

LACKAWANNA LUZERNE MPO

PUBLIC PARTICIPATION PLAN

JANUARY 2024

PREPARED FOR:

**LACKAWANNA-LUZERNE
TRANSPORTATION STUDY MPO**

**LACKAWANNA COUNTY
REGIONAL PLANNING COMMISSION**

123 Wyoming Avenue, 5th Floor
Scranton, PA 18503

**LUZERNE COUNTY
PLANNING COMMISSION**

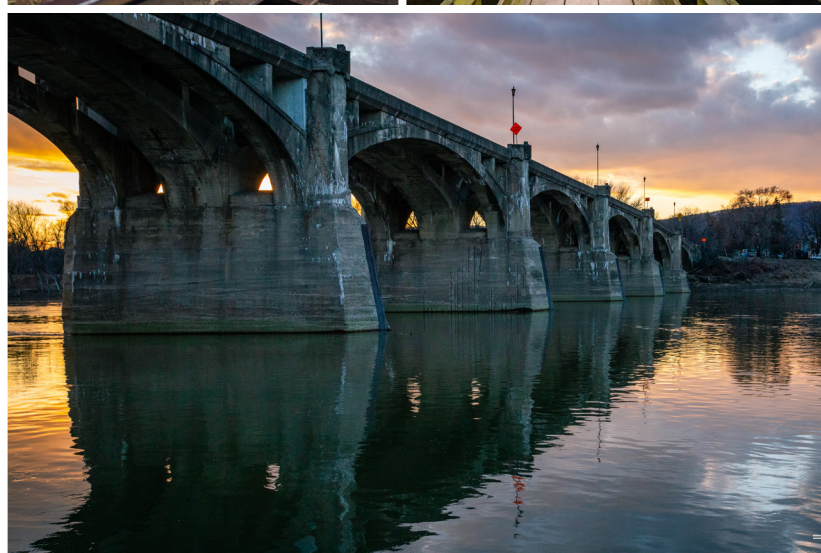
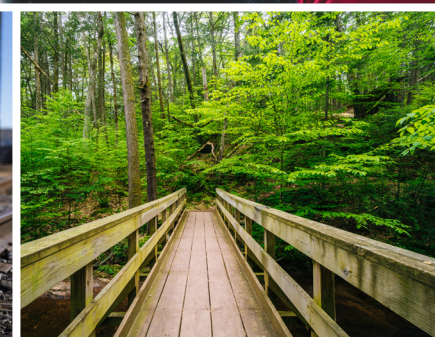
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**FINAL
PLAN**

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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 priscilla.cuevas@luzernecounty.org or call (570) 825-1589 or refer to the Language Taglines document in **Appendix H**.

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 (Jonathan.Shaw@LuzerneCounty.org).

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 (**Appendix C**)
- 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.

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Overview

About the Lackawanna Luzerne Transportation Study Metropolitan Planning Organization

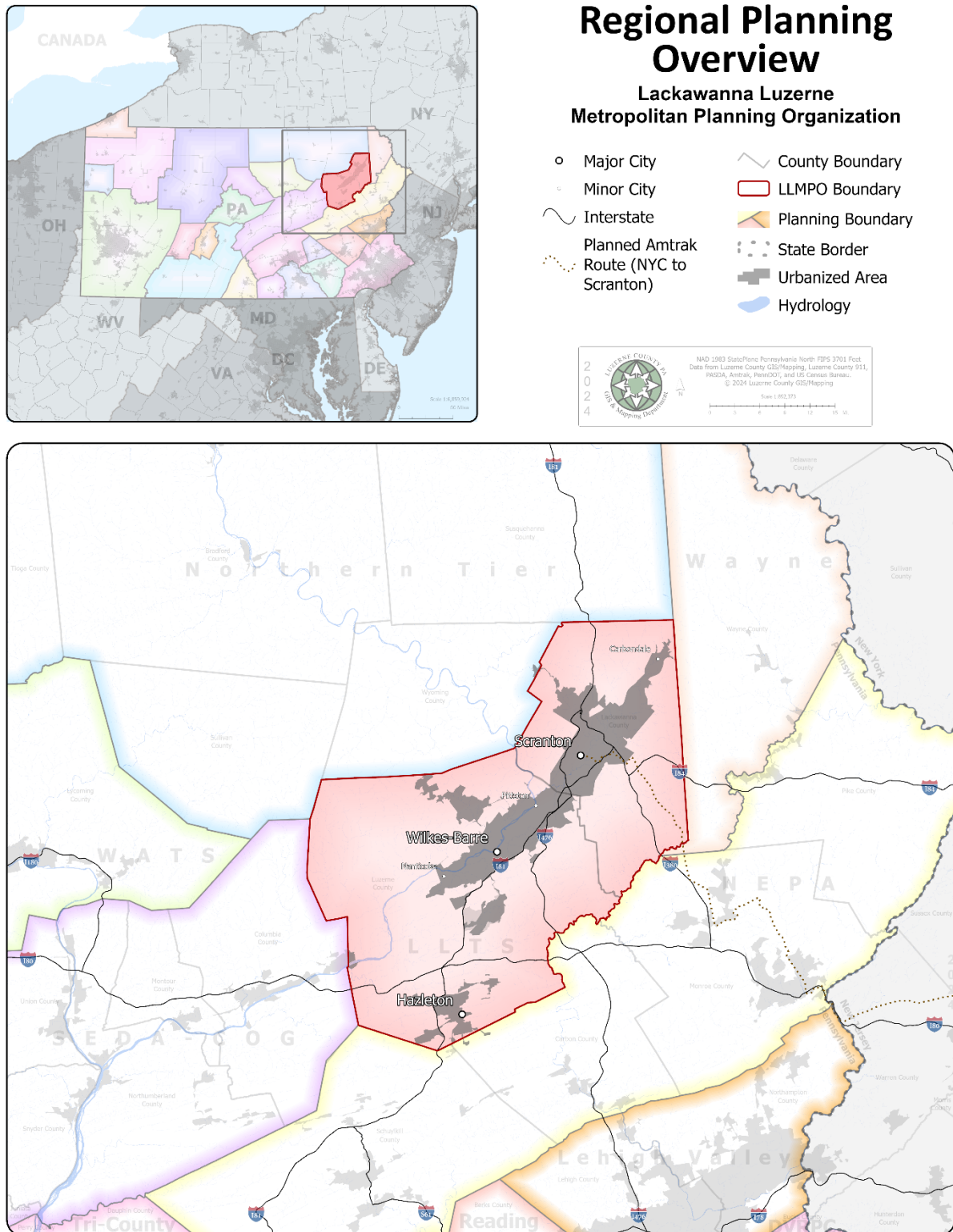
The LLTS MPO was established as a result of the 1973 Federal Highway Act and is responsible for determining how federal surface transportation funds are allocated for Lackawanna and Luzerne counties. The LLTS MPO operates via an agreement with PennDOT to approve studies and capital improvements for highways, 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 (lltsmpo.com/meetings-schedules). The locations are accessible by transit and also satisfies [Americans with Disabilities Act](#) (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 [Transportation Alternatives Set-Aside \(TASA\)](#) 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 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 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

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 – 10** include maps of minority and low-income populations and Limited English Proficiency (LEP) 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 Population

