participation of non-members</p>	<p>Encourage the participation of interested parties through public notices, advertising, “networking” and posting meeting notices on the website and Facebook</p>	<p>Monthly</p>
<p>Sign in sheets are kept for all meetings; public comment/participation periods are provided at the beginning of all TPO meetings. The TPO holds a minimum of 54 regularly scheduled meeting each fiscal year. Each meeting provides a specific time set aside to hear public comments. All meetings are noticed a minimum of five business days prior to the meeting and posted on the TPO website and Facebook page as well as emailed out to committee members and interested parties, including the press and libraries for posting.</p> <p>The number of public comments received at each of the TPO committees in FY 20/21 was: TPO Board – 11 Executive Committee - 4 TCC – 1 CAC – 1 BPAC – 0 TDLCB – 3</p> <p>The opportunity for public comment is included on all meeting agendas. The number of attendees, not including committee members and TPO staff, at each of the committee meetings throughout FY 20/21 totaled: TPO Board – 105 (73 virtual; 32 physical) Executive Committee – 40 (28 virtual; 12 physical) TCC – 34 (23 virtual; 11 physical) CAC – 26 (19 virtual; 7 physical) BPAC – 39 (34 virtual; 5 physical) TDLCB – 11 (5 virtual; 6 physical)</p> <p>Members of the press routinely attend the TPO Board meetings at an average of one per meeting. Meeting agendas and notices are sent to 13 various press contacts, including the local newspapers and radio broadcasters, as well as the local libraries for posting.</p>				

ONGOING PUBLIC PARTICIPATION

FY 2020/21 EVALUATION

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
<p>Open Access to Plans and Documents</p>	<p>Monitor the daily public review of plans and reports maintained within the TPO offices</p>	<p>Ensure ample opportunity for press and public review of all records</p>	<p>Promote/encourage review of TPO documents</p> <p>Post documents on website for convenient viewing/download</p> <p>Distribute electronic and/or printed copies of key documents to libraries</p> <p>Produce documents that are accessible to persons with disabilities</p>	<p>Monthly</p>
<p>Requests for Information</p>	<p>Number of calls, email, and other verbal and written inquiries</p>	<p>Respond to all requests by the public</p>	<p>Use public involvement contact logs to document information provided and actions taken</p>	<p>Monthly</p>

During FY 20/21, there were no requests for access to TPO plans or documents within the TPO offices.

Documents related to the Transportation Disadvantaged Local Coordinating Board (TDLCB) are provided in Microsoft Word format to the members in an effort to ensure accessibility by persons with disabilities; other documents and agendas in Word format are provided as requested.

The TPO's website provides a great deal of information as well as plans and documents that can be viewed and downloaded. The majority of the TPO's plans, studies and documents are provided on the TPO website at www.R2CTPO.org. Additional information is available by request.

The TPO received an estimated 981 requests for information from the TPO via phone, email or in person or at events during FY 20/21.

FY 2020/21 EVALUATION

ONGOING PUBLIC PARTICIPATION

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
<p>TPO Master Database/Email Contact List</p>	<p>Number of recipients on master contact listing</p>	<p>Maintain 1,400+ interested parties in the Master Database/Email List</p>	<p>Identify interested parties during public events and workshops</p>	<p>Monthly</p>
<p>The TPO's master email database contains contact information for 2,252 people and organizations; there is an option to request to be added to the email contact list on all sign in sheets provided at meetings.</p> <p>The number of people requesting to be added to our email contact list for each committee (through TPO sign-in sheets) for FY 20/21 was:</p> <p>TPO Board – 19 Executive Committee - 0 TCC – 4 CAC – 6 BPAC – 5 TDLCB – 0</p> <p>Additionally, requests to be added to our email contact list are occasionally made through the TPO's website, Facebook and Twitter pages.</p> <p>In FY 20/21, the TPO began a Constant Contact email monthly newsletter. The newsletter was sent out to between 580 and 685 people on a monthly basis. Each newsletter achieved between a 25%-39% open rate.</p> <p>Returned mail is routinely monitored and addresses are corrected as needed.</p> <p>In FY 2020/21, the TPO did not receive any returned mail.</p>				
<p>Monitor returned mail</p>	<p>100% accuracy for mailings</p>	<p>Review and correct mailing list on a regular basis</p>	<p>Weekly</p>	

