

# MAKING A GREAT PLACE



## Public Engagement Guide

FINAL ADOPTION DRAFT

November 2013



This guide is for community members who want to engage with Metro, staff seeking best practices and federal agencies verifying compliance.

## About Metro

Clean air and clean water do not stop at city limits or county lines. Neither does the need for jobs, a thriving economy, and sustainable transportation and living choices for people and businesses in the region. Voters have asked Metro to help with the challenges and opportunities that affect the 25 cities and three counties in the Portland metropolitan area.

A regional approach simply makes sense when it comes to providing services, operating venues and making decisions about how the region grows. Metro works with communities to support a resilient economy, keep nature close by and respond to a changing climate. Together we're making a great place, now and for generations to come.

Stay in touch with news, stories and things to do: [www.oregonmetro.gov/connect](http://www.oregonmetro.gov/connect)

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## Metro respects civil rights

Metro hereby gives public notice that it is the policy of the Metro Council to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Metro receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Metro. Any such complaint must be in writing and filed with Metro's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For more information, or to obtain a Title VI Discrimination Complaint Form, see the website at [www.oregonmetro.gov](http://www.oregonmetro.gov) or call 503-797-1536.

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## INTRODUCTION

Few metropolitan areas can boast the combined advantages found in the Portland metropolitan region. Thriving communities, cultural amenities, economic vitality, scenic beauty and healthy natural ecosystems make this a great place. For the region's leaders and residents alike, nurturing this livability is a constant quest. Metro plays a unique and leading role in that effort.

Metro crosses city limits and county lines to make communities safe, livable and ready for tomorrow. From protecting our region's air, water and natural beauty to supporting neighborhoods, businesses and farms that thrive, Metro makes this a great place.

See Appendix A for a map of city/county boundaries in the metropolitan region.

Metro's jurisdiction includes the 25 cities in the Portland metropolitan region, serving more than 1.5 million residents in Clackamas, Multnomah and Washington counties. The only directly elected regional governing body in the United States, Metro is governed by a regionally-elected president and six councilors elected by district. Its home rule charter, approved by voters in 1992 and amended in 2000, grants broad powers for regional land use, transportation planning and other issues of metropolitan concern. Additionally, the charter ensures that the Metro Council be elected, visible and accountable.

Metro's charter is at the heart of the agency's strong commitment to public participation. The agency provides a broad range of public information and participation opportunities, including: dissemination of proposals and alternatives, process for written comments, public meetings after effective notice, settings for open discussion, online engagement, information services, and consideration of and response to public comments.

Metro embodies the region's commitment to maintain and enhance the livability and sustainability of our communities and natural resources. A regional approach makes sense when it comes to protecting natural areas, caring for parks, planning for the future of our neighborhoods, managing garbage disposal and increasing recycling. Metro manages world-class facilities such as the Oregon Zoo, which contributes to conservation and education, and the Oregon Convention Center, which benefits the region's economy.

### Public Engagement Guide purpose

Metro is committed to transparency and access to decisions, services and information for everyone throughout the region. Through the active participation of the community, the quality of plans and policies are better tuned to meet people's needs today and into the future. Metro strives to be responsive to the people of the region, provide clear and concise informational materials and address the ideas and concerns raised by the community. Public engagement activities for decision-making processes are documented and given full consideration.

This Public Engagement Guide establishes consistent guidelines to ensure people have meaningful opportunities to be involved in the regional planning process. The guide also provides examples of the tools and techniques that Metro may use to communicate with and receive input from the public.

In accordance with the Federal Highway Administration, 23 CFR 450.316(a), this guide serves as Metro's documented, *"process for providing citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with reasonable opportunities to be involved in the metropolitan transportation planning process."*

In accordance with the Federal Transit Administration circular, FTA C 4702.1B, this guide serves as Metro's documented, *"outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others."*

## **Guiding principles for Metro's public engagement**

Metro's public engagement practice and public involvement program is built on guiding principles adopted by the Metro Council in 1997. Metro believes that effective public engagement is essential to good government and the future of the region. Elected officials, staff, businesses and community members all play important roles in governing the region. Cooperation among Metro, cities, counties, public agencies, community organizations, businesses and interested residents results in the kind of contributions that, together with analysis and expertise, can create thoughtful, proactive policy decisions. Therefore, Metro commits to promote and sustain engagement and seeks to:

1. Value active citizen involvement as essential to the future of the Metro region.
2. Respect and consider all citizen input.
3. Encourage opportunities that reflect the rich diversity of the region.
4. Promote participation, based on citizen involvement opportunities, of individuals and of community, business and special interest groups.
5. Provide communications to encourage citizen participation in Metro processes that are understandable, timely and broadly distributed.
6. Provide citizens with an opportunity to be involved early in the process of policy development, planning and projects.
7. Organize involvement activities to make the best use of citizens' time and effort.
8. Provide financial and staff support to Metro's Office of Citizen Involvement.
9. Sustain ongoing networking among citizens, local governments, Metro officials and staff.
10. Respond to citizens' perspectives and insights in a timely manner.
11. Coordinate interdepartmental and inter-jurisdictional activities.
12. Evaluate the effectiveness of Metro citizen involvement.

## Public Engagement Guide development

Metro worked with its advisory committees, stakeholder groups, interested parties and the public to develop its public engagement practices. Metro adopted its first Public Engagement Guide, formerly known as Public Involvement Policy for Transportation Planning, in 1995 and updated it in 2004 and 2009. It was updated through public processes, by incorporating new outreach strategies that proved effective in involving the public during specific studies, and to address new federal and state guidance. The 2013 Public Engagement Guide documents Metro's updated practices for public engagement and consultation with government and community partners.

The draft Public Engagement Guide underwent a 45-day public comment period from August 12 to September 30, 2013.

Notice of the comment period was provided to interested parties, including: Tribal Governments, Native American resource agencies, and environmental justice organizations; faith-based and community based-organizations that serve underserved communities, such as populations with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth; and Metro's Opt In panel. Notice was also posted on Metro's website and provided to Oregon Department of Transportation, the Federal Highway Administration and the Federal Transit Administration.

Public Engagement Review Committee (PERC) members helped develop the initial draft of the guide and provided additional refinements following the public comment period. The guide was presented at the Transportation Policy Alternatives Committee (TPAC), and Metro Technical Advisory Committee (MTAC) meetings; member suggestions were documented and incorporated into the final guide.

The vast majority of the 1,466 public comments were received through an online survey (1,464) and two comments came through email (2).