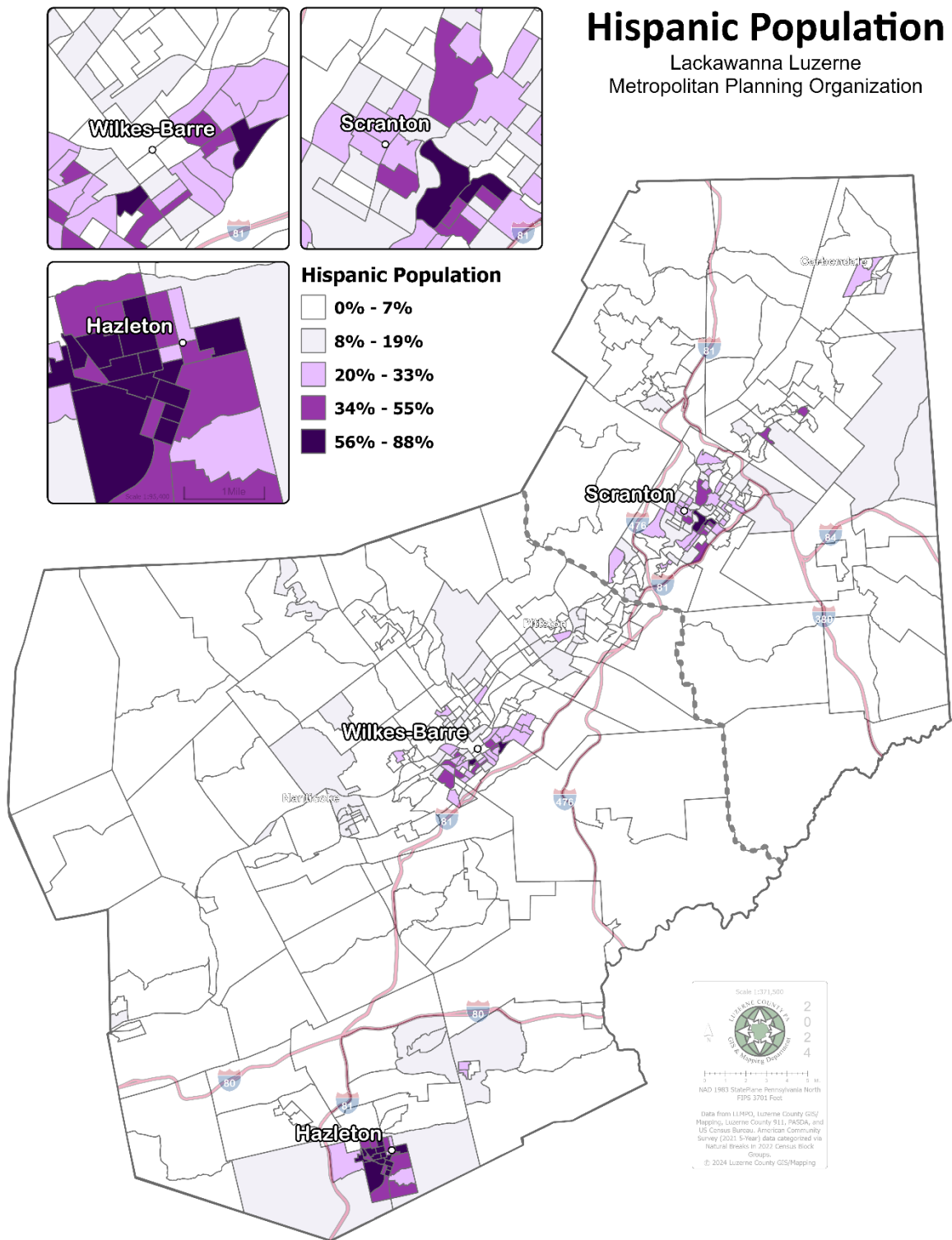


Figure 3 – Black or African American Population

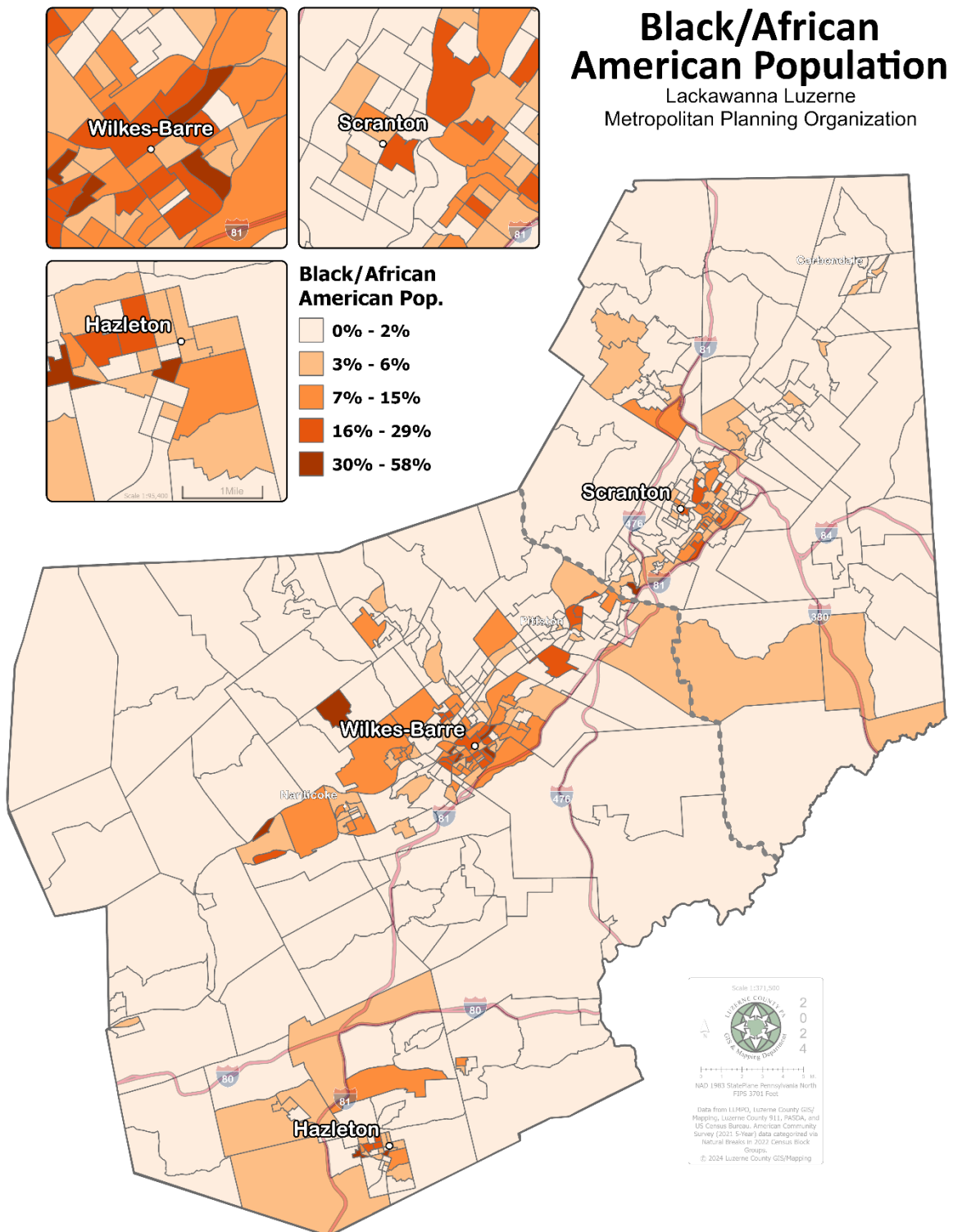


Figure 4 – Asian Population

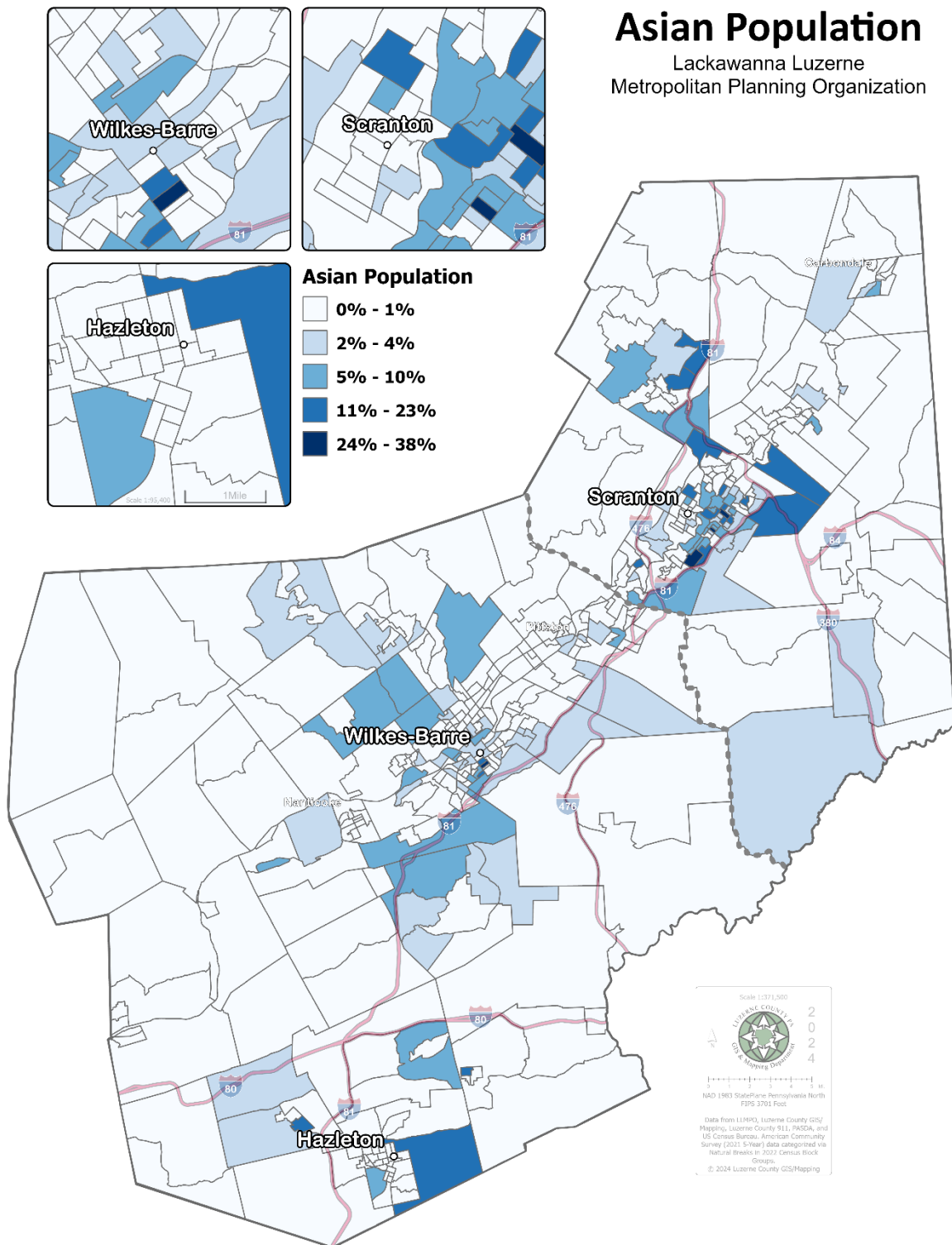


Figure 5 – Elderly Population

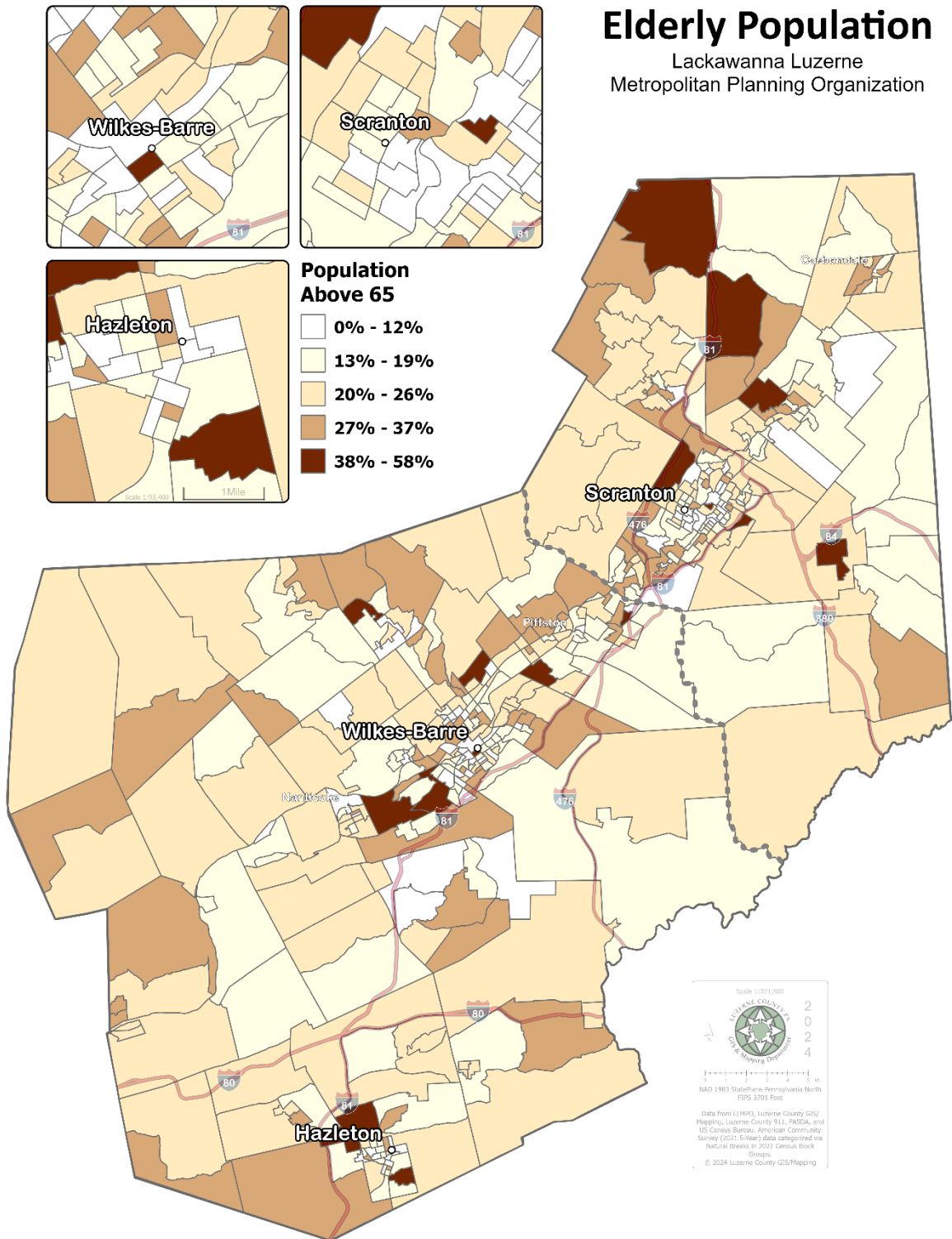


Figure 6 – Low Income Population

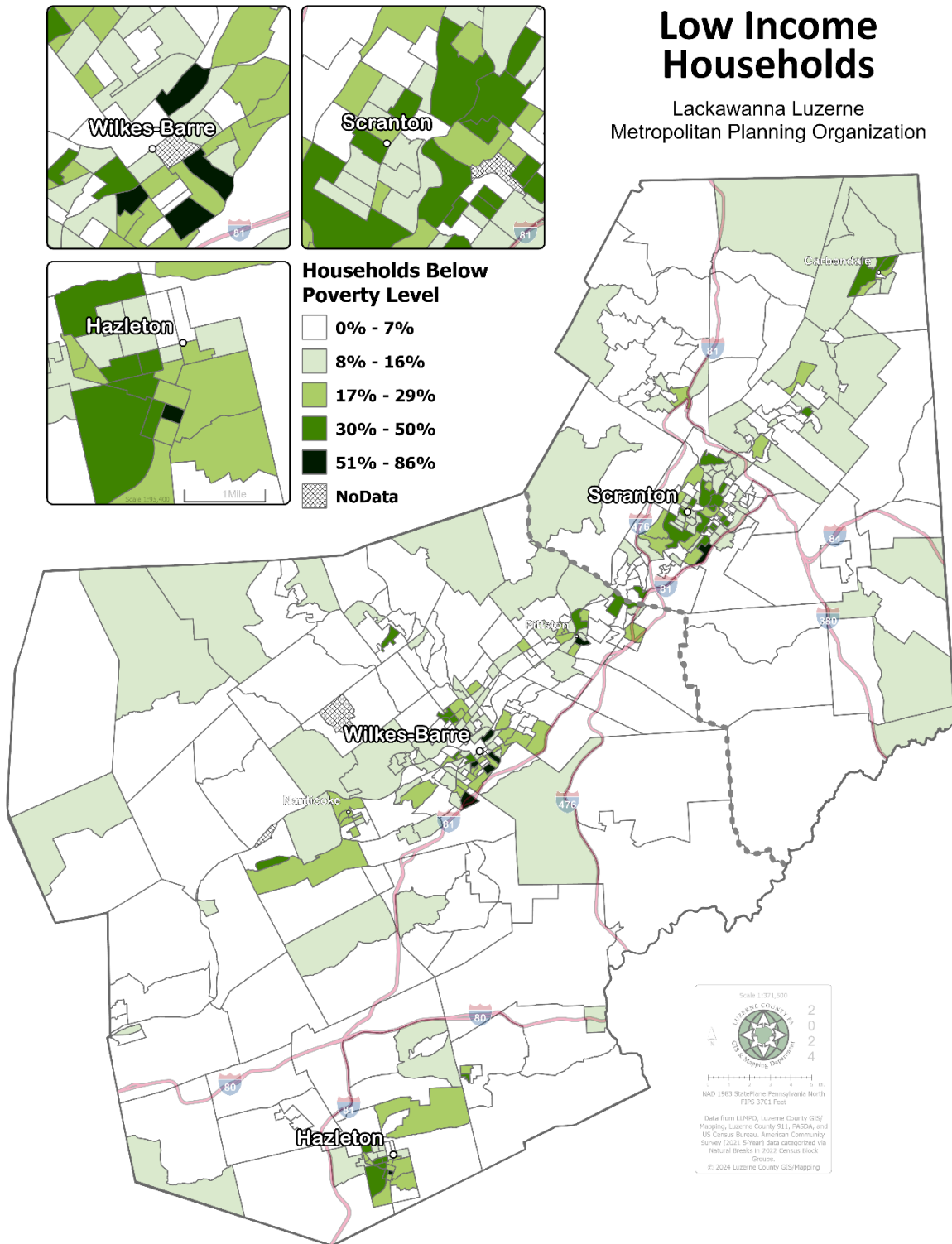


Figure 7 – Indo-European Languages

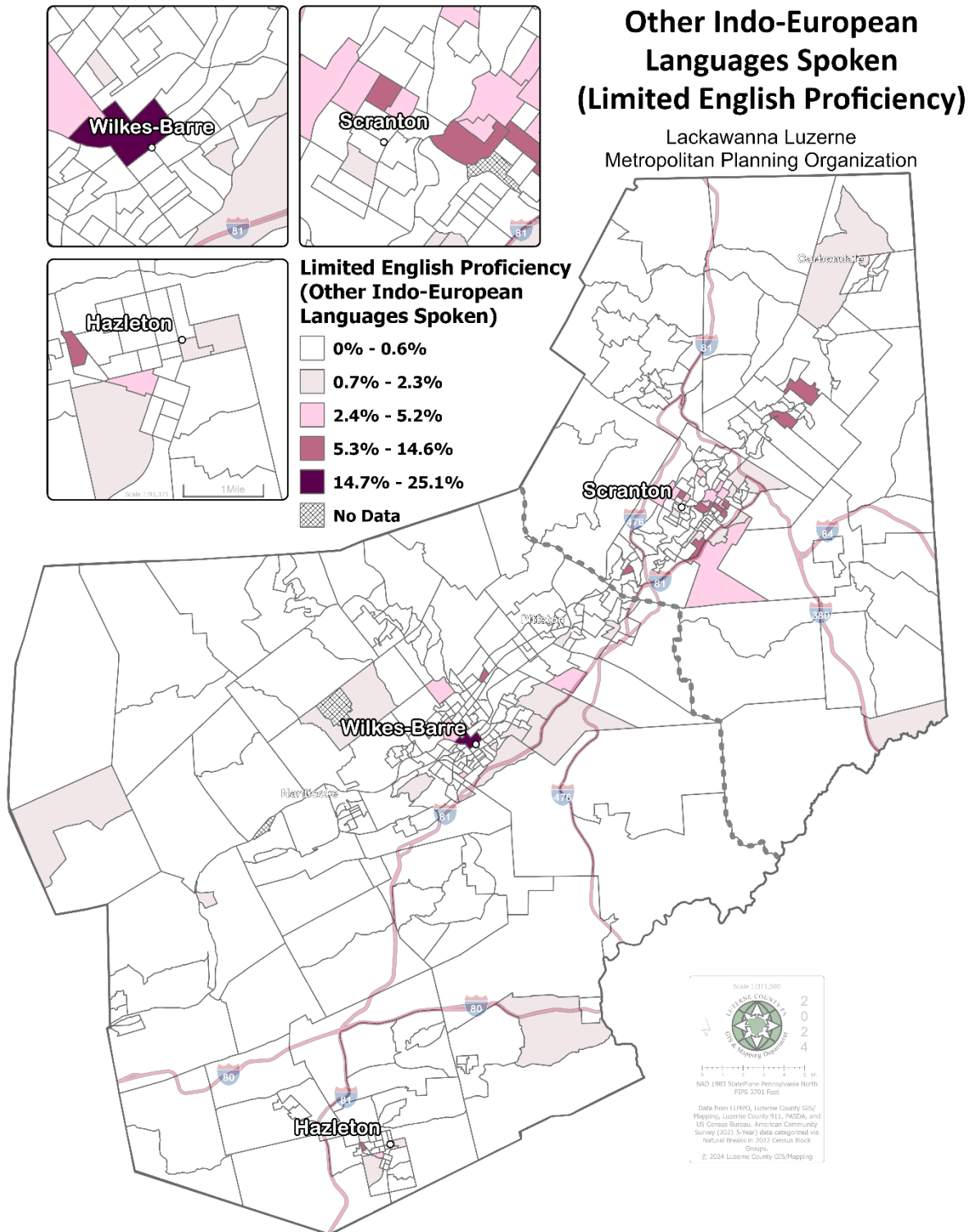


Figure 8 – Asian and Pacific Island Languages

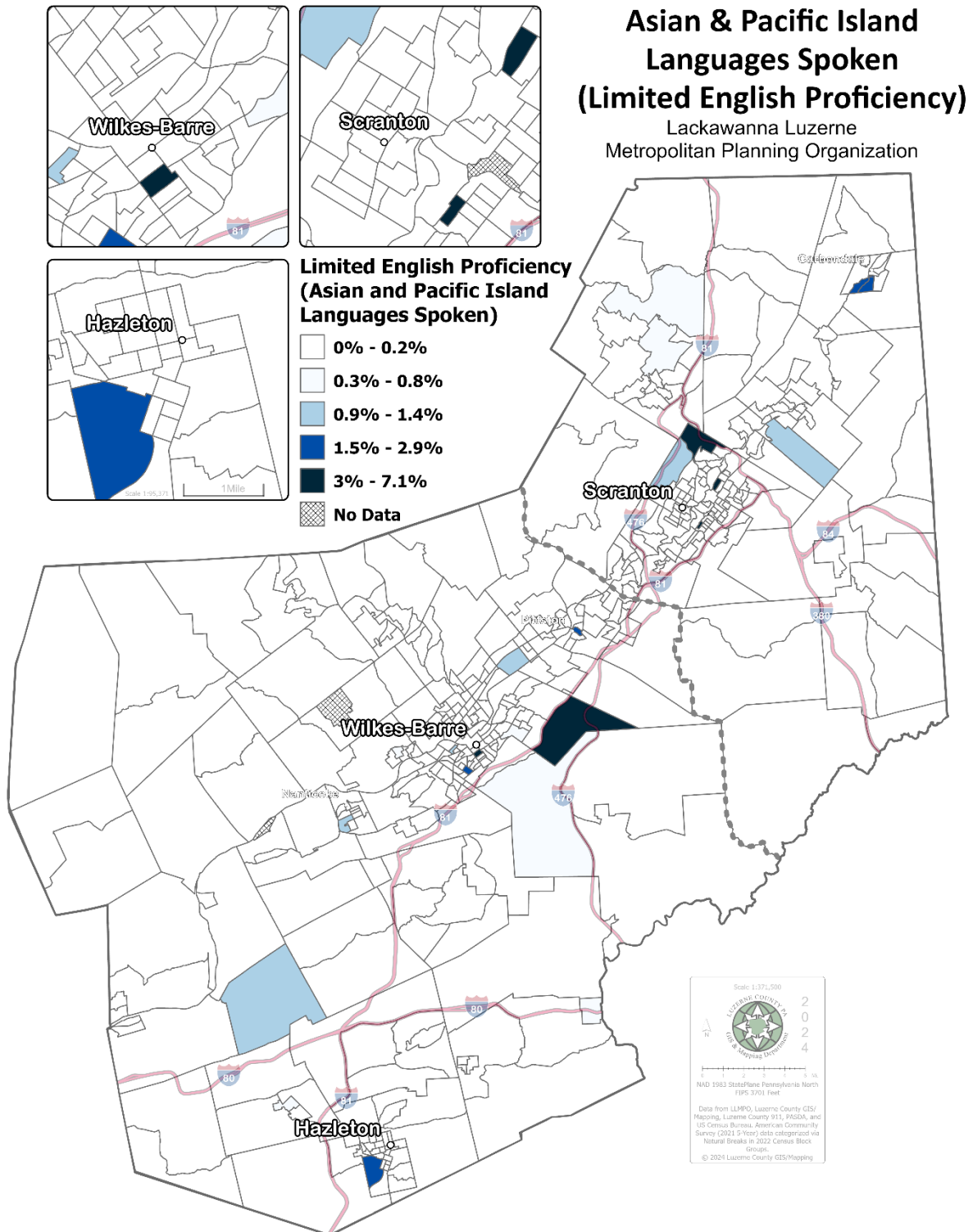


Figure 9 – Spanish Language

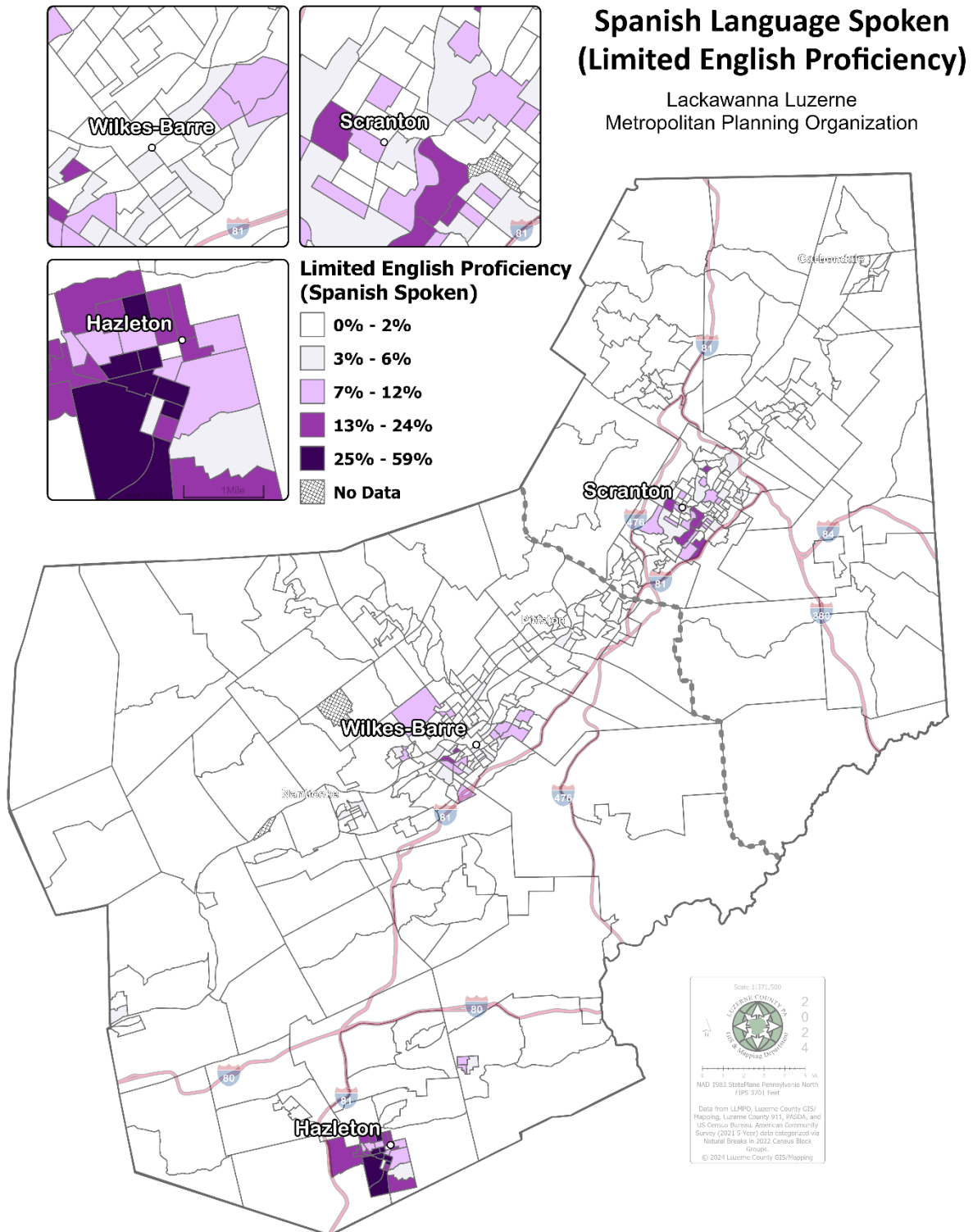
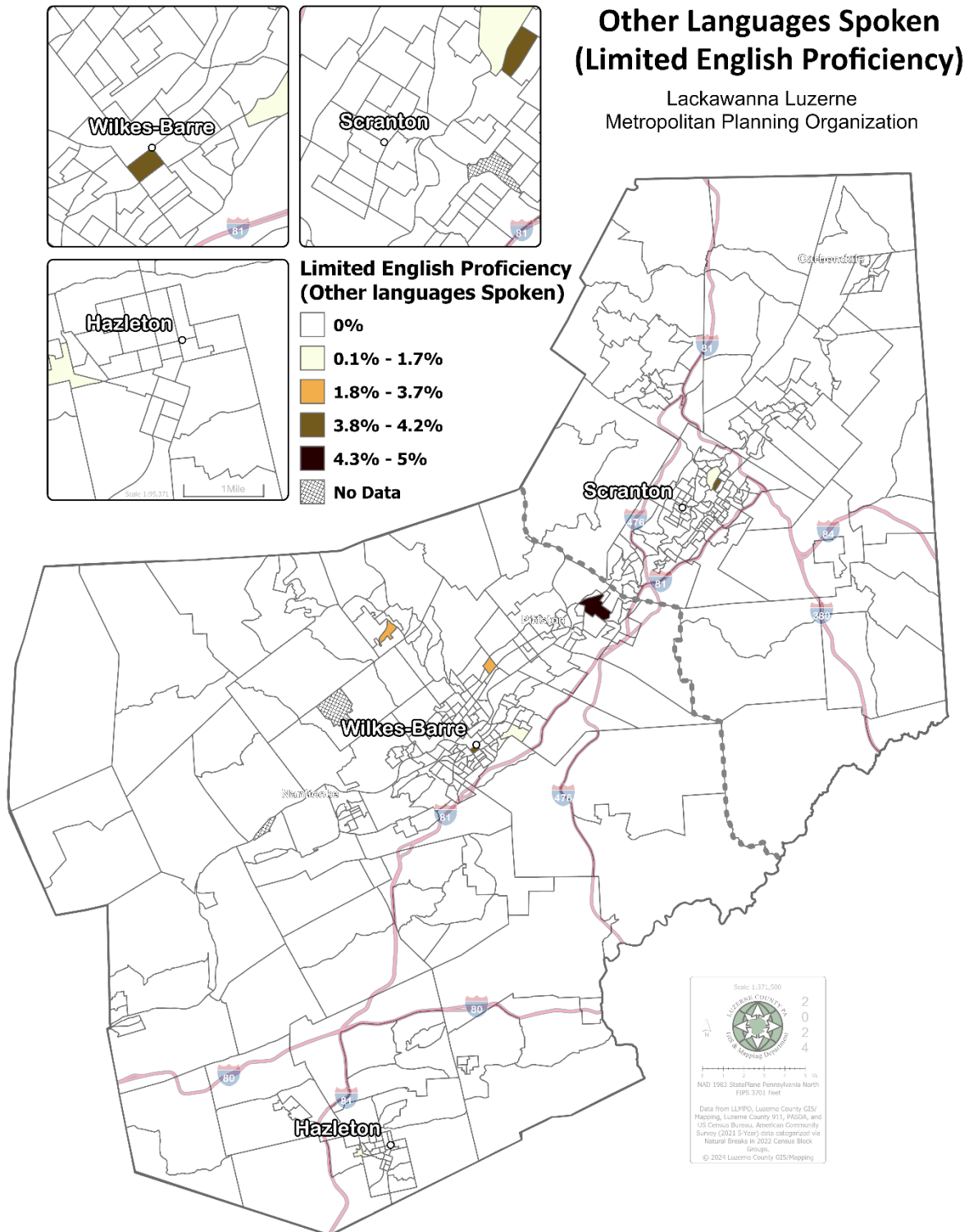


Figure 10 – Other Languages



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.¹ 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.

¹ USDOT Promising Practices for Meaningful Public Involvement in Transportation Decision-Making, October 2022

In compliance with [Title VI of the Civil Rights Act, Executive Order 13166](#), “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 LEP. The LEP Plan is addressed in more detail within this updated PPP and has been produced as a stand-alone document in **Appendix D**.

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 [Infrastructure Investment and Jobs Act of 2021](#) (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 achieved are outlined under the Public Participation Tools and Techniques section.

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 (Appendix D) 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 E**.

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 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 accommodate special needs as requested, and to solicit input representative of the targeted groups in particular.

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 Process section.

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 (www.lltsmpo.com) 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 [Facebook](#) 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 [LLTS MPO YouTube channel](#). 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 F**) 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 placed 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:

- Hazleton 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 11**) 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 11 – Logo

The logo for Lackawanna Luzerne MPO features the words "LACKAWANNA" and "LUZERNE" stacked vertically in a dark green, sans-serif font. To the right of this stack, the letters "MPO" are displayed in a significantly larger, bold, dark green sans-serif font. The entire logo has a subtle drop shadow effect.

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

[The Transportation Improvement Program \(TIP\)](#) 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 [Statewide Transportation Improvement Program \(STIP\)](#). 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 [State's Twelve Year Program](#).

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 [Section 5307 \(federal funding – Urbanized Area Formula Program\)](#). 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)², 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;
- b. facilitating cooperation between public transportation companies and private companies engaged in public transportation to encourage the planning and establishment of area-wide 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.

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

² Federal Transit Administration Circular FTA C 9030.1E, January 16, 2014

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 strategies³.

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 funding⁴.

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).

³ Developing Regional Long-Range Plans Resource Guide for Pennsylvania Planning Partners, Pub. 575 (February 2023)

⁴ 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 5-year 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.
 - 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.

7. 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 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 G**.
 - 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.
 - 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.

5. 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 who 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. 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	Optional & Non-Required Activities
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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	Document Horizon	Public Review Period	Public Meeting
Every 2 Years	4 Years	30 Calendar Days	One (1) meeting
		<i>Minimum requirement prior to TIP adoption</i>	<i>Minimum requirement prior to TIP adoption</i>

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.

**Exceptions that would be handled as Administrative Modifications include: (1) a project that utilizes federal funds from an approved reserve line item where the project cost modification does not exceed \$3 million; (2) a project being added from a Statewide Managed Program; (3) a project being added in response to an emergency.*

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 24-hours 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 accomplished using federal transportation planning funds.

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.
 - 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.

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.
 - 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	Optional & Non-Required Activities
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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	Document Horizon	Public Review Period	Public Meeting
Periodically, As Needed	Continuous	45 Calendar Days	One (1) meeting
		<i>Minimum requirement prior to plan adoption</i>	<i>Minimum requirement prior to plan adoption</i>

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 and Zoning
Luzerne County Planning Commission

Permanent Proxy for Mayor Paige Cognito:
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 Cusato:
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 Mayor Paige Cagnetti:
Tom Reilly Jr.,**
Reilly Associates

**Permanent Proxy for Kristin Mulkerin:
Dean Roberts**
PennDOT Central Office

**Permanent Proxy for Mayor George Brown:
Mark Barry**
Wilkes-Barre City Hall

Brenda N. Sacco, Director
Planning & Economic Development

