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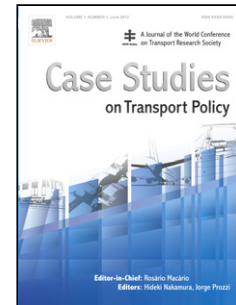
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The Case of Public Involvement in Transportation Planning Using Social Media

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Highlights

- Social media use by local governments in transportation planning is sporadic.
- Local governments tend to use social media in one-way communication with people
- Comments and suggestions posted on social media sites do not carry much weight.
- Local governments lack knowledge on best practices in social media use.
- Management's perception towards social media use needs to change along with policies.

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