The online survey included a specific set of questions for the public to answer:

1. Have you interacted with Metro in the past 12 months?
2. What actions can Metro take to engage people from different cultures or backgrounds in the planning process?
3. What actions would you recommend Metro take to make sure engagement opportunities are accessible for everyone in the region?
4. Do you have any other feedback about how Metro can improve our public engagement activities?

To view a full summary of the public comment report, including TPAC and MTAC comments, refer to Appendix M.

Following the 45-day public comment, Metro made the following changes to the Public Engagement Guide to address public comments:

- Revised the guiding principles to reflect the principles adopted by Metro Council in 1997.
- Added a description of Metro’s Diversity Action plan and four core areas.
- Added a description and definition of Environmental Justice.
- Added a description of Metro’s Limited English Proficiency plan.
- Included text that indicates all regular Joint Policy Advisory Committee (JPACT), Metro Policy Advisory Committee (MPAC), TPAC and MTAC agendas include public communication on committee-related items.
- Provided additional listings and descriptions of technical committees.
- Added risks to consider during public engagement activities.
- Included additional information to demonstrate how public feedback is considered during a public comment period.
- Included several case studies highlighting successful partnerships and methods of engagement with communities that have a limited English-speaking ability.
- Included a public-friendly outline of how to engage with Metro.
- Included additional public engagement tools and techniques to consider for reaching underserved communities. New tools and techniques were added to Appendix J, such as incentives, town halls, multicultural media, workshops and text messaging alerts as well as libraries and places of worship as partners to consider.

Other actions Metro may consider in the future to enhance public participation of different cultures and to make sure engagement opportunities are accessible to everyone in the region:

- Create different opportunities for communities to learn about Metro’s services, programs and decision-making processes.
- Translate materials pertaining to Metro’s programs or services and make available online.
- Continue to collaborate with community-based organizations to engage underserved communities across the region.
- Develop an engaging and concise description of Metro’s programs and services.
- Provide an easily accessible community engagement calendar to the public.
- Create a user friendly executive summary on the Public Engagement Guide for the public.
- Engage underserved communities to serve on advisory boards.
- Hold open houses with different community groups informing them how Metro's public meetings work and how to engage in decision-making processes.
- Conduct outreach to neighborhood schools, community colleges or student leadership programs to reach diverse audiences.

The primary goal of the Public Engagement Guide is to articulate how the agency approaches public engagement, especially related to these focus areas:

- Ensuring notification and participation of all populations, including people of color, low-income and any groups with special needs.
- Ensuring early, continuous and open public engagement in major actions and decisions to facilitate and encourage long-term interaction with Metro.
- Ensuring meaningful opportunities for the public to participate in the decision-making process.

### Desired outcomes for public engagement

- Provide access to and information about key decisions in the regional planning process.
- Disseminate clear, concise and timely information to affected agencies, the public and interested parties.
- Receive meaningful public input to inform the decision-making process.
- Build relationships, trust and community capacity to engage with Metro.
- Ensure planning decisions consider the concerns, needs and visions of the region.

### Requirements addressed by Metro through the practice in this guide

Metro’s public engagement activities address a wide variety of federal, state and regional requirements. The list below provides an overview of the basic laws, regulations and regional policies Metro operates within and public outreach provisions with which Metro must comply. (See *Appendix B* for links to each requirement.) In addition, Metro strives to employ the tools presented in this guide when fulfilling its responsibilities under other state and federal laws, where public participation is encouraged, such as the federal Clean Water Act or the Safe Drinking Water Act.

#### Federal requirements

- **Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21)**, public Law 112-141 as passed by Congress and signed by President Barack Obama on July 6, 2012.
- **The National Environmental Policy Act of 1969 (NEPA)**, (*see Appendix C for more information on the NEPA process*).
- **Title VI of the 1964 Civil Rights Act**, 23 USC 140, 23 CFR 200, and 49 CFR 21.
- **Executive Order 12898 – Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations**, signed Feb. 11, 1994 by President Bill Clinton.
- **Executive Order 13166 – Improving Access to Services for Persons with Limited English Proficiency**, signed Aug. 11, 2000 by President Bill Clinton.
- **Americans with Disabilities Act (ADA) of 1990**, 42 USC 126 and 49 CFR 27.19.
- **Age Discrimination Act of 1975**, 42 USC. Sections 6101-6107.
- **Clean Air Act of 1960 and Clean Air Act Amendments**, 42 USC sections 7401.

#### Oregon state requirements

- **Administrative Rules of the Oregon Department of Land Conservation and Development Commission, Oregon Statewide Goal 1 - Citizen Involvement**, OAR 660.

## **Oregon state requirements (continued)**

- **Oregon Revised Statute Comprehensive Land Use Planning Coordination**, ORS 197.
- **Oregon Revised Statute Local Government Planning Coordination; Coordination Agreements**, ORS 195.020 to 195.040.
- **Oregon Revised Statute Opportunity for Public Comment on New Fee or Fee Increase**, ORS 294.160.
- **Oregon Revised Statute Wetland Conservation Plans**, ORS 196.662 to 196.668.
- **Oregon Transportation Plan Public Involvement Policy (2009)**.
- **Public Records Act**, ORS 192.410 to 192.505.
- **Public Meetings Law**, ORS 192.610 to 192.690.

## **Metro requirements**

- **Metro Charter, Office of Citizen Involvement**.
- **Resolution No. 97-2433, Metro Citizen Involvement Principles**.
- **Ordinance No. 12-1275, Establishing the Metro Public Engagement Review Committee**.
- **Resolution No.12-4375, Metro Diversity Action Plan**.

## **Updating the Public Engagement Guide**

Metro's Public Engagement Guide is periodically reviewed and updated based on experience, changing circumstances and to reflect diverse regional opinions.

The Public Engagement Guide will be reviewed at least once every four years and revised to reflect changes, as well as to meet federal or other regulations and guidance. Upon review, a 45-day comment period will be held prior to adoption.

## **Evaluation of the Public Engagement Guide**

Metro will continuously evaluate the effectiveness of the Public Engagement Guide by reviewing the following sources of information:

- Feedback or suggestions received about the guide specifically from the public, staff or other sources between updates.
- Feedback received in Metro's annual Opt In online engagement survey regarding public engagement and Metro's provision of a variety of meaningful opportunities to engage.
- Feedback received from Metro's annual community summit.