Tim McGrath, Executive Director
County of Lackawanna Transit System

Romilda P. Crocamo, County Manager
Luzerne County

Robert Fiume, Executive Director
Luzerne County Transportation Authority

**Permanent Proxy for Mayor Jeff Cusat:
Joshua Esposito**
Barry Isett and Associates

Carl Beardsley, Airport Director
Wilkes-Barre/Scranton International Airport

Coordinating Committee Non-Voting Members

Gene Porochniak, Community Planner
Federal Highway Administration – Pennsylvania
Division

Ted Ritsick
Department of Community and Economic
Development

Tim Lidiak
Federal Transit Administration

Larry Malski, Esq., President
Pennsylvania Northeast Regional Railroad Authority

Appendix C – Title VI Plan

LACKAWANNA LUZERNE MPO

TITLE VI PLAN JANUARY 2024

PREPARED FOR:

**LACKAWANNA-LUZERNE
TRANSPORTATION STUDY MPO**

**LACKAWANNA COUNTY
REGIONAL PLANNING COMMISSION**

123 Wyoming Avenue, 5th Floor
Scranton, PA 18503

**LUZERNE COUNTY
PLANNING COMMISSION**

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

FINAL PLAN

PREPARED BY:

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

Michael Baker
INTERNATIONAL

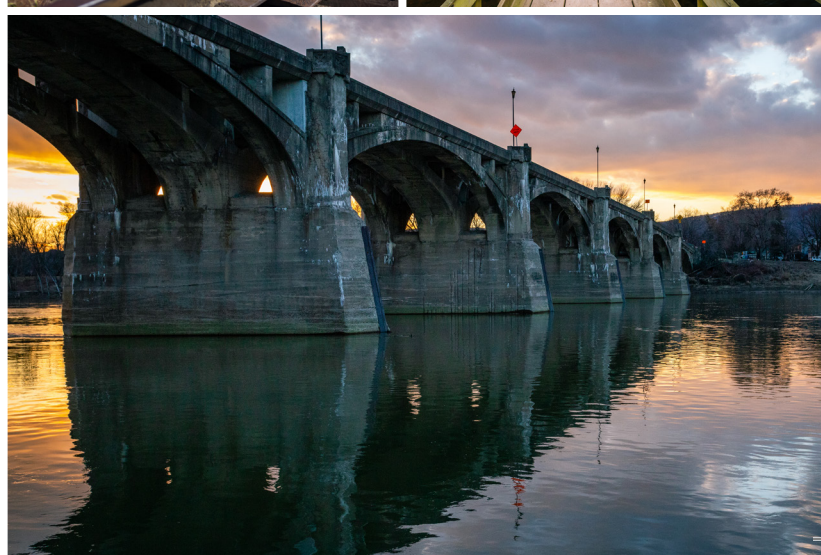
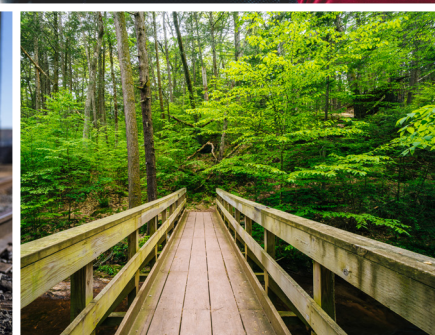


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Introduction

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Subsequent laws, regulations, directives, and executive orders broadened the factors for which discrimination is prohibited to include sex, disability, age, income, and limited English proficiency (LEP). In addition to Title VI of the Civil Rights Act, two other Executive Orders have been enacted to include additional non-discrimination requirements:

- **Executive Order 12898** mandates that federal agencies address Environmental Justice for low-income and minority persons and populations.
- **Executive Order 13166** mandates that federal agencies ensure that people who have limited English proficiency have meaningful access to federally-conducted and/or funded programs and activities.

The United States Department of Transportation (USDOT) Order 6640.23 specifies that both the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) are required to implement environmental justice (EJ) principles in all programs, policies, and activities. The three guiding principles of EJ as stated by USDOT are:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, and significant delay in the receipt of benefits

Purpose of LLTS MPO's Title VI Policy and Non-Discrimination Plan

As a recipient of federal transportation funding/financial assistance, the Lackawanna Luzerne Transportation Study (LLTS) Metropolitan Planning Organization (MPO) is required to comply with Title VI requirements and other non-discrimination laws and provide documentation of how the MPO addresses Executive Order 12898 on EJ and Executive Order 13166 on LEP. This Title VI plan was developed to document the efforts the LLTS MPO undertakes to ensure compliance with the rules and regulations defined in Title VI and related statutes as they relate to nondiscrimination and environmental justice.

It is the goal of the Title VI Policy and Non-Discrimination Plan to:

Ensure that federally funded transportation projects, plans, programs, processes, and services in the region do not disproportionately burden Environmental Justice (EJ) or other traditionally underserved populations as protected by the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and Title VI of the Civil Rights Act of 1964.

Title VI Policy Statement

The Lackawanna Luzerne Transportation Study Metropolitan Planning Organization is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities for the delivery of equitable and accessible transportation planning programs and services.

It is the MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied benefits of, or be subjected to discrimination under its programs and services.

It is the LLTS MPO's objective to:

- A. Ensure that the level and quality of transportation planning and related activities are conducted without regard to race, color, disability, gender, age, low income, national origin, language, or limited English proficiency;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of the MPO's programs and activities on minority and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision-making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out LLTS MPO's commitment to this program is carried out by the Title VI Compliance Officers. The Title VI Compliance Officers are responsible for the day-to-day operations of the Title VI Program and will receive and investigate Title VI complaints.

Additional information concerning the LLTS MPO's Title VI Obligations and the full Complaint Procedure and Complaint Forms can be found on the LLTS MPO website during plan and program updates, in its Public Participation Plan (PPP), or by calling the MPO's Title VI Compliance Officers at (570) 963-6400 [Lackawanna County] or (570) 825-1564 [Luzerne County].

Title VI Notification

As a recipient of federal transportation funding, the LLTS MPO and its subrecipients, consultants, and other contractors will provide information to the public pertaining to Title VI requirements and inform the public of the protections against discrimination that Title VI provides.

In order to maintain compliance with these requirements, the LLTS will post this Title VI Non-Discrimination Plan along with its Title VI Policy Statement, Title VI complaint form, and other non-discrimination policy information on the MPO website: lltsmpo.com. Hard copies of these policy documents will also be made available in both Lackawanna and Luzerne County offices if an individual would like to file a formal complaint in-person. Furthermore, the MPO's Title VI Policy Statement shall be included in all major planning documents in addition to being posted at any meetings open to the public as space allows.

Title VI Compliance Officers

The LLTS MPO is staffed by the Lackawanna County Department of Planning and Economic Development and Luzerne County's Planning and Zoning office. While the counties work together to provide staff support to MPO activities, each county office has an MPO Title VI Compliance Officer responsible for oversight of the MPO's compliance with Title VI and other related non-discrimination regulations and work together to address complaints received regarding alleged discrimination in the MPO's plans, programs, and services.