ONGOING PUBLIC PARTICIPATION

FY 2020/21 EVALUATION

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
<p>Community Workshops</p>	<p>Attendance</p>	<p>Expected attendance will vary - set goals for each event</p>	<p>Use advertising, public notice, flyers, invitations, website, Facebook and press releases</p> <p>Schedule at varying times and locations</p>	<p>As needed</p>
	<p>Feedback and Participation</p>	<p>Encourage participants to provide written or verbal input</p>	<p>Use surveys, public comment forms, interactive exercises, games, etc. to increase participation</p>	<p>As needed</p>

Sign in sheets are kept for all community workshops and all meetings are listed on the TPO website and Facebook page; emails are sent to committee members as well as those who have indicated an interest in receiving notices.

Two (2) TPO public meeting/hearings were held in FY 2020/21 which were for the TLDCB Public Hearing and the adoption of the Connect 2045 Long Range Transportation Plan.

Two (2) virtual workshops were held in relation to Connect 2045, the TPO's Long Range Transportation Plan during FY 20/21; a virtual public workshop was held to solicit public input on the final phase of the development of Connect 2045 and an Environmental Justice Workshop to share information about the establishment and importance of environmental justice and provide an opportunity for the discussion of potential impacts of transportation improvements on elderly, minority, disabled, and low-income populations throughout the River to Sea TPO planning area.

Thirty-four (34) public comments were received either prior to or during the July 21, 2020 Connect 2045 Public Webinar.

ONGOING PUBLIC PARTICIPATION

FY 2020/21 EVALUATION

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
<p>Media/News Releases and Articles</p>	<p>Number of news articles and level of press coverage</p>	<p>Strive for increased media coverage of TPO activities</p>	<p>Issue press releases and develop positive relationships with media representatives</p>	<p>Monthly</p>
<p>Printed Materials and Marketing Items</p>	<p>Long Range Transportation Plan (LRTP) Summaries</p>	<p>Distribute to new persons in the TPO Master Database/Community Contact List and at community events</p>	<p>Identify interested recipients during public events and workshops and through the SCE process</p>	<p>Annually</p>

A TPO scrapbook is kept by staff which contains all TPO-related news articles, legal ads, press releases and press received; press releases were issued for various events and meetings including the annual TDLCB Public Hearing and Connect 2045 LRTP Workshops. Legal ads were issued for a number of requests for qualifications (RFQs) and Request for Proposals (RFPs) including the Legal Services RFQ and Audit Services RFP. Legal ads were also issued to notify the public that the following documents were available for public comment: Connect 2045 LRTP, a Connect 2045 Long Range Transportation Plan amendment, the Transportation Improvement Program (TIP), 2020 Project Priority Lists and a Unified Planning Work Program (UPWP) amendment. Legal notices were issued to notify the public of quarterly Transportation Disadvantaged Local Coordinating Board (TDLCB) meetings.

In FY 2020/21, there were five press releases issued and 70 news articles/media mentions collected referencing or pertaining to the TPO.

Press releases are distributed to 33 various news media contacts including the local newspapers, magazines, and radio and news stations.

The Connect 2045 LRTP began in FY 2019/20 and concluded in FY 2020/21. Summaries are provided during events and available at the office. They are also made available at the Volusia and Flagler County Libraries. It is also posted on the River to Sea TPO website.