## GOVERNING STRUCTURE

### Metro Council

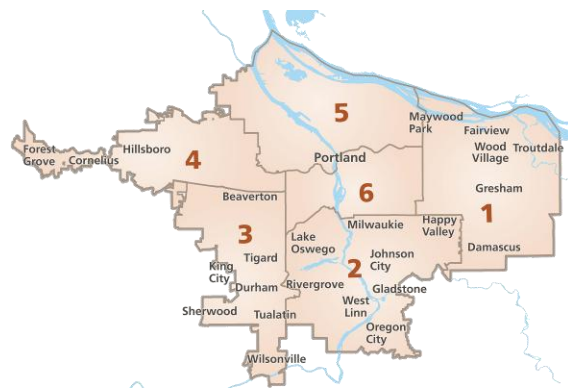
Metro is the only regional government agency in the U.S. whose governing body is directly elected by voters. Metro is governed by a council president elected region-wide and six councilors elected by district. The Metro Council provides leadership from a regional perspective, focusing on issues that cross local boundaries and require collaborative solutions. The council oversees the operation of Metro's programs, develops long range plans and fiscally responsible annual budgets and establishes fees and other revenue measures.



Metro Council as of August 2013, from left: Sam Chase, District 5; Bob Stacey, District 6; Kathryn Harrington, District 4; Tom Hughes, Council President; Carlotta Collette, District 2; Craig Dirksen, District 3; Shirley Craddick, District 1. To reach a Metro Council member email [metro.council@oregonmetro.gov](mailto:metro.council@oregonmetro.gov).

### Metro Council districts

The region is divided into six districts by natural communities of interest and comparable populations.



### Metro Charter

The charter states that Metro's primary responsibility is regional land-use and transportation planning. To that end, Metro has completed a number of tasks required by charter, including passage of the following:

- Regional Urban Growth Goals and Objectives (1991)
- 2040 Growth Concept (1994)
- The Future Vision (1995)
- Regional Framework Plan (last updated 2011)
- Urban Growth Management Functional Plan (last updated June 2013)
- Regional Transportation Plan (last updated 2010)
- Regional Transportation Functional Plan.

The charter also recognizes the significant role Metro has played and will continue to play in other regional issues, including:

- operation of a solid waste disposal system
- operation of regional facilities such as the Oregon Zoo, the Oregon Convention Center and other trade and spectator buildings
- acquisition and management of a system of parks and natural areas
- planning and response coordination for natural disasters
- development and marketing of population, land use and transportation data.

In addition, the charter grants Metro authority to assume responsibility for issues of "metropolitan concern." This authority allows Metro to work with cities and counties as needed to develop solutions to problems that cross city and county boundaries and are thus difficult to address at the local level.

### **Office of the Auditor**

The Metro Auditor, elected region-wide, is responsible for conducting performance audits and oversight of Metro's annual financial statements. The Metro Auditor operates independently of the Metro Council and is another link between the public and Metro. It is in Metro's interest to be fully accountable to the public and achieve the public's trust and support.

### **Metro Exposition and Recreation Commission**

Made up of seven business and civic leaders committed to the region's cultural and economic vitality, the Metro Exposition and Recreation Commission works to protect the public's investment in Metro's visitor venues.

Commissioners are appointed by the Metro Council President upon recommendation from local area governments. The commission includes seven members, representing the City of Portland (two), Metro (two), and one each for Clackamas, Multnomah and Washington counties.

### **Metro's Chief Operating Officer**

The Metro Council appoints a chief operating officer to carry out council policies and manage Metro operations. The chief operating officer oversees a diverse workforce of more than 1,600 employees, including specialists such as park rangers, economists, teachers, scientists, designers, planners, zookeepers, stage hands and cartographers.

### **The Diversity Action Plan**

The Diversity Action Plan was adopted by the Metro Council on Nov. 15, 2012 and is a living document, subject to regular review and revisions to better reflect the growing diversity of the region we serve. Metro Council has delegated authority to revise and implement the Diversity Action Plan to the Chief Operating Officer. The plan is designed to identify goals, strategies and actions to increase diversity and cultural competence at Metro in four core areas: internal awareness, recruitment, public engagement and procurement. To learn more, visit [www.oregonmetro.gov/diversity](http://www.oregonmetro.gov/diversity).



## Office of Citizen Involvement

Metro's Office of Citizen Involvement recently developed a new public engagement review process designed to ensure that Metro's public involvement is effective, reaches diverse audiences and harnesses emerging best practices. The process includes a semi-annual meeting of professional public involvement peers - the Public Engagement Network; an annual community summit; an annual survey and report; and the establishment of a new standing public committee, the Public Engagement Review Committee.

The process has been in development since 2010. Metro engaged community stakeholders, including local government public involvement staff, former Metro Committee for Citizen Involvement members, and the International Association of Public Participation Cascade Chapter, to create a multi-track public engagement review process.

### Public Engagement Review Committee

PERC meets at least twice a year and serves as a key component of Metro's efforts to develop successful public engagement processes. The committee includes at least three at-large community members, at least three staff or board members from local community organizations, and a public involvement staff member from Clackamas, Multnomah and Washington counties.



Opt In is an online opinion panel created by Metro to get feedback from the community about the direction the Portland metropolitan area is headed. This online tool may be used to gather public feedback or input on an upcoming decision pertaining to a project or program.

Criteria for membership selection includes:

- community service: demonstrated commitment to community involvement
- experience: demonstrated skills, knowledge or experience valuable to support Metro's public engagement principles
- diversity: collectively representative of the geographic and demographic diversity of the region.

Member recruitment occurs annually for one-third of the community member and community organization positions in order to ensure continuity on the committee. Local government representatives are reappointed as desired by the sponsoring county.