General responsibilities of the Title VI Compliance Officers include:

- Collecting and reviewing demographic data on a regular basis to prevent or remove potential disparate impacts or discrimination.
- Coordination with procurement staff on consulting contracts to ensure that Title VI compliance is met and mitigating any issues if not compliant.
- Periodically reviewing and updating the Title VI Non-Discrimination Plan.
- Attending trainings (as available) to remain apprised of all nondiscrimination policies and procedures and communicating compliance information to other MPO staff members.
- Resolving Title VI complaints in a timely manner
- Serving as ADA coordinator

Inquiries regarding the LLTS MPO's Title VI activities should be directed to:



Title VI Compliance Officer
Lackawanna County
Regional Planning Commission

123 Wyoming Avenue
Scranton, PA 18503

(570) 963-6400



Title VI Compliance Officer
Luzerne County Planning Commission

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

(570) 825-1564

Title VI/Non-Discrimination Complaint Procedures

Any person who believes they, or any specific class of persons, have been excluded from, denied benefits of, or subjected to discrimination on the basis of race, color, or national origin under any LLTS MPO planning activity or program may, by themselves or by a representative, file a formal written complaint with the LLTS MPO Title VI Compliance Officers. These procedures may also be used if an individual wishes to file an external grievance related to other laws and statutes that prohibit discrimination including Section 504 of the Rehabilitation Act, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act.

How To File a Title VI Complaint

A complaint must be filed no later than 180 days (unless the time for filing is extended by the U.S. Secretary of Transportation) from:

- The date of the alleged discrimination;
- The date when a person(s) became aware of the alleged discrimination; or
- When there has been a continuing course of conduct, the date on which that conduct was discontinued.

When filed, the complaint should include the following information:

- Name, address, and telephone number of the complainant
- The basis of the complaint/grievance (age, sex, race, national origin, disability, etc.)
- A detailed, written description of what occurred
- The identification of the respondent (agency/organization) alleged to have discriminated or individuals who may have knowledge of the alleged incident
- Sufficient information to understand the facts that led the complainant to believe discrimination occurred
- The dates of the alleged discriminatory act(s)

If needed, additional information may be required and/or requested as the complaint is advanced through the process. The LLTS MPO Non-Discrimination Form may be used to file a formal complaint/grievance and is provided in Appendix B. This form is available in English and Spanish on the LLTS MPO website and hard copies may be obtained from the Lackawanna and Luzerne County planning offices.

The written complaint may be filed with the LLTS MPO at one of the following addresses:



Title VI Compliance Officer
Lackawanna County
Regional Planning Commission

✉ 123 Wyoming Avenue
Scranton, PA 18503

☎ (570) 963-6400



Title VI Compliance Officer
Luzerne County Planning Commission

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

☎ (570) 825-1564

The LLTS MPO encourages all complainants to certify all mail is sent through the U.S. Postal Service and/or ensure that the written correspondence can be tracked easily.

Title VI complaints/grievances may also be mailed to and filed directly with any of the following offices:

 <p>Title VI Coordinator Bureau of Equal Opportunity Pennsylvania Department of Transportation P.O. Box 3251 Harrisburg, PA 17105</p>	 <p>U.S. Department of Transportation Federal Highway Administration</p> <p>Civil Rights Specialist U.S. Department of Transportation Federal Highway Administration, PA Division 30 North Third Street Harrisburg, PA 17101</p>	 <p>U.S. Department of Justice Civil Rights Division Office of the Attorney General, Main 950 Pennsylvania Avenue, N.W. Washington, D.C. 20530</p>	
	 <p>Federal Transit Administration</p> <p>Civil Rights Officer U.S. Department of Transportation Federal Transit Administration 1760 Market Street, Suite 500 Philadelphia, PA 19103</p>	 <p>Title VI Coordinator Office of Civil Rights Federal Aviation Administration 800 Independence Avenue, S.W. Washington, D.C. 20591</p>	

If a complaint is received in a language other than English, the Title VI Compliance Officer who received the complaint will engage a professional translation or interpretation service. Upon request, assistance in the preparation of any necessary written response material will be provided.

Should an individual need assistance with filing a complaint, they may contact either of the LLTS MPO Title VI Compliance Officers.

Procedures After a Complaint is Submitted

At a minimum, all formal complaints alleging discrimination in a service or benefit provided by the LLTS MPO will be directly addressed by the MPO staff. The MPO will also provide appropriate assistance to complainants, including persons with disabilities and those who are limited in their ability to communicate in English.

Recording of Complaints

Upon receipt, the written complaint will be date stamped by the MPO Title VI Compliance Officer. This date stamp is critical in establishing the timeline of processing the complaint and issuing a response. Additionally, the MPO will maintain a log of all Title VI complaints and grievances received. LLTS MPO will also review any comments received from members of the

public to determine if such comments or complaints warrant a Title VI review and response. If it is determined that a comment warrants a Title VI review and response, it will be logged and will follow procedures established as part of this plan and the MPO's policy. Records such as copies of complaints, lawsuits, and related documentation, correspondents to and from complainants, and Title VI investigations will also be maintained and available in the event of a compliance review audit.

Complaint Log Procedures

Upon the receipt of a Title VI complaint or grievance, the Title VI Compliance Officer will complete a Complaint Record Form (Appendix C). Each complaint is assigned a reference number formed by the four digit year in which the complaint is received and a three digit serial number (e.g., 2023-001).

The Title VI Compliance Officer will fill out the complainant's name and contact information, the date of receipt, and date of the alleged discrimination to track and maintain the timeline. The record is then added to the written log, which serves as the official record of all Title VI complaint activity and will include complaint record forms, documentation from any and all federal investigations or lawsuits, and any correspondence sent or received. These files should also be backed up electronically in addition to hard copy.

Acknowledgement and Investigation

Within fifteen (15) calendar days of receipt of the complaint, the Title VI Compliance Officer shall acknowledge receipt to the complainant by registered mail. For informational purposes, the Title VI Compliance Officer shall notify other MPO staff members at both county offices as well as the chair of the LLTS Coordinating Committee of the complaint.

LLTS MPO does not investigate complaints filed against itself in cases where federal transportation funding or grants are involved. If a complaint is filed against LLTS MPO, the Title VI Compliance Officer will immediately log the complaint and forward to PennDOT. PennDOT will process the complaint via federally approved procedures and forward it to FHWA's Pennsylvania Division Office (or another designated federal agency depending on the nature of the complaint). The FHWA Division office will then forward the complaint to FHWA's Headquarters' Office of Civil Rights for processing and potential investigation.

FHWA (or other designated federal agency) has the authority to make all final decisions, including dismissing/administrative closure of complaints and issuing letters of findings. All complaints are investigated unless:

- The complaint is withdrawn by the complainant;
- The complainant fails to provide required information after numerous attempts;
- The complaint is not filed in a timely manner; or
- The complaint is involving an issue other than discrimination, or the complaint is not based on a protected class.

Resolution

Formal Investigations

If the complainant believes the LLTS MPO has discriminated against him or her in violation of Title VI, the complaint should be filed with PennDOT, FHWA, FTA, FAA, or the US DOJ at the

addresses indicated above. In this case, the complaint will be investigated pursuant to that agency's Title VI Complaint Procedures. Requests for additional information regarding the complaint will come directly from the federal agency conducting the investigation. All documentation received by the MPO related to the complaint will also be forwarded to PennDOT and subsequently to FHWA for their use in making a final decision.

Within 120 days of receipt of the complaint, FHWA or the other designated federal agency will notify the complainant of the informal findings of the investigation along with any proposed actions to resolve the complaint. This notification will advise the complainant of their appeal rights to FHWA or FTA if they are not satisfied with the MPO's final decision and response/resolution to the complaint. Should a complainant wish to appeal the findings of the investigation or the proposed resolution, they have fifteen (15) calendar days to appeal.

In some cases, FHWA or any other federal transportation agency may formally refer a complaint back to the MPO for investigation. Should this occur, the MPO and the complainant will receive notice from the federal agency. will complete its investigation within 180 days using the process outlined in [FHWA's Procedures Manual for Processing External Complaints of Discrimination](#):

- **Development of an investigative plan:** The MPO or its designated investigator¹ will develop an investigative plan (IP) for internal use to keep the investigation on track and focused on the issues and likely sources of evidence or corroboration. The purpose of this working document is to define the issues raised and lay out a blueprint to complete the investigation and work toward resolving the claim.
- **Complaint Log:** LLTS MPO maintains a complaint log to document all activity related to the complaint. The log includes the following:
 - Complainant name and address;
 - Respondent name and address;
 - Basis(es) of the discrimination complaint;
 - Allegation(s)/Issue(s) surrounding the discrimination complaint;
 - Date the discrimination complaint was filed;
 - Date complaint was forwarded to PennDOT;
 - Date complaint was remitted to FHWA;
 - Date the investigation was complete;
 - Disposition and Date;
 - Other pertinent information.
- **Complaint Documentation:** All documentation received by the MPO that falls under the jurisdiction of FHWA or other federal transportation agency will be forwarded to PennDOT and subsequently to FHWA within sixty days of receipt of the complaint for a final decision.

¹ FHWA guidance notes that "the investigator should conduct an unbiased investigation. In addition, the investigator should not express opinions or conclusions to the public/complainant/respondent concerning matters under investigation unless specifically authorized to do so."

Informal Resolution

At a minimum, the MPO will make attempts to resolve complaints informally and will coordinate with the complainant(s) as appropriate to ensure all parties involved have a clear understanding of the allegations and any measures or actions that the MPO will take to resolve the issue. This coordination will be summarized and documented. Even if an attempt at informal resolution is made, the formal investigative process will still need to occur and the complaint must be forwarded to PennDOT, who will then send the complaint to the proper federal agency for review, potential investigation, and final decision.

Action Strategies and Initiatives for Increased Accessibility and Transparency

Regardless of the frequency in which Title VI complaints are received, there is always opportunities and initiatives that would increase overall accessibility and transparency of the LLTS MPO's Title VI procedures. The LLTS MPO will strive to make measurable progress with the implementation of the initiatives outlined in the following section.

Action Item/Strategy		Implementation Timeline
1	The LLTS MPO will update its website to include a dedicated webpage for Title VI resources and complaint procedures. This webpage will include the policy statement, compliant forms in both English and Spanish, and any additional non-discrimination policy information.	1 Year
1a	Develop an online version of the Title VI complaint form and make it available on the proposed Title VI webpage.	1 Year
2	Include the MPO's Title VI Policy Statement and/or Notice in all major planning documents and post at public meetings.	Ongoing, as needed
3	Ensure all Title VI documents are translated into Spanish, with other languages available upon request.	Ongoing, as needed
4	<p>Include an Non-Discrimination Statement as part of all MPO planning documents and meeting notices. This statement could potentially read as follows:</p> <p><i>The Lackawanna-Luzerne Metropolitan Planning Organization (LLTS MPO) is committed to compliance with nondiscrimination requirements of civil rights statutes, executive orders, regulations, and policies applicable to the programs and activities it administers. Accordingly, the MPO is dedicated to ensuring that program beneficiaries receive public participation opportunities without regard to race, color, national origin, sex, age, disability, or economic status. Meeting facilities are accessible to persons with disabilities and the location is reachable by public transit. The MPO will provide auxiliary services for individuals with language, speech, sight or hearing impediments provided the request for assistance is made at least three days prior to the meeting. Please make your request for auxiliary services to the LLTS Title VI Compliance Officer at (570)</i></p>	0-2 months

Action Item/Strategy	Implementation Timeline
<p><i>963-6400 or (570) 825-1564. If you believe you have been denied participation opportunities, or otherwise discriminated against in relation to the programs or activities administered by the MPO, you may file a complaint by contacting the LLTS MPO Title VI Compliance Officer at (570) 963-6400 or (570) 825-1564.</i></p> <p>If space is limited, an abbreviated non-discrimination statement may be used and could read:</p> <p><i>The Lackawanna-Luzerne Metropolitan Planning Organization (LLTS MPO) assures that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination on the grounds of race, color, national origin, sex, age, disability, or economic status. With advance notification, accommodations may be provided at any meeting open to the public for those with special needs related to language, speech, sight, or hearing. If you have a request for accommodation of a special need, wish to file a complaint, desire additional information, or feel you have been denied public participation opportunities or have been discriminated against, please contact the LLTS MPO Title VI Compliance Officer at (570) 963-6400 or (570) 825-1564.</i></p>	

Title VI Outreach Strategies

The LLTS MPO ensures that all public outreach and engagement strategies, communications, and public involvement efforts comply with Title VI. As such, the MPO's Public Participation Plan, Limited English Proficiency Plan, and Title VI Non-Discrimination Plan are closely integrated. The MPO provides information regarding its obligations, policies, and plans to the public using various communication methods:

- Posting the Title VI Non-Discrimination Plan, Policy Statement and Notice of Title VI, Complaint Forms and Procedures are all available on the MPO's website with hard copies also available at the Lackawanna County and Luzerne County planning offices.
- Providing complaint forms and informational materials about the complaint process in both English and Spanish, with translation to other languages available upon request
- At meetings open to the public, notifying the public of Title VI regulations and protections with instructions on how to file a Title VI complaint.

Several outreach tools and strategies are consistent across the PPP and the MPO's Title VI policy including:

Strategy/Tool	Description
Social Media Posts	LLTS MPO maintains a Facebook page that is updated with relevant MPO projects/plans and transportation-related news.
Online Polling and Surveys	Digital surveys and polling tools are cost effective way to gather feedback on a particular topic and typically in conjunction with a public comment period.
Hard Copy Document Distribution	Paper copies of proposed, draft, final or adopted MPO plans are made available and accessible for public review.
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.
Legal Notices/Advertisements and Press Releases	A legal notice or display ad may be used to announce transportation plans, projects, meetings and public comment periods.
Website	The existing LLTS MPO website (www.lltsmpo.com) is the main resource and communication tool used to disseminate information. The website is mobile-friendly, includes translation capabilities, and is compliant with the Americans with Disabilities Act (ADA) website accessibility guidance.

Strategy/Tool	Description
In-person and virtual public meetings/open houses	Public meetings provide an opportunity for the public to hear about and share feedback on MPO business and planning projects.

As described in the Public Participation Plan, the effectiveness of the outreach strategies and tools used by the MPO in its work will be periodically reviewed to ensure compliance with federal and state regulations.

Appendices

Appendix A: Non-Discrimination Public Notice (English and Spanish)

LACKAWANNA LUZERNE TRANSPORTATION STUDY METROPOLITAN PLANNING ORGANIZATION (LLTS MPO)

NOTIFICATION OF PROTECTIONS TO THE PUBLIC OF RIGHTS UNDER TITLE VI AND INSTRUCTIONS ON HOW TO FILE A COMPLAINT/GRIEVANCE

It is LLTS MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, sex, age, low income, national origin or limited English proficiency, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services, as provided by civil rights statutes, executive orders, regulations, and policies applicable to the programs and activities it administers. .

Any person who believes they —or with a specific class of persons—have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint. All complaints received are documented and investigated.

For more information on the LLTS MPO's civil rights program and the procedures to file a complaint, or to get information in another language, please contact:

Title VI Compliance Officer
Lackawanna County Regional Planning
Commission
123 Wyoming Avenue
Scranton, PA 18503
(570) 963-6400

Title VI Compliance Officer
Luzerne County Planning Commission
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711
(570) 825-1564

<https://www.lltsmpo.com/>

After a complaint is processed, a response (if requested) will be sent to the customer filing the complaint and appropriate corrective action is taken.

Complaints may be filed with PennDOT, FHWA Division Offices, the FHWA Headquarters Office of Civil Rights, the United States Department of Transportation, FTA, the US Department of Justice, or the MPO.

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

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

تن تنبيه: إذا كنت تتحدث لغة أخرى غير اللغة الإنجليزية، يمكننا توفير خدمات المساعدة اللغوية لك. اتصل 1 (570) 825 1589 بالرقم

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。

LACKAWANNA LUZERNE ESTUDIOA DE TRANSPORTE ORGANIZACIÓN DE PLANIFICACIÓN METROPOLITANA (LLTS MPO)

NOTIFICACIÓN DE PROTECCIONES AL PÚBLICO DE DERECHOS BAJO TÍTULO VI Y INSTRUCCIONES PARA PRESENTAR UNA QUEJA

LLTS MPO está comprometida asegurar que ninguna persona sea excluida de participar en sus servicios o negada los beneficios de sus servicios sobre la base de raza, color, discapacidad, edad, bajos ingresos financieros, origen nacional, o su habilidad limitada de hablar ingles. Ninguna person debe ser excluida de participar de sus servicios según lo dispuesto por los estatutos de derechos civiles, órdenes ejecutivas, regulaciones y políticas aplicables a los programas y actividades que administra.

Cualquier persona que cree que ella —o con una clase específica de personas— ha sido agraviada por alguna práctica discriminatoria ilegal bajo Título VI puede presentar una queja. Todas las quejas recibidas son documentadas y asignadas a los empleados apropiados para investigación.

