

The TPO, and as needed the Lowndes County Transit Department, will conduct public meetings and listening sessions as appropriate (at least one annually) open to passengers, employers, and community based organizations to gather public input and distribute information about service quality, and significant proposed service changes or new service options.

The public will be invited to provide feedback on the TPO's website www.midsinc.net and the Lowndes County Transit Department website www.lowndescounty.com and all feedback on these sites will be summarized and passed on to the TPO's and the Lowndes County Transit Department's management. The public will also be able to call the TPO's office at [(229) 426-5100] and the Lowndes County Transit Department at (220) 671-2400 during their normal hours of operation. A summary of feedback collected over the phone will be made and passed on to the TPO's and the Lowndes County Transit Department's respective management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically by the TPO. The comments received as a part of these participation methods will be responded to as appropriate.

Meetings will be held and formats tailored as needed to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. A meeting could be designed to share information and answer questions. The same or another meeting may be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. A public meeting will be conducted to solicit and consider public comments before implementing proposed significant adjustments to services. In each case, an agenda for those meetings will be created that work to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For public meetings and other important information, the TPO (and as appropriate the Lowndes County Transit Department) will use a variety of means to make riders and citizens aware, including some or all of the following methods as appropriate:

- In-vehicle advertisement
- Posters or flyers in the TPO's and Lowndes County Transit Department's offices
- Posters or flyers in the offices of key social services agencies and other community based user organizations of the 5311 Transit System
- Posting information on the TPO's and the Lowndes County Transit Department's websites
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community based organizations, particularly those that target the LEP population
- Flyers and information distribution through various libraries and other civic locations
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements

Consider utilizing some of the effective best practices included in template under this section.

All information and materials communicating significant proposed and actual service adjustments will be provided as requested in English and Spanish. (Have included Spanish since we know that Spanish meets Safe Harbor Provision.)