### Public Engagement Network peer group

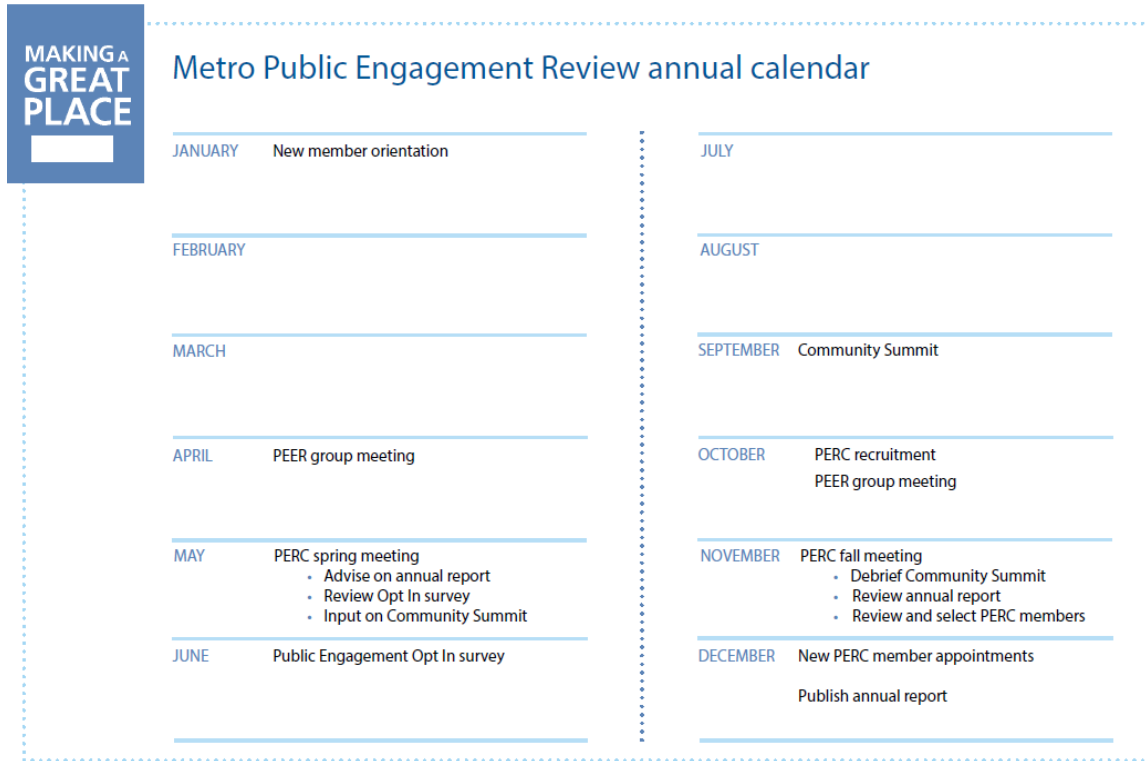
The peer group convenes public engagement staff and professionals from the Portland metropolitan area to pool professional knowledge in the region by sharing best practices, emerging tools and case studies.

### Annual public engagement survey and report

An annual Opt In online panel public survey and public engagement report supplements the PERC, peer group and community summit activities and provides further opportunity to evaluate Metro's public involvement efforts.

## Annual community summit

The community summit is a public event held annually, bringing together stakeholders with diverse regional perspectives to evaluate Metro's public engagement practices from the previous year, share local community information, and advise on priorities and engagement strategies for upcoming policy initiatives.



The graphic features a blue header with the text 'MAKING A GREAT PLACE' and a white square. Below this is the title 'Metro Public Engagement Review annual calendar'. The calendar is presented as a grid with months on the left and right sides, separated by a vertical dotted line. Each month is followed by a horizontal line and then the specific activities for that month.

Month	Activities
JANUARY	New member orientation
FEBRUARY	
MARCH	
APRIL	PEER group meeting
MAY	PERC spring meeting <ul style="list-style-type: none"><li>Advise on annual report</li><li>Review Opt In survey</li><li>Input on Community Summit</li></ul>
JUNE	Public Engagement Opt In survey
JULY	
AUGUST	
SEPTEMBER	Community Summit
OCTOBER	PERC recruitment PEER group meeting
NOVEMBER	PERC fall meeting <ul style="list-style-type: none"><li>Debrief Community Summit</li><li>Review annual report</li><li>Review and select PERC members</li></ul>
DECEMBER	New PERC member appointments  Publish annual report

## Metro budget

Metro's budget process is a strategy-focused discussion of agency goals, programs, outcomes and spending priorities within resource constraints.

The budget includes all major operating functions of Metro: Metro Exposition Recreation Commission, Oregon Zoo, Planning, Research Center, Parks and Environmental Services and the Sustainability Center. Also included are elected and administrative functions of the Office of the Metro Council, Office of the Auditor, Office of Metro Attorney, Finance and Regulatory Services, Human Resources and Communications.

Metro's annual operating revenues are more diversified than those of many local governments. Almost half of the revenue comes from solid waste disposal fees, admissions to visitor facilities and sales (enterprise revenue.) Property taxes are used primarily for bond payments authorized by the voters for the convention center, the zoo, and for buying and maintaining natural areas. General government activities, including land use planning, are funded by a small tax base and an excise tax paid on Metro facilities, services and regional waste disposal. Grants support transportation planning and some capital building projects in parks.

## Advisory committees and regional partners

Metro's regional partners participate in the various committees listed in the next section. Committees made up of everyone –from mayors, to neighbors and business owners, to bike advocates – reflect the diverse perspectives of the region while advising the Metro Council, Auditor and staff. Membership on these committees is varied, based on the purpose of each committee.



Metro projects or programs often convene steering committees or community advisory committees, depending on needs of the program or project. For a full list of committees, visit [www.oregonmetro.gov/committees](http://www.oregonmetro.gov/committees).

### Policy committees

Policy committees directly advise the Metro Council on key policy decisions. Committees generally include elected officials appointed by city or counties.

#### Joint Policy Advisory Committee on Transportation

JPACT is a 17-member committee that provides a forum of elected officials and representatives of agencies involved in transportation needs in the region. The committee makes recommendations to the Metro Council related to transportation policy and funding. The committee meets at 7:30 a.m. on the second Thursday of the month.

#### Metro Policy Advisory Committee

MPAC is a 28-member charter-mandated committee of local government elected officials, representatives and community members who consult on policy issues, especially those related to services provided by local governments. There are three community members and the committee meets at 5 p.m. on the second and fourth Wednesdays of the month.

### Technical committees

Technical committees may advise policy committees, Metro's Chief Operating Officer, or staff on programs or project topics. Committees generally include technical experts, community members and local government staff.

#### Metro Technical Advisory Committee

MTAC is a 37-member committee of planners, citizens and business representatives that provides detailed technical support to MPAC. There are three community members and the committee meets at 10 a.m. on the first and third Wednesdays of the month.

#### Transportation Policy Alternatives Committee

TPAC is a 21-member technical committee that supports JPACT with input on transportation planning priorities and financing alternatives. There are six community members and the committee meets at 9:30 a.m. on the last Friday of the month.

### **Metro Solid Waste Advisory Committee**

SWAC develops policy options for the Metro Council that reduce the amount and toxicity of waste generated and disposed by the region, and enhance the effectiveness and sustainability of the region's solid waste system. This 13-member committee meets as needed.