Para más información sobre el programa de derechos civiles de Título VI y los procedimientos ara presentar una queja, o para obtener más información en otro idioma, por favor póngase en contacto con:

Title VI Compliance Officer
Lackawanna County Regional Planning
Commission
123 Wyoming Avenue
Scranton, PA 18503
(570) 963-6400

Title VI Compliance Officer
Luzerne County Planning Commission
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711
(570) 825-1564

<https://www.lltsmpo.com/>

Después de procesar la queja una respuesta (si pedida) será mandada a la persona presentando la queja y acción correctiva será realizada.

Las quejas pueden presentarse ante PennDOT, las oficinas de la división de la FHWA, la Oficina de Derechos Civiles de la sede de la FHWA, el Departamento de Transporte de los Estados Unidos, la FTA, el Departamento de Justicia de los Estados Unidos o la MPO.

Appendix B: Title VI Complaint/Grievance Form (English and Spanish)

LACKAWANNA LUZERNE TRANSPORTATION STUDY METROPOLITAN PLANNING ORGANIZATION (LLTS MPO)

Non-Discrimination Complaint/Grievance Form

It is LLTS MPO's policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, disability, sex, age, low income, national origin or limited English proficiency, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services, as provided by civil rights statutes, executive orders, regulations, and policies applicable to the programs and activities it administers.

These procedures apply to all external complaints relating to any program or activity administered by LLTS MPO and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantaged Business Enterprise and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination.

The following information is necessary for processing your complaint. If you require assistance in completing this form, please contact the LLTS MPO Title VI Compliance Officer by calling (570) 963-6400 or (570) 825-1564. Please return the completed form to the LLTS MPO Title VI Compliance Officer at LLTS MPO, 123 Wyoming Avenue, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Title VI complaints must be filed within 180 calendar days from the date of the alleged discrimination.

Complainant Name:

Name of Individual Assisting Complainant:

Complainant Address:

Assisting Individual Address:

Complainant Phone:

Assisting Individual Phone:

Complainant Alt. Phone:

Assisting Individual Alt. Phone:

Which of the following describes the reason(s) the alleged discrimination took place?

Race Age Color Gender Language/LEP National Origin Retaliation Other

Date(s) of alleged discrimination:

Please provide a detailed description of the circumstances of the incident(s), including any additional information supporting your complaint (please use additional pages as necessary).

Please provide the name(s), title and address (if known) of the person who discriminated against the Complainant.

Please provide, if applicable, names and contact information of people who may have knowledge of the alleged incident(s) or are perceived as parties in the incident(s):

Please list any other agency where the complaint has been filed:

I affirm that I have read the above complaint and that it is true to the best of my knowledge, information, and belief.

Complainant's Signature

Print Name of the Complainant

Date

Assisting Individual's Signature

Print Name of Assisting Individual

Date

Date Received: _____

Received by: _____

LACKAWANNA LUZERNE ESTUDIOA DE TRANSPORTE ORGANIZACIÓN DE PLANIFICACIÓN METROPOLITANA (LLTS MPO)

Formulario de queja/reclamo contra la discriminación

LLTS MPO está comprometida asegurar que ninguna persona sea excluida de participar en sus servicios o negada los beneficios de sus servicios sobre la base de raza, color, discapacidad, edad, bajos ingresos financieros, origen nacional, o su habilidad limitada de hablar ingles. Ninguna person debe ser excluida de participar de sus servicios según lo dispuesto por los estatutos de derechos civiles, órdenes ejecutivas, regulaciones y políticas aplicables a los programas y actividades que administra.

Estos procedimientos se aplican a todas las quejas externas relacionadas con cualquier programa o actividad administrada por LLTS MPO y / o sus subreceptores, consultores y contratistas, presentada bajo el Título VI de la Ley de Derechos Civiles de 1964 según enmendada, (incluyendo Empresas en Desventaja e Igualdad componentes de Oportunidad de Empleo), así como otras leyes conexas que prohíben la discriminación.

La siguiente información es necesaria para el procesamiento de su queja. Si necesita ayuda para completar este formulario, por favor póngase en contacto con LLTS MPO Título VI Oficial de Cumplimeinto at number telefonico (570) 963-6400 or (570) 825-1564. Por favor devuelva el formulario complete al Oficial de Cumplimiento de LLTS MPO Título VI at LLTS MPO, 123 Wyoming Avenue, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Quejas del Título VI deben ser presentadas dentro de 180 días calendario a partir de la fecha de la supuesta discriminación.

Nombre del Demandante:

Dirección del Demandante:

Número de Teléfono del Demandante:

Número de Teléfono Alternativo del Demandante:

Nombre de la Persona Ayudando el Demandante:

Dirección del Ayudante:

Número de Teléfono del Ayudante:

Número de Teléfono Alternativo del Ayudante:

Cuál de las siguientes opciones describe la causa de la supuesta discriminación? (Márque con un círculo)

Raza Edad Color Sexo Idioma Nacionalidad Represalias Otro

Fecha(s) de Incidente:

Por favor describa el supuesto incidente de discriminación. Proporcione los nombres y títulos de los empleados de LLTS involucrados si se conocen. Explique lo que pasó y quién fue responsable (por favor utilice hojas adicionales como sea necesario).

Por favor, indique el nombre (s), y el título y dirección (si se conoce) de la persona que discrimina en contra de la demandante.

Por favor, indique el nombre (s), título y dirección (si se conoce) de la persona(s) que puedan tener conocimiento del supuesto incidente(s) o sean percibidos como partes de la queja del incidente(s):

Por favor escriba cualquier otra agencia donde una denuncia haya sido presentada:

Afirmo que he leído los cargos anteriores y que es fiel a lo mejor de mi conocimiento, la información y la creencia.

Firma del Demandante	Nombre del Demandante (en letras legibles)	Fecha
----------------------	--	-------

Firma del Ayudante	Nombre del Ayudante (en letras legibles)	Fecha
--------------------	--	-------

Fecha de Recepción: _____ Recibido por: _____

LACKAWANNA LUZERNE METROPOLITAN PLANNING ORGANIZATION
NON-DISCRIMINATION COMPLAINT LOG

Reference Number	Date Received	Complainant's Name	Complainant's Phone	Complainant's Email	Protected Class(es)	Location of Alleged Incident	Nature/Basis of Complaint (Summary)	Assigned to	Date Investigation Completed	Disposition and Date	Comments
<YYYY-000>											

Appendix D – Limited English Proficiency (LEP) Plan

LACKAWANNA LUZERNE MPO

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

JANUARY 2024

PREPARED FOR:

**LACKAWANNA-LUZERNE
TRANSPORTATION STUDY MPO**

**LACKAWANNA COUNTY
REGIONAL PLANNING COMMISSION**
123 Wyoming Avenue, 5th Floor
Scranton, PA 18503

**LUZERNE COUNTY
PLANNING COMMISSION**
Suite 208, Penn Place
20 North Pennsylvania Avenue
Wilkes-Barre, PA 18711

**FINAL
PLAN**

PREPARED BY:

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

Michael Baker
INTERNATIONAL

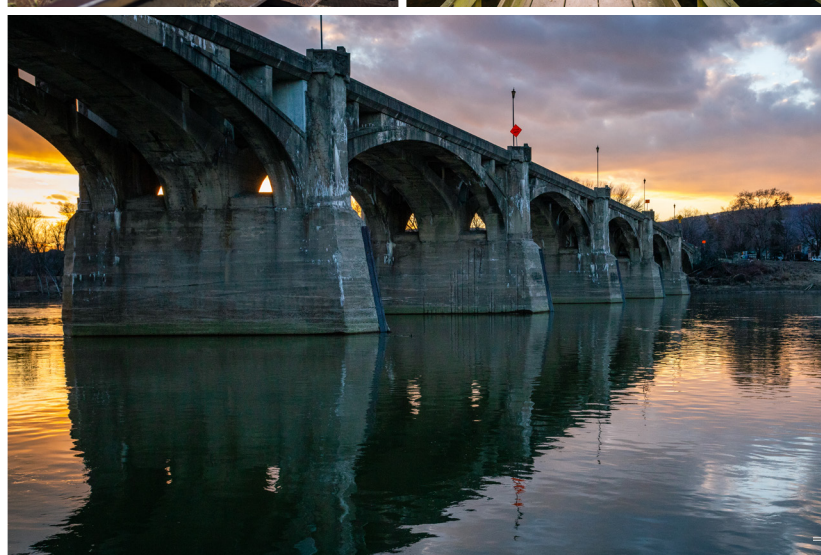
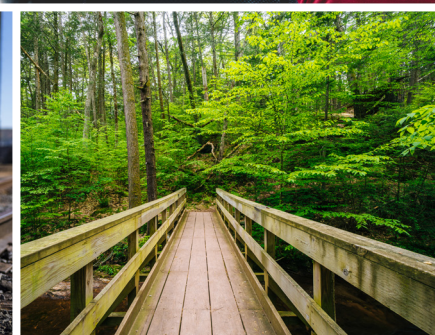


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Introduction

As defined by the U.S. Department of Transportation, individuals are considered “limited English proficient” (LEP) if they have a limited ability to read, write, speak or understand English. For most people residing in the United States, English is the only language spoken in the home. However, many languages other than English are spoken in homes across the country, state and region.

The regulations established in Title VI of the Civil Rights Act of 1964 and Executive Order 13166: “Improving Access to Services for Persons with Limited English Proficiency” provide the basis for a Limited English Proficiency Plan (LEP Plan). These federal regulations apply to entities receiving federal financial assistance of any kind. As the federally-designated transportation planning organization for Lackawanna and Luzerne Counties, the Lackawanna-Luzerne Transportation Study (LLTS) Metropolitan Planning Organization (MPO) utilizes federal transportation funds from various sources to prepare and maintain various regional transportation plans and programs. As such, the requirements set forth under Title VI of the Civil Rights Act and Executive Order 13166 apply.

What is a Limited English Proficiency (LEP) Plan?

A Limited English Proficiency (LEP) Plan is one of several components that comprise the LLTS MPO’s public participation process. The purpose of an LEP plan is to establish a clear strategy that ensures meaningful access to the MPO’s planning and decision-making processes by LEP individuals. LLTS MPO is required to develop and maintain an LEP plan in order to be in compliance with Title VI of the Civil Rights Act and other related laws and regulations.

LEP individuals may face language barriers that impede or prohibit access to essential services and programs, information, and planning processes. This includes the planning processes and programs conducted by LLTS MPO. The LEP Plan allows the MPO to identify where LEP populations are geographically located and identifies strategies and initiatives that ensures they receive meaningful access to the MPO’s transportation planning and decision-making.

In 2015, the US Department of Transportation updated its Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficiency (LEP) Persons. Originally published in 2005 and updated periodically, the guidance established a Four-Factor Analysis approach to determine a federal funding recipient’s obligation to provide LEP services. This plan for the LLTS MPO region was developed to follow the most recent iteration of this guidance.

Non-Discrimination Policy

The MPO is committed to a policy of non-discrimination in the conduct of its business, including its responsibilities for the delivery of equitable and accessible transportation services. It is the MPO’s Title VI policy to utilize its best efforts to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its programs or services. In addition to these groups covered by Title VI, the MPO has a policy to ensure that no person shall be excluded on the grounds of disability, gender, age, or income.

Four-Factor Analysis

The Four-Factor Analysis is one of the compliance processes set forth in the Department of Justice LEP Guidance. The analysis serves as a technique for organizations to examine the presence of LEP populations in their service area and develop a cost-effective, meaningful plan for communications with those populations.

The Four Factors are:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come into contact with the program, activity, or service provided.
3. The nature and importance of the program, activity, or service provided by the program to LEP persons.
4. The resources available to the recipient and costs associated with providing meaningful access to LEP persons.

Factor 1 – Number & Proportion of LEP Persons Encountered in the LLTS Region

A comprehensive understanding of language demographics is necessary in order to identify where LEP populations are located within the region as well as the most efficient implementation strategies. Factor 1 evaluates the number of LEP persons served as well as the concentration of LEP persons in a service area population. In the case of LLTS MPO, the service population is the total population within the MPO region – Lackawanna and Luzerne Counties.

Language characteristics within the MPO region were identified using U.S. Census Bureau 2017-2021 American Community Survey (ACS) data. The dataset for “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over” (Table B16001) was compiled and mapped at the tract level. Individuals are characterized as speaking English “very well” or “less than very well.” For the purposes of this analysis, an individual who speaks English “less than very well” is considered an LEP person.

The ACS data for the LLTS MPO region also includes the institutionalized populations of two state penitentiaries located in Luzerne County. LLTS MPO does not provide services to these institutionalized persons; however, institutionalized populations could not be identified and specifically removed from the analysis. Therefore, these populations are included in the data summaries and mapping provided in this document.

Total LEP Population in the LLTS MPO Region

Table 1 provides a summary of the LEP populations for all language groups in the LLTS MPO region, in comparison to Pennsylvania statewide. Of the region’s total population (5 years and older), 25,578 persons or 5 percent of the total regional population are estimated to be LEP individuals, which falls slightly above the statewide percentage of 4.7 percent. It is also noted that this regional average has increased from the MPO’s previous LEP Four Factor Analysis, up from 3.6 percent.

Table 1: LEP Populations for All Language Groups - LLTS and Pennsylvania

	LLTS MPO Region		Pennsylvania	
	Estimate	% Total Population	Estimate	% Total Population
Total Population (5 Years and Older)	512,098		12,285,978	
Total LEP Population <i>All Language Groups</i>	25,578	5.0%	577,907	4.7%

Source: ACS 5-Year Estimates (2017-2021), Table S1601

When considering populations by county, Luzerne County's population has a higher proportion of LEP persons compared to Lackawanna County, at 5.6 percent and 4 percent respectively (**Table 2**).

Table 2: Total LEP Populations for All Languages by County

	Lackawanna County		Luzerne County	
	Estimate	% Total Population	Estimate	% Total Population
Total Population (5 Years and Older)	204,333		307,765	
Total LEP Population <i>All Language Groups</i>	8,269	4.0%	17,309	5.6%

Source: ACS 5-Year Estimates (2017-2021), Table S1601

Figure 1 illustrates the concentrations (percentage of total population) of LEP persons by Census tract in the region. Higher concentrations of LEP individuals are prevalent in the region's major cities and surrounding areas, including Hazleton, Scranton, and Wilkes-Barre.

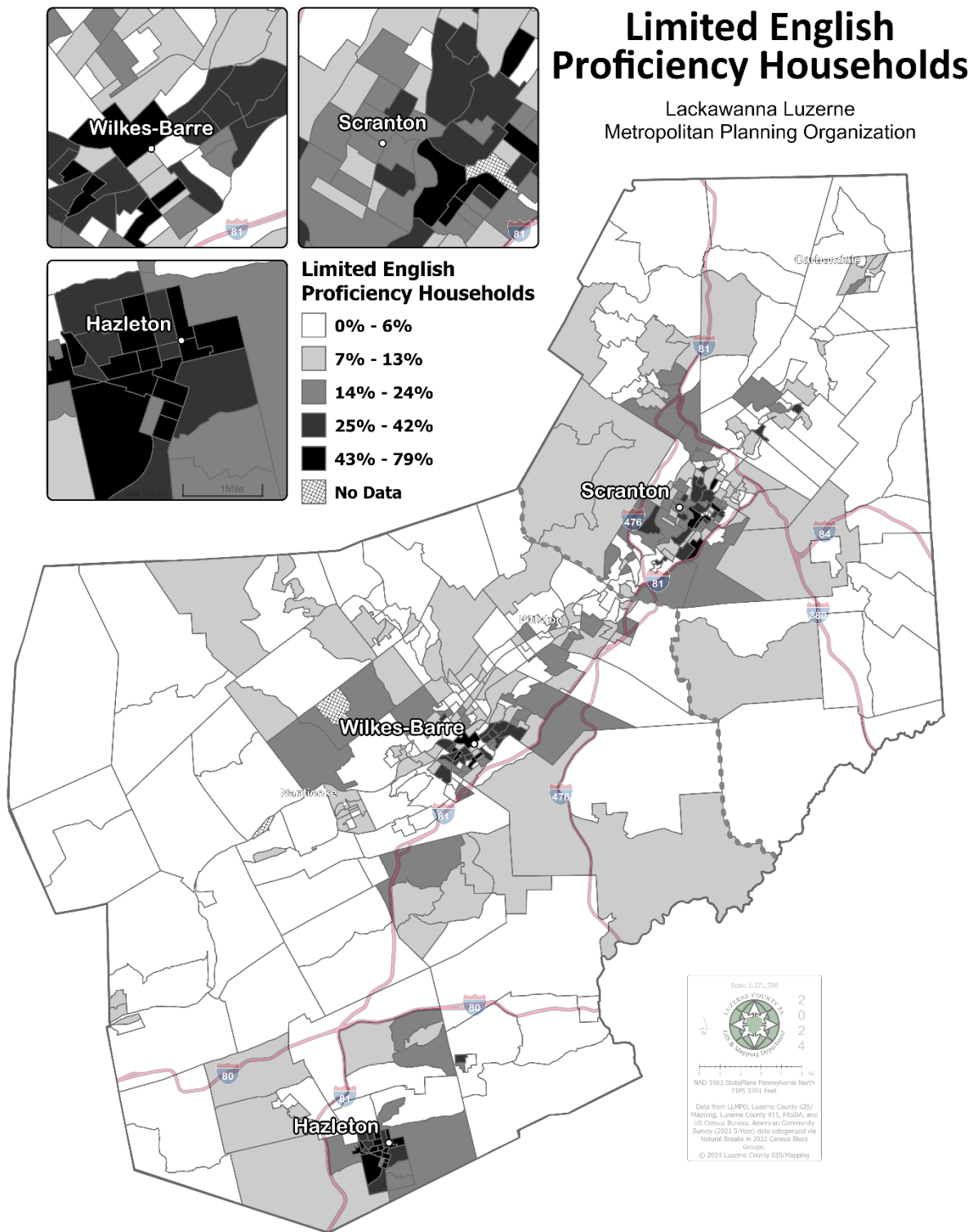


Figure 1: Limited English Proficiency Concentrations

Most Prominent LEP Language Groups in the LLTS Region

Table 3 summarizes population data for the five (5) most populous LEP language groups in the LLTS MPO region.