ONGOING PUBLIC PARTICIPATION					FY 2020/21 EVALUATION	
Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period		
	Annual Report	Distribute to new persons in the TPO Master Database / Community Contact List and at community events	Identify interested recipients during public events and workshops and through the SCE process	Annually	The TPO's FY 19/20 Annual Report was made available to board and committee members as well as the Volusia and Flagler County Libraries. The report has also been posted on the TPO's website.	
	Volusia County Bicycle Map for the Experienced Cyclist – 2019 Bicycle Suitability Map	Distribute at community events and as requested	Identify interested recipients during public events and workshops and through the SCE process	Annually	In FY 2019/20, an update to the TPO's Volusia County Bicycle Map for the Experienced Cyclist occurred. The updated map was entitled the "2019 Bicycle Suitability Map" and covers all of the TPO's planning area. The map was distributed at community events as well as the local Chambers of Commerce, Visitors Bureaus and local bicycle shops. In FY 20/21, approximately 358 maps have been distributed.	
TPO Website, Facebook and Twitter pages	Number of website visitors, Facebook "likes" and Twitter followers	Maintain a user-friendly, ADA compliant website and Facebook page	Issue press releases and increase links from other websites	Annually	The TPO website had 41,452-page views by 20,715 visitors with 13,388 being new users. The River to Sea TPO's Facebook page had 372 likes during FY 2020/21. Facebook posts are made multiple times per week and generally reach between 60 and 4,800 people with a number of posts reaching upwards of 2,000 people. Links to the River to Sea TPO website are also provided on the majority of the TPO member cities' and counties' websites. The TPO's Twitter page, @TelltheTPO, had 130 followers. Tweets were made 2-3 times per week mainly promoting Connect 2045, the TPO's 2045 Long Range Transportation Plan, TPO Board and committee meetings and roadway, bicycle and pedestrian safety.	

FY 2020/21 EVALUATION

ONGOING PUBLIC PARTICIPATION

Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period
<p><i>Project Specific Efforts</i></p>	<p>Document public involvement activities for special projects</p>	<p>Ensure the performance of public involvement efforts meets the goals established for the project</p>	<p>As established for each project</p>	<p>As needed</p>
<p><i>Public Contacts, Special Events and Miscellaneous Activities</i></p>	<p>Number of special events involving TPO staff</p>	<p>Attend community events as requested by the public and/or groups and organizations</p>	<p>Participate in various public events throughout Volusia and Flagler Counties where TPO activities can be discussed</p>	<p>As needed</p>

Public involvement efforts are documented for specific TPO activities such as projects, meetings, workshops and special events. One example of this is the Connect 2045 Long Range Transportation Plan which had a Public Involvement Plan geared specifically towards that effort.

The TPO participated in 15 community outreach events during FY 20/21. This number is lower than previous years because many events were cancelled due to COVID-19. Some of the events that the TPO did participate in included Mobility Week events including the Love to Ride Challenge and Virtual Conference Center, the US 92 Pedestrian Hybrid Beacon Education Event/Enforcement, TPO Annual Open House/Toy Drive, summer school camp Bicycle/Pedestrian Safety presentations, TPO Speaker's Bureau presentations and two trail ribbon cuttings. It is estimated that the TPO reached 1,565 people through these community outreach events.

In addition, staff representing the River to Sea TPO presented at workshops and meetings throughout FY 20/21 including the DeBary, Deltona, Orange City Rotary Club, Flagler Beach Rotary Club, Flagler County Rotary Club as well as Connect 2045 workshops. During these meetings and workshops, an estimated 525 people were reached.

The TPO purchased 250 bicycle lights sets and 150 pedestrian lights. Through partnerships with the Flagler County Sheriff's Department, Volusia County Sheriff's Department and Votran, these lights were distributed to individuals who were walking and riding at night without lights.

ONGOING PUBLIC PARTICIPATION					FY 2020/21 EVALUATION
Public Participation Tool	Evaluation Criteria	Performance Goal	Performance Strategies	Review Period	
	Tell the TPO Survey Campaign	Conduct a biannual transportation survey	Solicit public response to a transportation survey in order to identify trends	Every two years	The Tell the TPO Survey was released on March 30, 2020 and ran through June 7, 2020. The survey was available online at www.TelltheTPO.com . The next Tell the TPO Survey will begin in the Spring of 2022.
	Number of public inquiries logged (calls, email, in-person and website)	Respond to 100% of the public contacts	Respond to 100% of the public contacts	As needed	A public involvement contact log is kept by each TPO staff member that contains the date of the contact, contact information, the nature of the contact and any action or follow-up taken in reference to that contact. 981 public contacts were logged for FY 2020/21. 100% of the public contacts were responded to by TPO staff.