### **Smith and Bybee Wetlands Advisory Committee**

This 10-member committee represents neighborhoods, "friends" groups and resource agencies to provide management guidance for the 2,000-acre natural area. There is one community member and the committee meets at 5:30 p.m. on the fourth Tuesday of the month.

### **Metro Audit Committee**

The committee assists the Metro Council in reviewing accounting policies and reporting practices as they relate to Metro's Comprehensive Annual Financial Report. It is the council's agent in assuring the independence of the external auditors, the integrity of management and the adequacy of disclosures to the public. This eight-member committee has four community members and meets at least twice annually, or as necessary.

### **Public Engagement Review Committee**

PERC convenes to review and help guide Metro's public engagement activities. The committee consists of public involvement staff from Clackamas, Multnomah and Washington counties, at-large community members and representatives of community organizations. Members are committed to community involvement and collectively represent the geographic and demographic diversity of the region. The committee meets at least twice each year.

### **The Oregon Zoo Bond Citizens' Oversight Committee**

The Oregon Zoo Bond Citizens' Oversight Committee provides third party independent review of the Zoo's \$125-million capital improvement program funded by a bond supported by metro-area voters in 2008. The committee monitors spending and construction costs and recommends project modifications when costs exceed budget. They report program progress and their recommendations annually to the Metro Council.

### **East Metro Connection Plan Steering Committee**

A mix of elected, community and business leaders sat on the steering committee for the East Metro Connections Plan. Past efforts to resolve transportation issues in this area suggested the need for a new highway, prompting more than 20 years of controversy and fear that one community would bear a disproportionate share of negative effects. Integrating community voices into the East Metro Connections Plan decision-making body was a successful new approach. Steering committee deliberation focused tradeoffs, local needs and what it means to achieve the greater good for all East Metro communities. Elected, community and business leaders created a coordinated investment strategy where future transportation investments support community values and economic development. "I'm really excited about what we've done. This kind of collaboration, between the cities and county and between the public and private sectors, it's what we need to realize East Metro's potential," said Metro Councilor Shirley Craddick. "If we continue to work together, there are great things in our future."

To learn more about Metro's grant programs, visit [www.oregonmetro.gov/grants](http://www.oregonmetro.gov/grants).

### **Equity Strategy Program Advisory Committee**

The Equity Strategy Advisory Committee supports the development of Metro's equity strategy that aims to advance the region's six desired outcomes. The 14-member committee meets monthly.

### **Natural Areas Program Performance Oversight Committee**

The Metro Council included a requirement for an independent oversight committee as part of the natural areas bond measure voters approved in November 2006. This 17-member committee meets quarterly.

### **Nature in Neighborhoods Capital Grants Review Committee**

The Nature in Neighborhoods capital grants review committee evaluates grant applications annually and makes award recommendations to the Metro Council for up to \$2.25 million annually. The Metro Council makes all funding awards. This 8-member committee is made up of natural resource scientists, water quality specialist, fish biologist and up to four citizen representatives. The committee meets two times a year in addition to site visits.

### **Nature in Neighborhoods education grants committee**

A team of Metro staff and other professionals with backgrounds in conservation education, grant management, finance, volunteer coordination, project planning and community partnerships will review applications and make funding recommendations. The Metro Council makes all grant awards. This committee meets two times annually to review pre-applications and full-applications.

### **Nature in Neighborhoods restoration grants committee**

A team of Metro staff and other professionals with backgrounds in restoration, grant management, finance, volunteer coordination, project planning and community partnerships will review applications and make funding recommendations. The Metro Council makes all grant awards. This committee meets two times annually to review pre-applications and full-applications.

### **North Portland Enhancement Grant committee**

The North Portland Enhancement Grant committee has met for nearly three decades to award funding to projects and programs that help improve neighborhoods near the now-closed St. Johns Landfill. In 2013 the committee recommended, and the Metro Council approved, to fund investments in capacity building in community organizations and projects that strengthen programs and services to North Portland residents for the long term. This seven-member committee will meet throughout fall 2013 and winter 2014 and then as needed until the funds are completely dispersed.

### **Metro Central Enhancement Grant committee**

The Metro Central Enhancement Committee administers funds generated by enhancement fees collected at Metro Central Station to neighborhood groups. Members live within the grant target area and are nominated from their respective neighborhood association: Forest Park, Friends of Cathedral Park, Linnton, Northwest Industrial area and the Northwest District. One member represents environmental groups with an interest in the grant target area. The seven-member committee conducts a majority of their work electronically.

## SERVICES

From managing parks to planning for the region's future, Metro crosses city limits and county lines to work with communities to create a vibrant and sustainable region for all.

### Parks and venues

Thanks to voters, Metro protects 16,000 acres of regional parks, trails and natural areas across the Portland metropolitan area. Metro offers nature classes and provides volunteer opportunities to take care of these special places. More than one million visitors enjoy Metro parks each year.



Metro manages public places for the region and its visitors to enjoy, including the Oregon Zoo, the Portland Center for the Performing Arts, the Oregon Convention Center and the Portland Expo Center.

### Tools for living

Metro offers tools for living that help residents and businesses in the Portland metropolitan area get around to work and play, use fewer toxic products, reuse and recycle more stuff and prevent waste altogether. Metro provides information on how to find a recycler, garbage hauler or place to take hazardous waste and provides tips and resources to help reduce the use of toxic products in the home or reduce the use of pesticides in the yard.



Metro offers tips for how to properly dispose of old paint cans, motor oil and pesticides at area drop-off centers.

Between 1992 and 2013, Metro has collected and recycled more than 1.5 million gallons of latex paint, helping the environment and keeping reusable resources out of the landfill. Metro oversees the region's recycling and garbage services, helping prevent, reuse, recycle or compost 59 percent of the region's waste in 2011.

In 2008, the Metro Council approved the 2008–18 Regional Solid Waste Management Plan – a long-range plan that provides a framework for coordinating solid waste and recycling programs in the region. The plan includes a state-required waste reduction program and reflects a long-term commitment to reduce the amount and toxicity of waste generated and disposed in the region.

### Planning, development and research

Metro invests in transportation projects and expands travel options for getting around the region by bike, transit and a comprehensive trail system.



The Metro Council is forging new strategies and innovative partnerships to build vibrant communities, promote economic growth and protect fish and wildlife habitat.