Table 3: Most Populous LEP Language Groups

	LLTS MPO Region	
	Population Estimate (5 Years and Over)	% Total Population
Total Population	512,098	
LEP Language Groups - Speak English "less than very well"		
Spanish	19,390	3.79%
Other Indo-European Languages	2,821	0.55%
Other Asian and Pacific Island Languages	756	0.15%
Chinese (incl. Mandarin, Cantonese)	599	0.12%
Arabic	569	0.11%

Source: ACS 5-year Estimates (2017-21)

"Safe Harbor" Qualified LEP Populations

The United States Department of Transportation (USDOT) threshold for addressing language needs is called the "Safe Harbor" provision that states, all "vital documents" should be accessible to LEP populations with more than 1,000 people who face language barriers in the region or make up at least 5 percent of the total regional population (whichever is less). Offering translations of these documents is generally considered "strong evidence" for LEP compliance, but it can also be achieved with fewer translated materials depending on the MPO's resources and cost of translation services.

Analyzing data at the Census tract level allows for better understanding of where LEP populations are located in the LLTS MPO region, including those that potentially qualify for "Safe Harbor" treatment. In the LLTS MPO region, the Spanish LEP population makes up less than 5 percent of the regional population; however, has over 1,000 speakers in the region. Therefore, the Spanish LEP group would trigger the Safe Harbor provision. While the "Other Indo-European Languages" group exceeds the 1,000 persons threshold, the category encompasses more than one language group and is not distinguishable as a single language; therefore, the Safe Harbor provision is not triggered.

Figure 2 show the distribution of Spanish LEP persons according to population and concentration, respectively by census tract. By count, the populations of Spanish LEP persons are generally located in and around the region's urban areas. Municipalities with higher Spanish LEP populations include:

- **Lackawanna County:** City of Scranton, Dunmore Borough, Old Forge Borough, Olyphant Borough, Taylor Borough

- **Luzerne County:** Butler Township, Edwardsville Borough, Forty Fort Borough, Freeland Borough, Hanover Township, City of Hazleton, Hazle Township, West Hazleton Borough, Jackson Township, City of Wilkes-Barre

Similarly, municipalities near the region's urban areas also have concentrations of Spanish LEP individuals that either match or exceed the MPO's regional average of 3.8 percent. These municipalities include:

- **Lackawanna County:** City of Scranton, Dunmore Borough
- **Luzerne County:** City of Wilkes-Barre, Plymouth Borough, Nanticoke Township, City of Hazleton, West Hazleton, Hazle Township, Freeland Borough

Table 4: Spanish Language LEP Populations

	Total Population	Spanish Language LEP	
		Speak English "less than very well"	% of Total Population
Lackawanna County	204,333	4,318	2.11%
Luzerne County	307,765	15,072	4.90%
Regional Total	512,098	19,390	3.79%

Source: ACS 5-year Estimates (2017-21)

In addition to Spanish language LEP concentrations, other populous language group concentrations are shown in **Figures 3 through 5**.

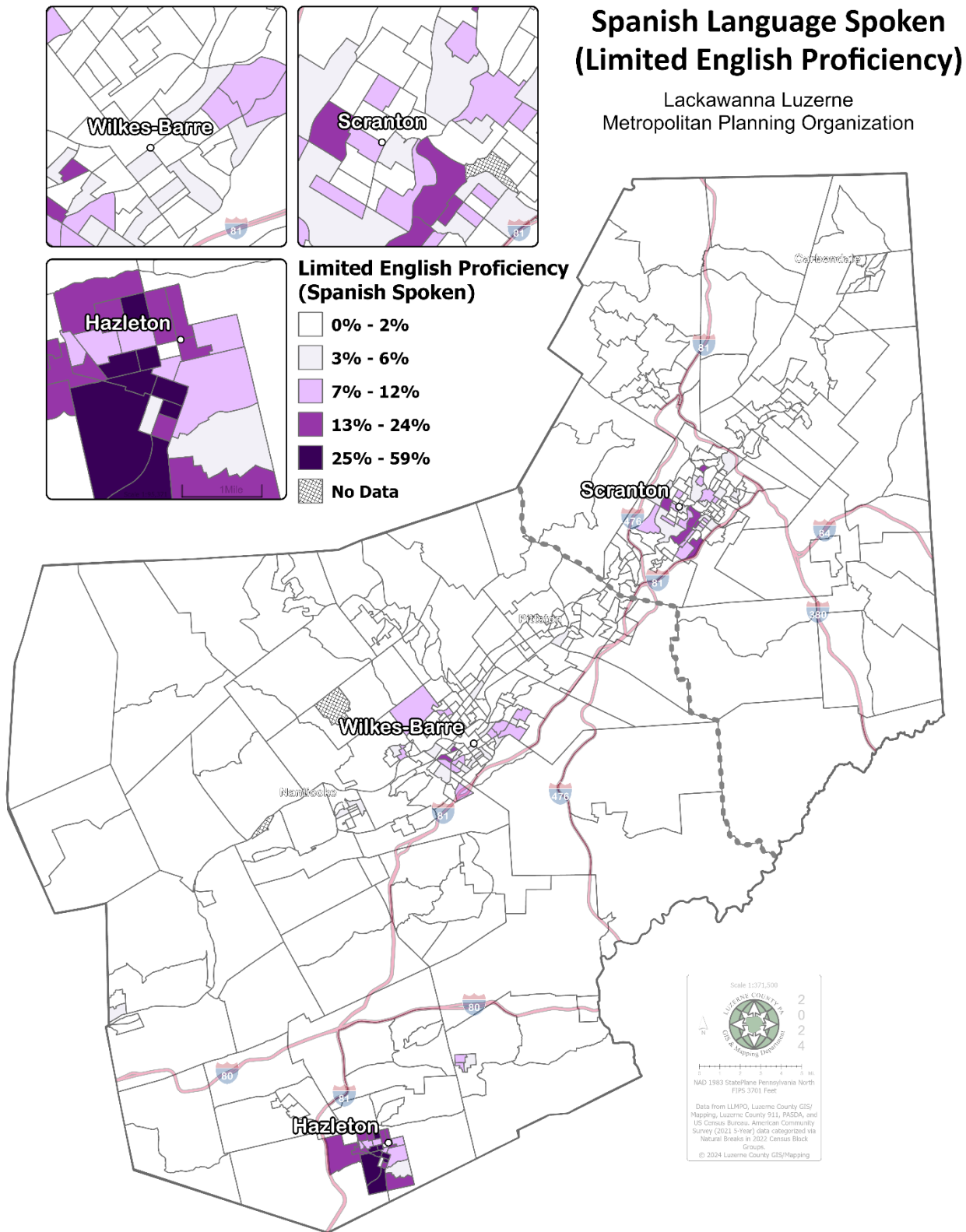


Figure 2: Spanish Speaking Limited English Proficiency Concentrations

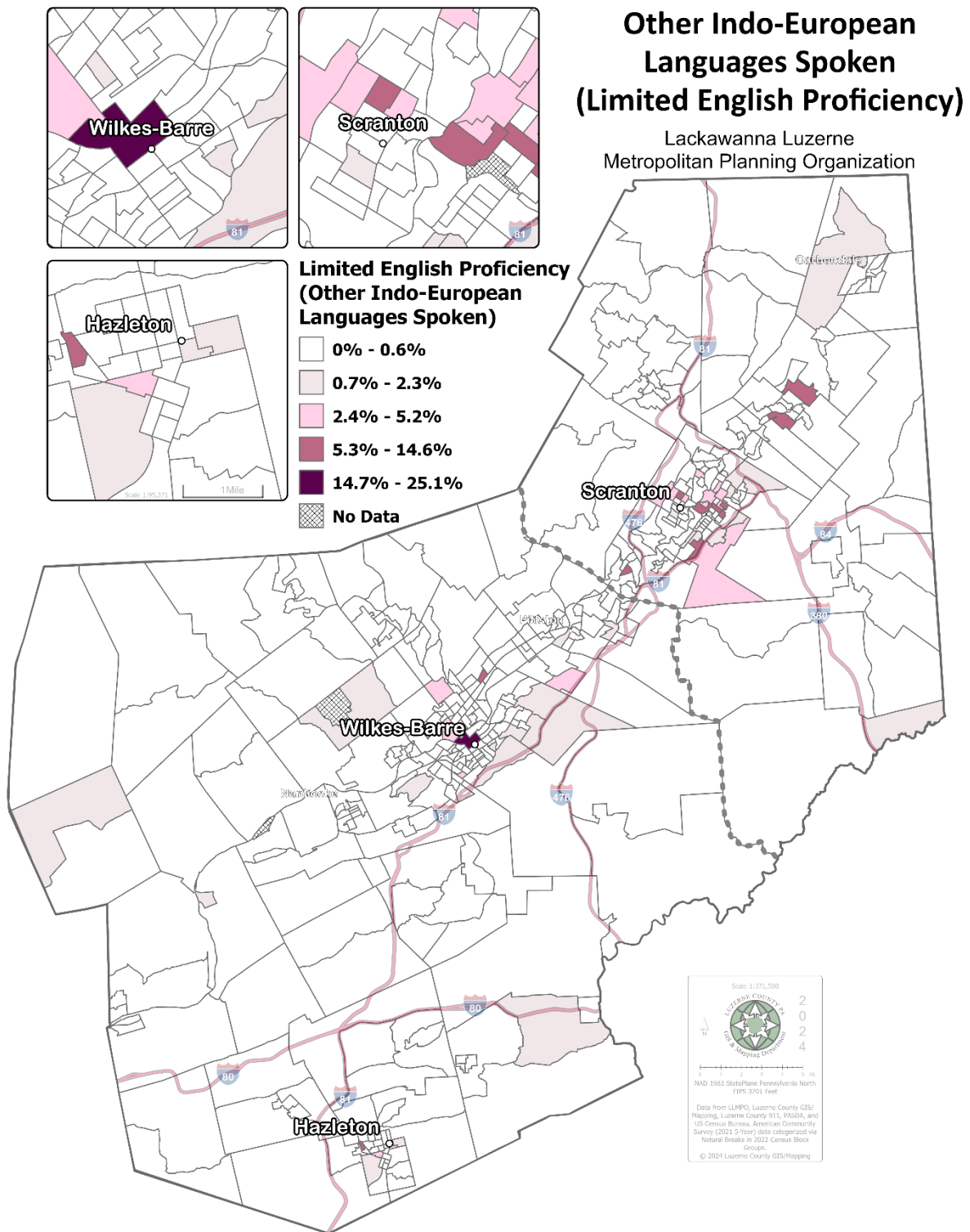


Figure 3: Other Indo-European Languages - Limited English Proficiency Concentrations

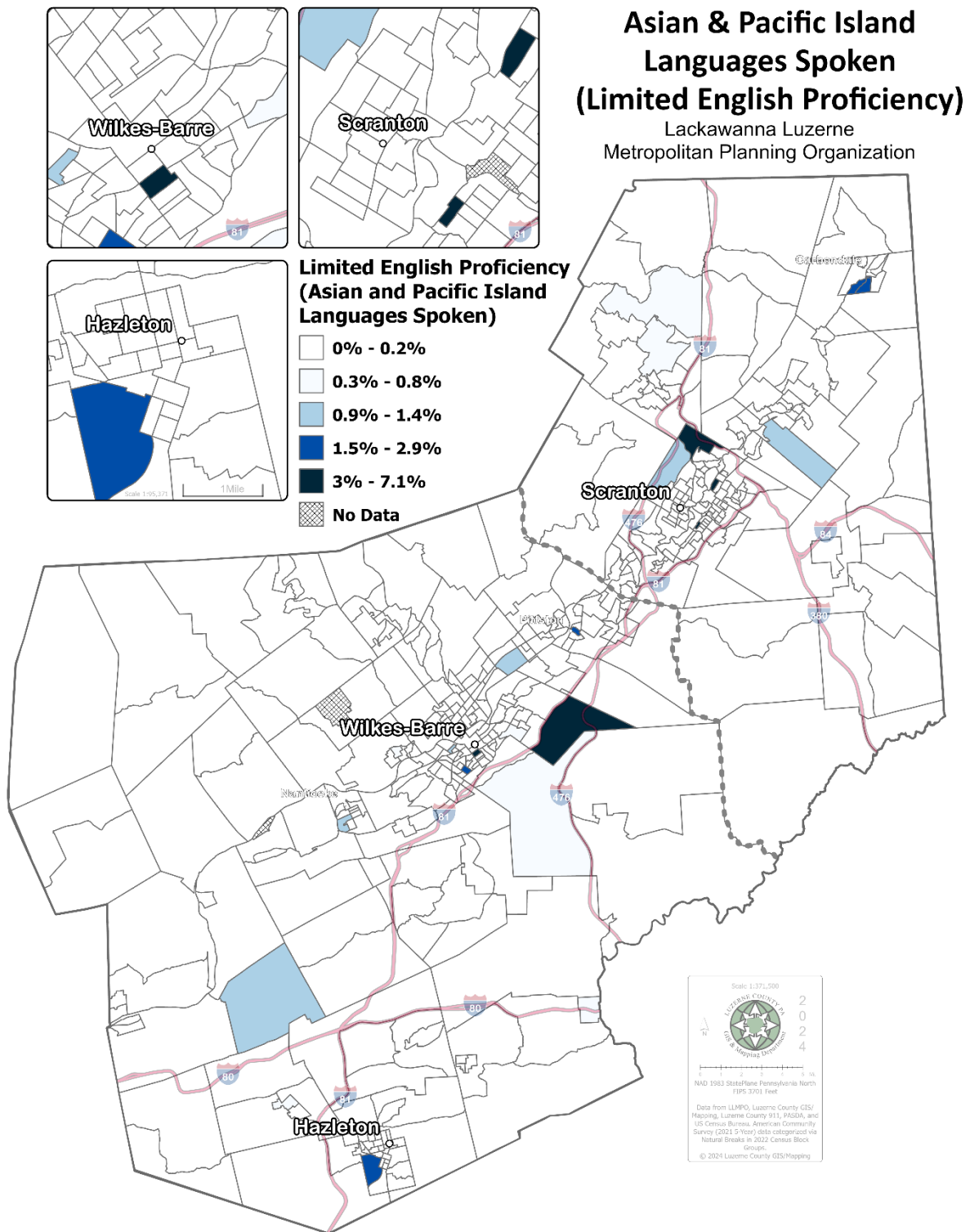


Figure 4: Asian and Pacific Island Languages - Limited English Proficiency Concentrations

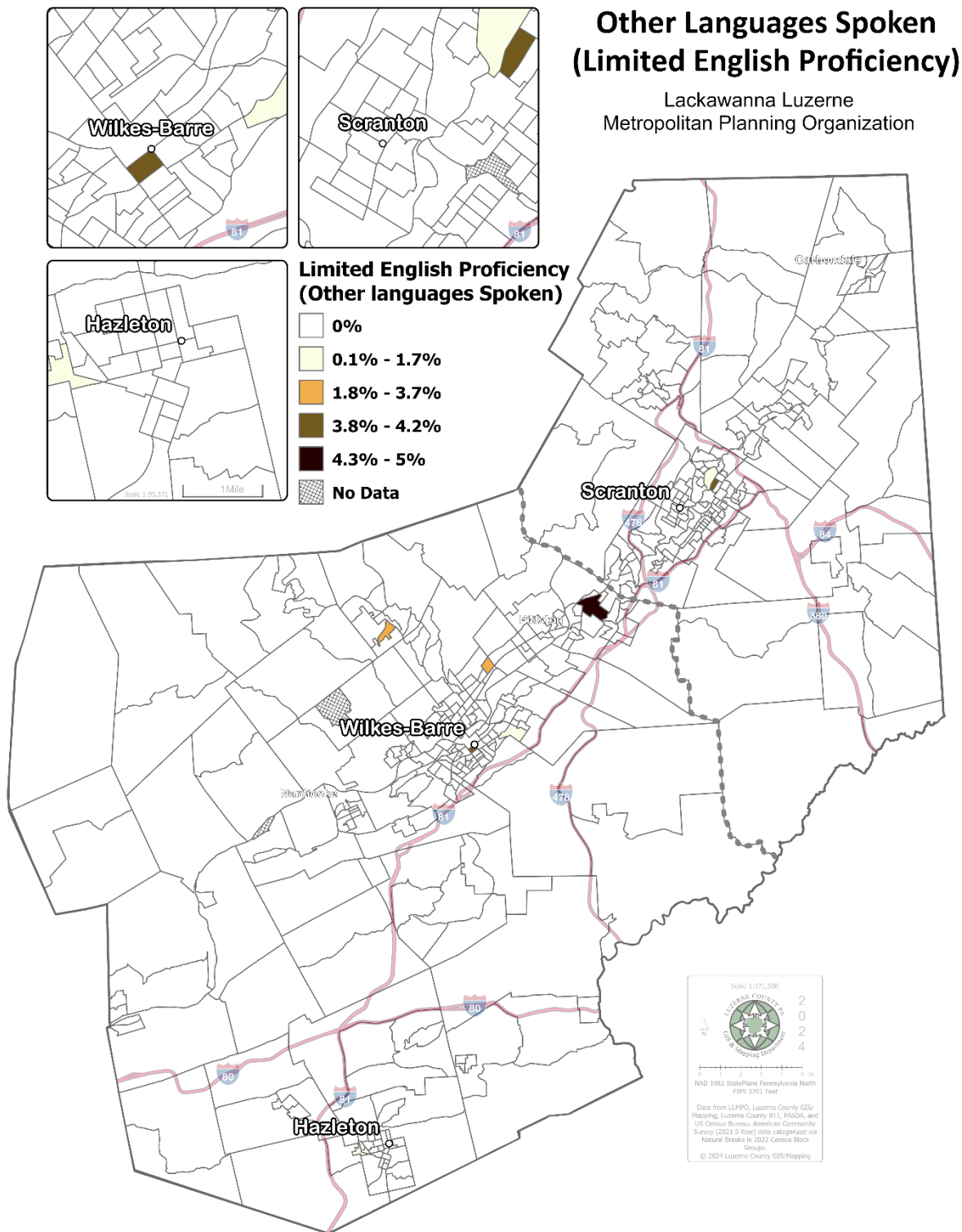


Figure 5: Other Languages Spoken - Limited English Proficiency Concentrations

Factor 2 – Frequency of Contact with LEP Persons

To date, the LLTS MPO has received no direct requests for translation or in-person interpretation services for any language, and the frequency that LEP persons come in contact with the MPO's planning programs and initiatives is largely unknown.

