

## PI Section FAQs for Crossroads

Criteria: Top, most-often-asked questions. [taken from OPI 100 training and added additional thoughts.]

Other sections format as a “How Do I/FAQs” (most are between 5-8 questions)

### **How do I conduct effective public involvement if it’s a rural area? What about a project that spans many miles?**

The quick answer is: Contact the PI Section *early* to discuss as every project is different -- there is no one-PI-size-fits-all approach. For a project that spans many miles, traditional news and social media through targeted FB posts or district Twitter pages may be a good approach. For rural areas, asking local stakeholders/community leaders how people get their news can be very helpful as well as inserts or mentions into local utility bills. Contact the PI Section to brainstorm and discuss the best strategy for your project/initiative.

### **Do ALL meetings need to be posted online 15 days prior to meeting date?**

For NEPA meetings yes; all others it is a best practice to be consistent with other postings.

### **Should our public meeting/hearing be in-person, virtual or both? What is the most current guidance about all this?**

TxDOT Executive Director Marc Williams noted that virtual public meetings should be the new standard, offering virtual first, then in person second so we can always reach a broader and more diverse public audience. If a district/division must offer an in-person meeting, a virtual option should always be included.

It’s important to note that despite the pandemic, the public continues to show great interest in our work. The agency has seen a dramatic 30% increase in engagement as presented at the [May 2021 Quarterly Statewide TPD meeting](#). While other DOTs were slowing or even cancelling their public involvement efforts, we ramped it up. Although restrictions are lessening and in-person events are once again possible, online engagement is here to stay.

Environmental guidance and templates can be found [here](#); you can also refer to the [internal FAQ](#).

### **What is the difference between a comment card and a survey? Do we need to have both?**

A **comment card** is structured means of getting feedback; a **survey** is a set of various questions as *supplemental* feedback.

### **Does every project need to have a project page?**

Depends on extent/impact of project; contact your PI Specialist to discuss.

### **How long does the PI Section need to develop/review my materials – what are some common turnaround times?**

- Three to five business days to develop online notices and project pages
- Three to five business days to edit web pages
- Three to five business days to review presentations, Public Involvement Plans (PIPs) and/or communication plans, as well as other materials such as fact sheets, newsletters, etc.

- One to two weeks to develop a PIP, depending on the project complexity
- Four to six weeks to develop a MetroQuest online survey
- At least seven days for translations; it's recommended that districts/divisions work directly with their local procurement to pay for this vs. TPP, which may take longer. It is not required to use the State procurement process; districts can translate materials internally or via consultant if they choose.

**How do I get my newsletter, postcard, flyer or other material designed and/or printed?**

The PI Section can help work with the Creative Services section to brainstorm and plan the material design. Once the material is approved, the district/division can submit your request through TxDOT's Digital Print Center. Contact the TxDOT Digital Print Center at (512) 416-2566 or by email at [SSD\\_Reprographics@txdot.gov](mailto:SSD_Reprographics@txdot.gov) with any questions.

**Where can we learn more about virtual public involvement and examples?**

To learn more about virtual meeting/hearing resources, visit our [Resources](#) page in Crossroads.

For information on best practices and past virtual examples, see our quarterly [PI Newsletters – Connecting our Communities](#).

Our PI trainings are highlighted in our newsletters; our trainings will also be featured along with other resources on our new PI University intranet site coming soon!

To determine the best tool for your project, feel free to reach out the PI Section for additional guidance.