Metro's Data Resource Center offers state-of-the-art mapping and analysis that can be used for everything from locating businesses to planning new transportation projects.

Metro brings together community leaders to discuss issues and develop solutions that balance shared regional goals with local aspirations, and foster a collaborative atmosphere for creating a vibrant and sustainable region for all.

The Planning, Development and Research Centers facilitate the creation of great places in downtowns, main streets and employment areas and throughout the region by managing the regional urban growth boundary, preparing the Regional Transportation Plan, securing and allocating federal highway and transit funds for the region and conducting all regional transit and light rail planning in coordination with TriMet, the regional transit agency.

### **Metro grants**

In our region, there is no shortage of innovative and compelling ideas to help make this a great place. Metro is proud to inspire real change by awarding grants to support hundreds of improvement projects – large and small – around the region. Metro seeks grant proposals from local residents, governments, community organizations, schools, community groups and others who want to make a difference in their communities.

Metro is a pass-through grantmaker, managing the flow of all federal transportation planning funds into the region and allocating funds for priority projects. Metro also distributes millions of dollars from the region's natural areas bond measure to innovative projects that enhance nature in urban areas.

To learn more about Metro's grant programs, visit [www.oregonmetro.gov/grants](http://www.oregonmetro.gov/grants).

## PUBLIC MEETINGS AND EVENTS

Metro convenes a regional roundtable where leaders, experts and the people of the region come together to shape the future. Metro regularly holds meetings and the following section describes what the public can expect in terms of notification, agendas, meeting summaries, testimony, public comment and types of visualization used at these meetings.

### Convenient times, locations and accessibility

Metro's public meetings, including meetings of the Metro Council, committee meetings, open houses and other events, are conducted in facilities that are accessible to persons with disabilities and/or to people who rely on public transportation. Metro participates in community events, open houses and other events held by community partners, city or counties. These events are typically held at locations throughout the region and at held at various times during the week or weekend to accommodate all community members.

Metro provides services or accommodations upon request to persons with disabilities and people who need a sign language interpreter at public meetings. Metro also provides in-person language translation services or language assistance over the phone for people who have a limited ability to speak English. To make requests for a sign language interpreter, communication aid or language translation assistance, the public may call 503-797-1536 or TDD/TTY 503-797-1804 (8 a.m. to 5 p.m. weekdays) seven business days in advance of the meeting to accommodate their request.



### Regularly scheduled meetings

Metro Council meetings, work sessions and advisory committee meetings are held at Metro Regional Center, 600 NE Grand Ave., Portland, OR, 97232-2736, unless otherwise noted, (see committee descriptions under Governing Structure.)

### How to access Metro Council meetings

The Metro Council generally meets at 2 p.m. on Tuesdays for work sessions and at 2 p.m. on Thursdays for council meetings. Metro Council work sessions and meetings are held in the council chamber at Metro Regional Center, unless otherwise noted. The Metro Council typically takes a two-week summer and winter recess in late August and late December. Thursday council meetings are broadcast live and are repeated on Community Access Network, Portland Community Media, Metro East Community Media, Tualatin Valley Television and Willamette Falls Television at various times throughout the week. Metro provides on-demand video streaming of council meetings on Thursdays. Videos are accessible via Metro's website [www.oregonmetro.gov](http://www.oregonmetro.gov).

Meeting summaries for council work sessions are not formally adopted. Meeting summaries for regular council and JPACT, MPAC and TPAC are formally approved at the following meeting and posted after Metro Council or committee approval. All meeting summaries include an index of



attachments provided during the meeting. Audio of regular council meetings is available, and work session digital audio can be provided upon request.

### **Public notification and agendas**

Agendas with supporting materials are posted on Metro’s website and mailed or sent electronically to councilors, advisory committee members and interested parties at least seven days in advance of all regularly scheduled meetings. To join an interested parties email list, visit [www.oregonmetro.gov/subscribe](http://www.oregonmetro.gov/subscribe). Changes to the agenda may be made up to the day of the meeting; however, no major action or decision items may be added within three days of the meeting.

Meeting packets contain materials pertaining to agenda items, a summary of the last meeting when required, and a date and time of the next meeting. Information is also included on how to receive meeting materials in alternative formats, including the TDD number and instructions on how to request a language interpreter. If the public has difficulty accessing meeting materials electronically, printed versions are available upon request.

All public meetings are posted to the Metro online calendar found at: [www.oregonmetro.gov/calendar](http://www.oregonmetro.gov/calendar)

### **Testimony and public comment at meetings and public hearings**

There are many opportunities to provide comments, recommendations and testimony to the Metro Council and advisory committees. Public input is carefully considered to inform policy decisions for the region. It also becomes part of the permanent record and may be used in future research.

All Metro Council ordinances are required by law to be open for a public hearing where the public can offer testimony prior to any legislative action by the Metro Council. Council resolutions are open to public testimony at the discretion of the Council President. Every council meeting includes a public communications agenda item to provide an opportunity for comments on topics (three minutes allocated per comment) that are not on the agenda. All regular JPACT, MPAC, TPAC and MTAC agendas included time for public communication on committee related items.

Written testimony to the Metro Council or advisory committees is always welcome. In some cases, there may be a deadline to submit written testimony on a particular subject. To verify testimony deadlines, people may email or call the Metro Council Office at [council@oregonmetro.gov](mailto:council@oregonmetro.gov) or 503-

#### **Ordinance**

An ordinance is a law adopted by Metro Council. Ordinances usually amend, repeal or supplement the Metro Code. Changes to the Metro Code or authoritative actions by the Metro Council that will have a significant impact for an extended period of time will typically require an ordinance. An ordinance must be introduced at one Council meeting and adopted at a subsequent meeting. Ordinances always require a public hearing.

#### **Resolution**

A resolution is a formal expression of opinion or intention of the Metro Council. Resolutions usually become effective upon their adoption. Policy directions, position statements, committee appointments and other similar matters are usually handled by resolution. A resolution can be adopted at the same meeting where it is introduced and includes a public hearing at the discretion of the Metro Council President.

797-1540 and reference the agenda item or topic. Written testimony may be submitted by mail to Metro Regional Center, 600 NE Grand Ave., Portland, OR, 97232-2736; by email; or fax 503-797-1793.