Since the adoption of the previous LEP plan in 2016, the LLTS MPO has had the following interactions with LEP populations:

Formal Complaints

- The MPO has not received any formal complaints related to Limited English Proficiency or national origin discrimination since 2016.

Translation or Interpretation Service Requests

- The MPO has not had any requests for document translation or translation services for public meetings since 2016.

Public Input Received in a Language Other Than English

- Since the adoption of the MPO's previous LEP plan, the MPO staff have not received any public input in languages other than English on any of its planning documents or initiatives.

The MPO is prepared to assist LEP persons when they come in contact with the MPO's program and planning efforts. By understanding how LEP individuals interact with the MPO's programs and planning efforts, any gaps or areas of improvement can be identified, and outreach can be expanded.

Factor 3 – Nature and Importance of MPO Programs, Activities, and Services

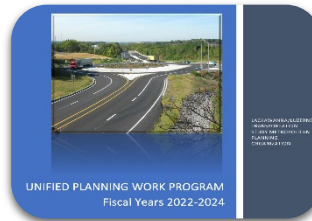
While the LLTS MPO does not provide a direct transportation service, it develops and maintains a wide variety of planning documents and programs that guide investments in the regional transportation network, including but not limited to:



Long Range
Transportation Plan and
Joint Comprehensive Plan



Transportation
Improvement Program



Unified Planning Work
Program



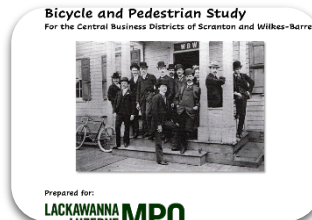
Public Participation Plan



Congestion Management
Process



Coordinated Public
Transit-Human Services
Transportation Plan



Active Transportation
Plans and Studies



Special Studies

Investments in transportation infrastructure have an impact on those living, working, and visiting the Lackawanna Luzerne region, regardless of income, poverty status, or language barriers. Most notably, the Transportation Improvement Program (TIP) represents a four-year investment plan for the region's multimodal transportation infrastructure. Similarly, the MPO's Long Range Transportation Plan (LRTP) includes an investment portfolio that is comprised of projects programmed on the TIP and the Twelve-Year Program (TYP) as well as long-range projects up to 20 years into the future. In addition to infrastructure investment planning, some individuals may not have access to an automobile and may rely on other modes such as transit, walking, or biking to access essential services and be involved in their community. Plans and studies that address these modes and services are of high importance to LEP populations and the regional population at large.

The MPO recognizes the impacts that its planning efforts, programs, and initiatives may have on the quality and accessibility of the transportation network within Lackawanna and Luzerne Counties. Therefore, LLTS MPO is committed to taking the necessary steps to ensure that its plans and programs are accessible to LEP communities and prioritizing easy and ample opportunities for LEP individuals to participate in its planning processes and programs.

Factor 4 – Available Resources and Costs of Language Assistance Services

The MPO accounts for adherence to adopted public involvement procedures and compliance with Environmental Justice and Title VI requirements as part of its Unified Planning Work Program (UPWP), specifically under *Task 1: Administration*. At this time, the 2022-24 UPWP allocates \$90,000 each year to this task, which includes other essential MPO administrative functions (e.g., quarterly reporting and invoicing, UPWP update, annual obligation reporting, MPO meeting administration, website maintenance, etc.).

With this in mind, it is recognized that the MPO has limited capital resources to dedicate the LEP services. The MPO does have dedicated staff available at each county office to facilitate interactions with LEP individuals and will leverage low-cost or free services and automated techniques to provide translation and interpretation, upon request. The MPO staff also includes one individual who is bilingual and assists with Spanish translation and communication needs on an as-needed basis.



Recommendation

Estimate the cost to translate "vital documents" and set aside dedicated funds as part of the UPWP.

Budgets can be estimated based on past translation history or quotes from a preferred translation provider. Any remaining funds at the end of each year could be dedicated to translating other "non-vital" documents, improving overall LEP accessibility to the MPO's planning documents and programs.

Language Assistance Measures

To remain compliant with Title VI of the Civil Rights Act and Executive Order 13166 as well as consistent with USDOT Guidance, the LLTS MPO is committed to implementing the necessary measures that make the MPO's plans, programs, and other activities accessible to LEP individuals. These measures are outlined and documented through the development of a Language Assistance Plan (LAP). These measures address both oral and written language assistance tools, resources, and services.

According to the Safe Harbor Provision, the LEP plan formally addresses accommodations for LEP persons who speak or read Spanish. Immediate assistance for Spanish interpretation as well as other languages may be provided if an available service can accommodate the requested language (e.g., on-demand telephone interpretation, language identification card, local interpreters, etc.)

Language Assistance Tools and Resources

Identification of LEP Individuals

In addition to the results of the Four-Factor Analysis conducted as part of this plan, LLTS MPO will document and evaluate all requests for translation services, regardless of format (e.g., phone, email, in-person, etc.) to further identify language needs and determine whether language assistance may be needed at future meetings or as part of other planning activities.

Language Identification Flashcards

The U.S. Census' Language Identification Card is a one-page tool that states: *"If you need an interpreter, please point to your language."* This statement is translated into a number of languages, and the individual in need of assistance can point to the language to indicate their interpretation needs. Each language is also identified in English to the right of the page, allowing an English-speaking person to accurately request interpretation services and engage an interpreter quickly. A sample Language Interpretation Card is provided in Appendix A.

This tool may be used at public meetings and events to allow LEP individuals to "self-identify" themselves. The LLTS MPO will keep flashcards available at entry points for meetings open to the public (e.g., sign-in or registration stations).

Collaboration with Local Community Organizations

Community groups or individuals that cater to Spanish-speaking or other LEP persons provide an excellent conduit for facilitating participation. They can assist LEP persons at meetings and other planning activities. A listing of known local community organizations and contacts is provided in the MPO's public participation plan.

Notice and Advertisement of Language Assistance Services

The LLTS MPO utilizes various methods for providing notice and advertisement of the language assistance services they provide, including:

- Posting translated notices in local newspapers as part of legal ads and press releases
- Posting notices on the LLTS MPO website, which may be translated using Google Translate or another automated translation service

- Distribution of written and email notices to interested parties in their requested language

As part of its 2016 LEP update, the MPO developed a *Notice of Language Services* in both English and Spanish to be integrated into its communications as well as its webpage as a central location for disseminating information about the MPO's plans and programs. This notice can be found in Appendix B.



Recommendation

Integrate the Notice of Language Services into the updated MPO website and other central locations for disseminating information.

As part of its 2016 LEP update, the MPO developed a *Notice of Language Services* in both English and Spanish to be integrated into its communications as well as its webpage as a central location for disseminating information about the MPO's plans and programs. The website does not currently feature this notice; however, it could be featured adjacent to existing automated tools (e.g., Google Translate). The Notice can also be featured at front desks of the Lackawanna and Luzerne County Planning offices and other publicly accessible areas.

Certain planning activities may require more intensive outreach. The MPO may also use the following measures to provide transparency and access to LEP populations:

- Design and distribute informational materials about LLTS MPO and its planning efforts (e.g., social media posts in LEP languages, flyers, posters, brochures, bus advertisements)
- Radio or public service announcements in Spanish
- Provision of real-time translation services at public meetings or events with the use of headsets
- Presenting information at community organizations frequented by LEP individuals

Digital/Web-Based Translations

Many planning agencies, including LLTS MPO, are taking steps to move many of its documents and materials online. In addition to written translation, other measures can be taken to ensure LEP accessibility in the digital space.

Automated Translation Tools

Online-based, automated translation services such as Google Translate or Bing Translator provide on-demand translation among multiple languages, as well as an application programming interface (API) that may be integrated into existing webpages. The LLTS MPO website leverages automated translation services through Google Translate to translate webpage content into Spanish by clicking a “Translate to Spanish” button at the top of the screen. Upon selection, a new tab is opened, and the same webpage appears in Spanish. A Google Translate toolbar also appears at the top of the new screen, allowing for translation into other languages.



Recommendation

Improve the transparency of online translation options as major updates are made to the MPO website.

The LLTS MPO website has a clear option for Spanish translation; however, to those who speak other LEP languages in the region, it may not be clear that this button also allows access to the other languages available through Google Translate. Providing additional guidance or clarification, online LEP accessibility and use of Google Translate or other tools used as part of future website updates can be greatly improved.