## **Ongoing program meetings and events**

Metro holds ongoing program meetings and events at a variety of times throughout the year. Dates and times are dependent on the program or project being shared with the public. Event locations vary and are dependent on the project area. Locations may include community centers, libraries or other public spaces. The public can expect to be notified at least 15 days prior to the upcoming meeting with meeting information listed on Metro's website, or a notification sent via email or mail. Metro welcomes public interaction and comment at meetings and events. During a formal public comment opportunity, people may submit comments by mail or email, and orally or in writing at a public meeting. Depending on program and project requirements, formal public testimony may be heard by decision-makers prior to and/or at the time of final adoption.

## **Visualization techniques**

When explaining or displaying concepts, ideas, and information, Metro uses visualization techniques such as interactive maps, photo enhancements, posters, charts, graphs, illustrations, presentations, handouts and videos. *(For more information see Appendix J.)*

## **Access to information**

Metro is committed to transparency and customer service in its policy and practice regarding public records requests. The right of the public to inspect or receive copies of public records is long established in the tradition and law of the United States. Metro is committed to both the spirit and letter of the law.

### **How to make a request**

- Complete a public records request form at [www.oregonmetro.gov/records](http://www.oregonmetro.gov/records) and send it by email to [records@oregonmetro.gov](mailto:records@oregonmetro.gov) or mail to: Metro, Attn: Records Officer, 600 NE Grand Ave., Portland, OR 97232.
- Call Metro's Records Officer at 503-797-1740.
- Directly access frequently requested records, such as meeting minutes, ordinances, and resolution with WebDrawer, Metro's searchable database. Visit WebDrawer at <http://rim.oregonmetro.gov/help.htm>

### **Metro respects civil rights**

To ensure the civil rights of residents in the region are protected, Metro follows Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice and related statutes and regulations in all programs and activities.

Title VI of the Civil Rights Act of 1964 is a federal statute declaring that no person shall be discriminated against or denied benefits on the basis of race, color, or national origin, in programs and services that receive federal financial assistance.

Environmental Justice is the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies.

Federal and state laws and Metro policies ensure that the agency's activities respect the rights of all residents and that access to transportation options and other public facilities is shared equally among all communities in the region.

Title VI and Executive Order 13166: "Improving Access to Services for Persons with Limited English Proficiency (LEP)," requires Metro to reduce language barriers that may impede access to engagement activities by people who may not be proficient in English as well as ensuring low-income communities and communities of color are engaged. In order to ensure meaningful access to Metro's services by people who have a limited ability to speak English, Metro maintains a Limited English Proficiency plan, which provides a needs assessment and implementation steps for providing language assistance.

For more information on Metro's civil rights program and/or the procedures to file a complaint, visit [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights) or call 503-797-1536.

## **Accessibility**

In order to meet federal requirements for providing assistance to disabled populations and compliance with the Americans with Disabilities Act of 1990 (ADA), Metro provides reasonable accommodations and services for persons who require special assistance to participate in engagement activities. Services are available, with reasonable notices for requests, for persons with hearing or speech loss, who have a physical disability or who are visually disabled. Access to participation is fundamental to the outcomes stated in this guide.

### **Metro's website: [www.oregonmetro.gov](http://www.oregonmetro.gov)**

The Metro website:

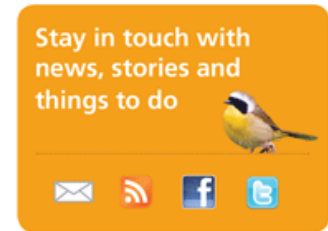
- promotes and provides access to Metro's services, products and public information
- promotes and provides opportunities for public involvement in Metro projects
- informs and engages Metro's government partners, business and community leaders, and interested citizens about regional issues and policies.

The website provides content and tools to meet the distinct needs of Metro's diverse audiences – from visitors and customers to news media to development partners.

## Metro newsfeed

The Metro newsfeed shares updates and information about the agency's programs and goals, and sheds light on issues and discussions behind Metro programs and policymaking.

Metro produces content for the newsfeed that features informational items about opportunities for engagement and also produces bylined news stories, which step back and take a deeper look at the perspectives and issues facing Metro, its regional partners and its constituents.



## Connect with Metro

Metro Regional Center is located at 600 NE Grand Ave. in Northeast Portland's Lloyd District. Metro Regional Center is open Monday through Friday, 8 a.m. to 5 p.m. Metro Regional Center is closed on federal or state holidays (except Columbus Day) and the day after Thanksgiving. To contact Metro, visit [www.oregonmetro.gov](http://www.oregonmetro.gov), call 503-797-1700/TDD 503-797-1804 or email [metro.council@oregonmetro.gov](mailto:metro.council@oregonmetro.gov).

See *Appendix L*, to learn how to get involved with Metro.

Metro Regional Center is on TriMet bus line 6 and the Eastside streetcar and just a few blocks from the Rose Quarter Transit Center, two MAX stations and several other bus lines. Metro offers electronic vehicle charging stations. Google and TriMet offer trip planning tools that provide directions for bikers, walkers, transit riders and drivers.

Follow, share and connect with Metro on Twitter and Facebook. Shape the future of the region and join Metro's online opinion panel, Opt In, or subscribe to monthly newsletters, RSS feeds of Metro news digests, join an interested parties list or find upcoming events by visiting [www.oregonmetro.gov/connect](http://www.oregonmetro.gov/connect).

## PUBLIC ENGAGEMENT IN REGIONAL LAND USE AND TRANSPORTATION PLANNING

This section outlines Metro's approach to regional land use and transportation planning. Additionally, it describes common approaches to engaging the public based on past experience, new communication techniques and new potential audiences.

### Metro's approach to regional land use and transportation planning

The quality of life enjoyed by the region is the result of conscious decisions and choices made by community leaders, business owners and elected officials. In recent decades, the people of this region have joined together to protect farms and forests, preserve the character of single-family neighborhoods, revitalize commercial districts, invest in transportation options and safeguard clean air, clean water and healthy ecosystems.

As our region continues to grow, the Metro Council is committed to charting a wise course for the future by bringing people together to protect the things we love about this region.

### Introduction to the region's six desired outcomes

In 2008, regional leaders agreed on six desired outcomes for communities throughout the region, shifting from talking about abstract concepts like "compact urban form" to focusing on things that really matter in residents' everyday lives. Identifying regional values ensures decisions are guided by a clear focus.

### Introduction to regional land use planning

This region is admired across the nation for its innovative approach to planning for the future. Our enviable quality of life can be attributed in no small measure to an adamant belief in the importance of thinking ahead.