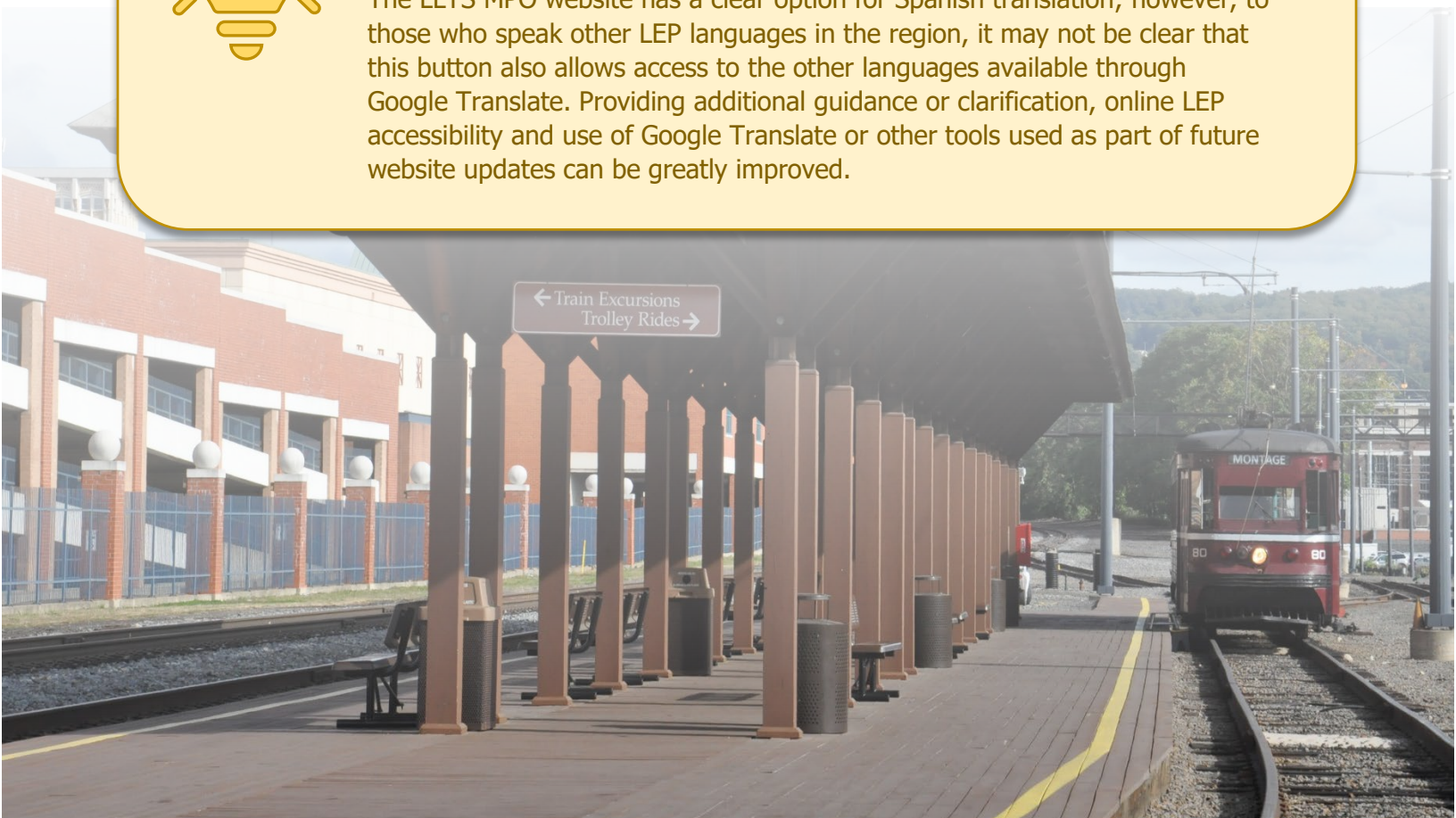


Figure 6: LLTS MPO Webpage - "Translate to Spanish" Button

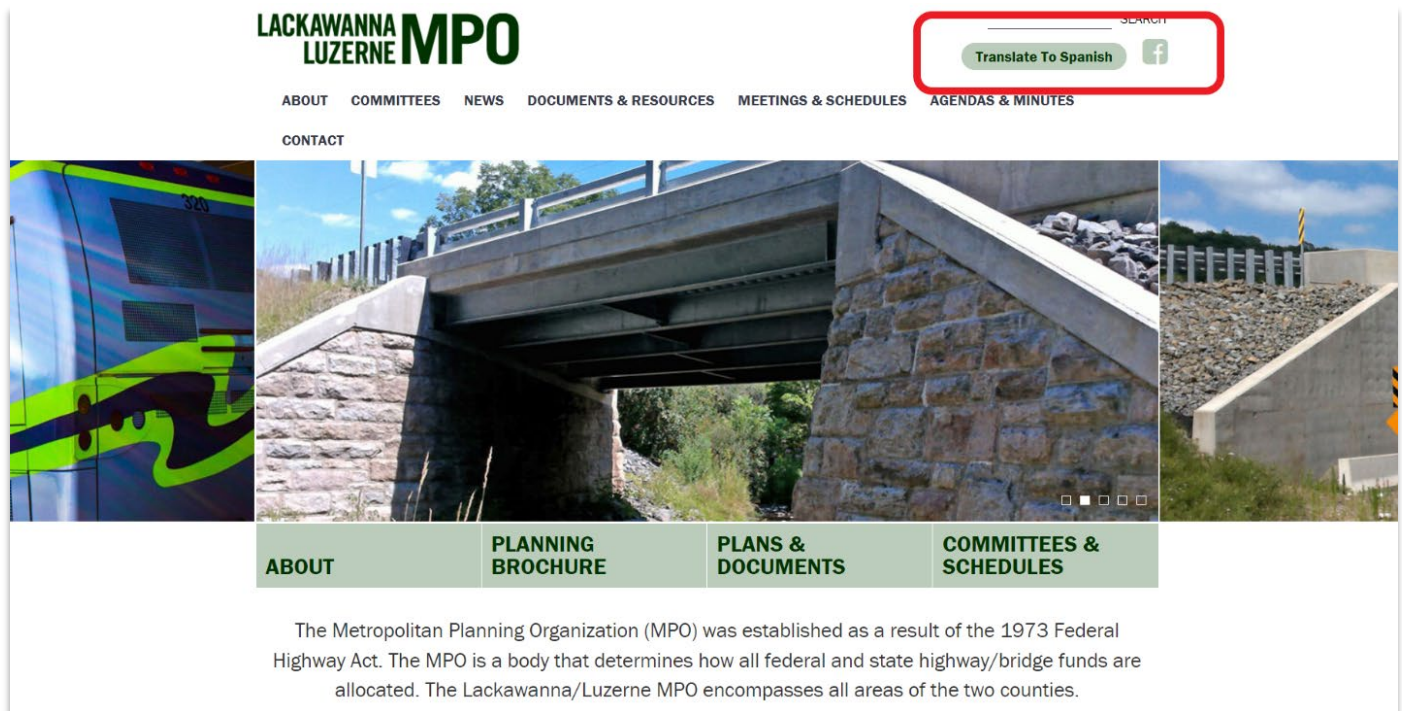
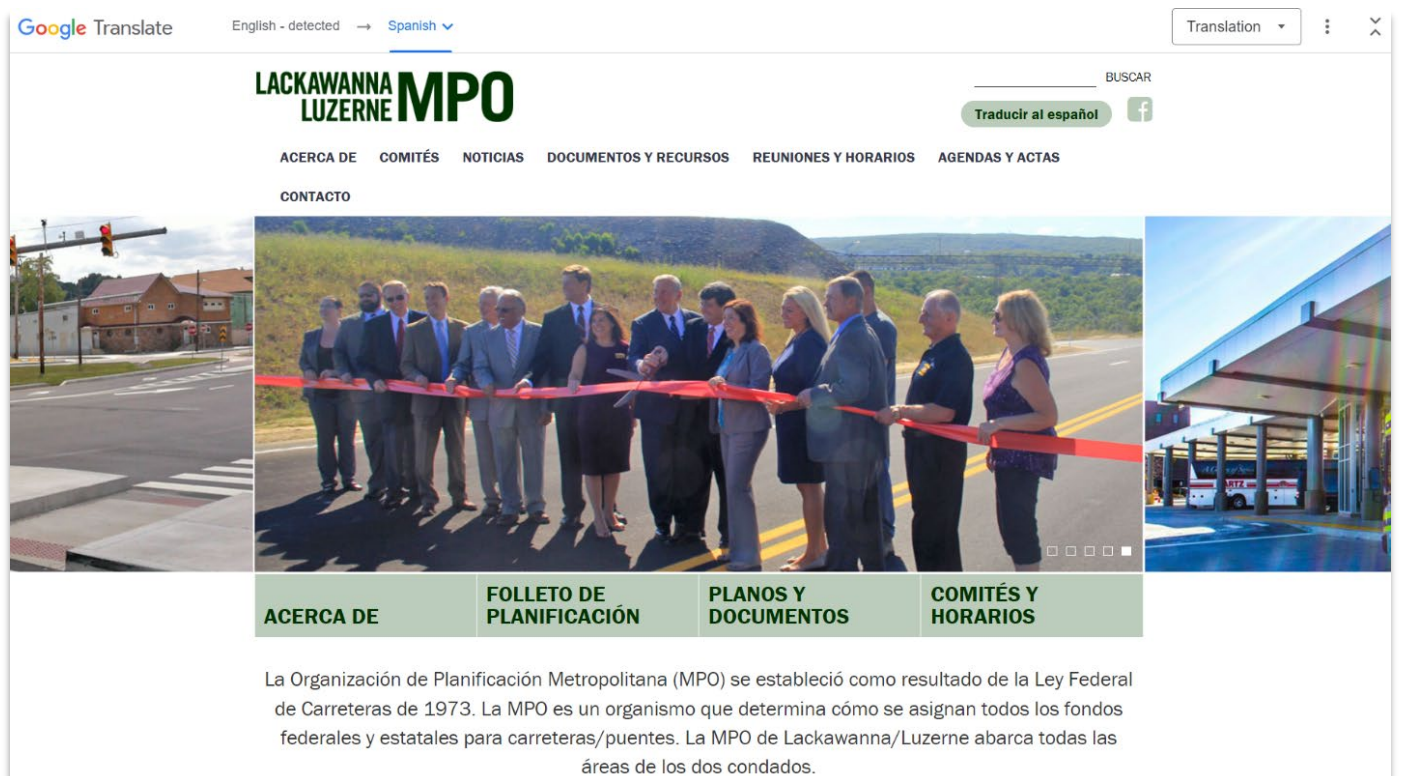


Figure 7: LLTS MPO Webpage Translated to Spanish



Interpretation Services

As applicable, the LLTS MPO will acquire oral language interpretation services as necessary. While the MPO does not have a contract with a specific professional service, several are available to assist in public engagement efforts and are included in Appendix C. The MPO may also coordinate with PennDOT District 4-0 staff to potentially access Propio Language Services. Additionally, other bilingual interpreters, community volunteers, or LEP family members or friends may be used as a resource for an LEP individual based on their preferences.



Recommendation

Develop and include a "language assistance" statement as part of the MPO's meeting agendas as well as other notices and planning documents.

The LLTS MPO meetings are open to the public with an agenda posted to the website ahead of the meeting. The MPO has an opportunity to include a "language assistance statement" in this agenda, identifying services available and how to obtain them. This statement could be provided in both English and Spanish.

Translation Services for Written Materials

In addition to automated translation tools, human translation services are available both locally within the LLTS region and through internet-based translation businesses with nationwide reach. A list of providers is documented in Appendix D.

Human-translation is required for "vital documents" in order for the MPO to be in compliance with the Safe Harbor provision. For the LLTS region, these documents must be human-translated and made available in Spanish. The LLTS MPO considers vital documents to be those that convey critical information to the public or are required by law or federal regulation. Based on this definition, the MPO will consider vital documents to include:

- Title VI Policy, Complaint Procedures, and Complaint Forms
- Annual MPO Meeting Schedule
- Notices for Public Meetings

Additionally, the following documents will be condensed into an "Executive Summary" format and will have those documents translated into Spanish, or will be translated in their entirety (based on document size and complexity):

- Long-Range Transportation Plan

- Transportation Improvement Program
- Environmental Justice Summary
- Public Participation Plan
- Limited English Proficiency Plan

Vital documents will be made available in other alternative languages and formats, if requested. Other documents not considered "vital" may also be made available in alternative languages and formats, if requested. These documents will be made available in print and online.

Public Meeting Notices

The LLTS MPO circulates advertisements in advance for all meetings open to the public through various means. This includes legal ads, press releases, website updates, social media posts, and email blasts to its stakeholders and other interested parties as outlined in the MPO's Public Participation Plan (PPP).

The MPO will also provide notice of translation or interpretation services in all public meeting advertisements in both English and Spanish. This could be done by including the MPO's Notice of Language Services or a more abbreviated "language assistance statement", guiding LEP individuals to necessary resources. The MPO also uses the following text in English and Spanish as a way to communicate the availability of these services:

English
<p>The content of this <i>[advertisement / press release / posting]</i> is available in alternative formats and other languages upon request by contacting the Lackawanna-Luzerne Transportation Study Metropolitan Planning Organization (LLTS MPO). Persons who plan to attend the announced <i>[meeting / event / activity]</i> and require language interpretation services and/or special accommodations under the American with Disabilities Act should contact the LLTS MPO at least five (5) business days prior to the <i>[meeting / event / activity]</i>. Contact the MPO by phone at (570) 963-6400 or by written letter addressed to:</p> <p style="text-align: center;">Transportation Planning Manager, LLTS MPO 135 Jefferson Avenue, 2nd Floor Scranton PA 18503</p>
Spanish
<p>"El contenido de este <i>[anuncio / Comunicado de Prensa / contabilización]</i> está disponible en formatos alternativos y otros idiomas a petición en la organizacion Lackawanna-Luzerne Transportation Study Metropolitan Planning (LLTS MPO). Las personas que planean asistir a la anunciada <i>[evento / actividad de reunión]</i> y que requieren servicios de interpretación de idiomas y / o alojamientos especiales en virtud de la Ley de Americanos con Discapacidades deben comunicarse con la LLTS MPO al menos cinco (5) días antes de la <i>[reunión / evento / la actividad]</i>. Comuníquese con la MPO por teléfono al (570) 963-6400, en carta escrita a:</p> <p style="text-align: center;">Gerente de planificación del transporte, LLTS MPO 135 Jefferson Avenue, 2nd Floor Scranton, PA 18503</p>

Written Communication (Paper and Electronic)

Upon the receipt of a written communication by mail or other physical means (e.g., fax, etc.), the LLTS MPO staff will reach out to a translation service to identify the language in which the correspondence is written and translate into English. Similarly, emails and other electronic correspondence may be received in languages other than English. In addition to contracted translation services, the MPO could also leverage automated translation tools such as Google Translate to detect the language used and translate accordingly. It is important to note, however, these tools may not be the entirely accurate in their translations.

Should the inquiry require a response, the MPO may also work with a translation service in order to respond accordingly in the individual's language. A list of translation providers is located in Appendix D. Human translation is the preferred method in crafting responses to inquiries and concerns. Working with a contracted translation service ensures that these responses are translated accurately while also communicated correctly and effectively. If an immediate response is needed or a message is simple, automated tools could be used.



Recommendation

Use "plain language" wherever possible to ensure easy translation of both online and written materials.

Staff Training

All LLTS MPO staff members will be trained on the elements of the LEP plan to ensure that the plan is successfully implemented and that LEP populations are provided access to MPO planning processes and programs. Upon adoption of this plan, the MPO staff will revisit *the LEP Employee Resources Manual* and other LEP training materials by updating them accordingly. Employees should be trained in the content of the LEP plan, particularly the measures used to respond to LEP requests and the protocols in place to ensure procedures are followed.

These training materials should include the following:

- An overview of the MPO's LEP plan and associated policies
- Staff roles and responsibilities in the implementation of the LEP plan
- Guidance on how to provide notice of language services to LEP individuals
- Tips on communicating with LEP individuals over the phone or in-person

Each county office will maintain a binder of language assistance materials so they can be accessed quickly should a translation request be made by phone or in-person.

In addition to in-house training materials, LLTS MPO staff shall participate in training opportunities offered by the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), and PennDOT when available and possible.

Implementing, Monitoring, and Updating the LEP Plan

The MPO will review and update the LEP plan every five years or in line with an update of the Public Participation Plan to ensure that reasonable efforts are made to identify and address the needs of any additional LEP populations. Future updates will include a revised Four Factor Analysis with a review of updated LEP demographic data from the U.S. Census American Community Survey (ACS) and updated documentation of the number of LEP persons encountered and their spoken language.

In addition to data analysis, the MPO will track any language assistance requests received as well as the use of language assistance tools and resources between LEP updates. This provides the opportunity to revise existing or add new language assistance measures to fill in any necessary gaps if existing efforts are not meeting the needs of the MPO's LEP populations.

On an annual basis, the LLTS MPO should update contact lists for LEP and Title VI stakeholders, assess the availability of existing language assistance resources, and explore the potential costs of any additional tools and resources.

Appendices

Appendix A: US Census Language Identification Card

- | | | |
|--------------------------|---|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞ս, կ՞արեա՞րք այս քառակուսո՞ւմ, եթե խոսո՞ւմ կա՞մ կարդո՞ւմ ե՞ք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérte vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukranian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

Appendix B: Notice of Language Services (English and Spanish)

LACKWANNA LUZERNE TRANSPORTATION STUDY METROPOLITAN PLANNING ORGANIZATION (LLTS MPO)

Notice of Language Services

The LLTS MPO provides language interpretation and document translation services upon request. If your preferred language is not English, please allow us to learn of your preferred language and converse or correspond with you in that language. The following describes what you can expect when you interact with our staff:

In-Person

If you are attending a meeting in-person, please approach the Welcome/Sign-In Station and state your preferred language. If the person cannot understand your request, he or she will show you a Language Identification Card. Please point to your preferred language. The person helping you will ask you to wait a moment while assistance is sought.

By Phone

If you wish to call the LLTS MPO, please call (570) 963-6400 or (570) 825-1564 and request your preferred language. If the person answering your call cannot understand your request, he or she will ask you to wait a moment while assistance is sought.

By Written Correspondence

When writing correspondence to the LLTS MPO, please write in your preferred language. Address paper correspondence to LLTS MPO, 123 Wyoming Avenue, Scranton, PA 18503 or LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. We will translate your correspondence and then provide a response (if feasible and appropriate) in your preferred language as well as English. Please allow up to 45 days for the written, translated response in your language.

Document Translations Available

The LLTS MPO is committed to maintaining Spanish translations of vital documents, which encompass those that explain how to access the MPO's services (including language assistance services), complaint forms, and notification of rights. These translated documents are available in paper copy through the LLTS MPO offices. Translations in other languages can be made available upon request.

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

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

تنبيه: إذا كنت تتحدث لغة أخرى غير اللغة الإنجليزية، يمكننا توفير خدمات المساعدة اللغوية لك. اتصل بالرقم 1 (717) 412 5300.

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。

LACKAWANNA LUZERNE ESTUDIO DE TRANSPORTE ORGANIZACIÓN DE PLANIFICACIÓN METROPOLITANA (LLTS MPO)

Notificación de Servicios Lingüísticos

LLTS MPO ofrece servicios de interpretación de idiomas y traducción de documentos a petición. Si su idioma preferido no es el Inglés, porfavor dejenos saber su idioma para poder conversar o mantener correspondencia con usted en ese idioma. A continuación se describe lo que puede esperar cuando usted interactúa con nuestro personal:

En persona

Si usted asiste a una reunión en persona, por favor acerquese a la Recepción/Estación de Registramiento y afirme su idioma preferido. Si la persona no puede entender su petición, él o ella le mostrará una tarjeta de identificación de idioma. Por favor, apunte a su idioma preferido. La persona que le ayude le pedirá que espere un momento mientras busca ayuda.

Por teléfono

Si desea llamar a LLTS MPO, por favor llame al (570) 963-6400 o al (570) 825-1564 y solicite su idioma preferido. Si la persona que atiende su llamada no puede entender su solicitud, le pedirá que espere un momento mientras busca ayuda.

Por correspondencia escrita

Al escribir correspondencia a LLTS MPO, por favor escriba en su idioma preferido. La dirección para la correspondencia a LLTS MPO es la siguiente: LLTS MPO, 123 Wyoming Avenue, Scranton, PA 18503 o a la siguiente dirección LLTS MPO, Suite 208, Penn Place, 20 North Pennsylvania Avenue, Wilkes-Barre, PA 18711. Traduiremos su correspondencia y luego le daremos una respuesta (si es posible y apropiado) en su idioma preferido, así como Inglés. Por favor espere hasta 45 días para recibir la respuesta traducida en su idioma.

Traducciones de documentos disponibles

LLTS MPO se compromete a mantener las traducciones al español y polaco de documentos vitales, los cuales explican cómo acceder a los servicios de MPO (incluidos los servicios de asistencia lingüística), hojas de reclamaciones, y la notificación de los derechos. Estos documentos traducidos están disponibles en copia impresa a través de la oficina de LLTS MPO.

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

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

تنبيه: إذا كنت تتحدث لغة أخرى غير اللغة الإنجليزية، يمكننا توفير خدمات المساعدة اللغوية لك. اتصل بالرقم 1 (717) 412 5300.

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。

Appendix C: Translation and Interpretation Service Providers

Recommended Regional Providers:

- Quantum, Inc.
240 South 9th Street
Philadelphia, PA 19107
<https://www.quantumtranslations.com/>
- Cetra
7804 Montgomery Avenue, Suite 10
Elkins Park, PA 19027
<https://www.cetra.com/>
- ParaPlus
2 Coleman Avenue #1
Cherry Hill, NJ 08034
<http://www.para-plus.com/>
- Language Services Consultants
P.O. Box 412
Ardmore, PA 19003
<http://www.lsctranslations.com/welcome>

Web-Based National & International Providers:

- inWhatLanguage
<https://inwhatlanguage.com/>
- Straker Translations
<https://www.strakertranslations.com/>

Appendix D: Language Taglines

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 luqadda ayaa lagu 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 **(570) 825 1589**.
1.

Burmese

သတိပြုရန်- သင်သည် အင်္ဂလိပ် ဘာသာစကား မဟုတ်သော အခြား ဘာသာစကားကို ပြောလျှင် သင့်အတွက် ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုကို ရရှိနိုင်ပါသည်။ 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 दें: यदि आप अंग्रेजी के अलावा 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: यदि तपाईं अंग्रेजीबाहेक अन्य भाषा बोल्नुहुन्छ भने तपाईंलाई भाषा सहायता सेवा उपलब्ध गराउन सकिन्छ। 1 (570) 825-1589 मा फोन गर्नुहोस्।

Urdu

توجہ 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 ہیں۔ براہ کرم 1 (570) 825-1589 پر کال کریں۔

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.

Appendix E – 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 F – Comment Form



Comment Form

*Required field

Name

***Email**

Address

Organization (if applicable)

Telephone Number

***What municipality do you live in?**

***Whom do you represent in submitting feedback?**

- ☐ Self ☐ Business ☐ Government staff
☐ Elected official ☐ Transportation provider ☐ Other (please share)

***How did you hear about the Public Meeting? (check all that apply)**

- ☐ News article ☐ Email ☐ Public Library
☐ Social Media ☐ Newspaper Ad ☐ Other (please share)

Provide us with your feedback.

Would you like to be added to our mailing list for future transportation and planning updates?

- ☐ Yes
☐ No

Appendix G – 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 H – Language Taglines

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 luqadda ayaa lagu 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。

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(570) 825-1589 သို့ ခေါ်ဆိုပါ။

Japanese

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