### 2040 Growth Concept

One example of regional foresight was the Metro Council's adoption of the 2040 Growth Concept, a long-range plan designed with the participation of thousands of people in the 1990s. This innovative blueprint for the future, intended to guide growth and development over 50 years, is based on a set of shared values that continue to resonate throughout the region: thriving neighborhoods and communities, abundant economic opportunity, clean air and water, protecting streams and rivers, preserving farms and forestland, access to nature, and a sense of place. These are the reasons people love to live here.

#### Region's six desired outcomes

##### Vibrant communities

People live, work and play in vibrant communities where their everyday needs are easily accessible.

##### Economic prosperity

Current and future residents benefit from the region's sustained economic competitiveness and prosperity.

##### Safe and reliable transportation

People have safe and reliable transportation choices that enhance their quality of life.

##### Leadership on climate change

The region is a leader in minimizing contributions to global warming.

##### Clean air and water

Current and future generations enjoy clean air, clean water and healthy ecosystems.

##### Equity

The benefits and burdens of growth and change are distributed equitably.

Policies in the region's long-range plan encourage:

- safe and stable neighborhoods for families
- compact development, using both land and money more efficiently
- a healthy economy that generates jobs and business opportunities
- protection of farms, forests, rivers, streams and natural areas
- a balanced transportation system to move people and goods
- housing for people of all incomes in every community.

See *Appendix D* to view the 2040 Growth Concept Map.

See *Appendix E*, to learn more about Metro's decision-making process as it pertains to growth management.

### **Introduction to regional transportation planning**

Metro is the metropolitan planning organization designated for the Oregon portion of the Portland/Vancouver urbanized area, covering 25 cities and three counties. It is Metro's responsibility to meet federal, state and Metro Charter transportation planning requirements for this metropolitan area (see p. 9 for list of requirements.) In combination, these requirements call for development of a multi-modal transportation system plan that is integrated with the region's land use plans and meets federal and state planning requirements. To do this, Metro considers the needs of pedestrians, bicyclists, commuters, and freight, as well as projects and programs that improve the existing transportation system.

See *Appendix F*, to learn more about Metro's decision-making process as it pertains to transportation planning projects:

- Regional Transportation Plan
- Metropolitan Transportation Improvement Program/Regional Flexible Funding Allocation
- Air Quality and Conformity Determination
- Regional Travel Options
- Transportation System Management and Operation
- Corridor planning
- Transit Oriented Development

### **Metro's role as a metropolitan planning organization**

As the MPO for the Portland region, Metro is authorized by Congress and the State of Oregon to coordinate and plan investments in the transportation system for the three-county area. About 1.5 million people live in the urban portions of Clackamas, Multnomah and Washington counties, the area covered by the Metro MPO. Metro uses this authority to expand transportation options, ensure reliable and safe travel for people and goods, and make the most of existing infrastructure. Metro plans for the future by building agreement around priorities for investing limited public dollars.

Congress created MPOs in the early 1960s to help address the unique transportation needs of urban areas. As an MPO, Metro works collaboratively with cities, counties and transportation agencies to decide how to invest federal highway and public transit funds within its service area. It maintains a long range transportation plan that is updated at least every four years, leads efforts to expand the public transit system and helps make strategic use of a small subset of transportation funding that Congress sends directly to MPOs.



Unlike most MPOs, Metro also has land use authority across the urban area, giving it the ability to coordinate land use and transportation investments in a more efficient, effective way than many regions across the country.

### **Unified Planning Work Program**

The United Planning Work Program is developed annually by Metro as the MPO for the Portland metropolitan area. It is a federally-required document that serves as a guide for transportation planning activities to be conducted over the course of each fiscal year, beginning on July 1. Included in the UPWP are detailed descriptions of transportation planning tasks and activities, and a summary of the amount and source of state and federal funds to be used for each one. The UPWP is developed by Metro with input from local governments, TriMet, Oregon Department of Transportation, Federal Highway Administration and the Federal Transit Administration. Additionally, Metro must annually undergo a process known as self-certification to demonstrate that the region's planning process is being conducted in accordance with all the applicable federal transportation planning requirements. Self-certification is conducted in conjunction with annual adoption of the UPWP.

### **The Research Center**

The Research Center supports Metro projects and programs, external clients and the public by providing mapping and demographic information and analytical tools for decision-making. The center coordinates data and research activities with government partners, academic institutions and the private sector. In addition, the regional economic and travel forecasts provided by the Research Center meet federal and state requirements for consistent, accurate and reliable data and forecasting tools. The Research Center also collects census data, which enables Metro to better understand the community.



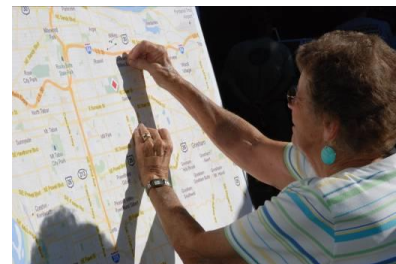
## **Public engagement principles for key decisions**

### **Early and continuous public engagement**

Metro engages the public early and continuously throughout the regional planning process when developing and updating major plans and programs, including land use plans, the Regional Transportation Plan, the Metropolitan Transportation Improvement Program, and corridor plans. Metro engages early with the public to inform the choices of decision-makers by increasing the opportunity for community input.

### **Early contact with stakeholders and the community**

Stakeholders are identified at the beginning of a project or a program and notified of key decision points or opportunities to provide input. Stakeholders provide community expertise that influences the engagement process and planning work. Stakeholders also help Metro reach more and broader networks.



### **Timely notice and access to information**

Timely information about regional land use and transportation issues and processes is provided to the public and interested parties, including:

- communities with limited English-speaking ability
- affected public agencies and representatives of transportation agency employees
- private providers of transportation
- segments of the community affected by transportation plans, programs and projects.

### **Public access to information used in development of plans and projects**

The public is provided access to technical information, which is made available in accessible formats. Efforts are made to engage communities of color, non-English-speaking and elderly communities, persons with disabilities, and low-income households.

### **Adequate public notice of public engagement activities**

Notice of public engagement opportunities is provided at least 15 days prior to the opening of the public comment period and in advance of key decisions. This includes the notice of the public comment period for the Regional Transportation Plan, Regional Flexible Funds Allocation/Metropolitan Transportation Improvement Program and Draft Environmental Impact Statement. Metro staff takes steps to notify all populations of comment opportunities, including those with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth. Notices describe how to request a translator or interpreters for those who need it.

### **Time for public review and comment at key decision points**

Public comment will be sought prior to adoption of a final RTP, the allocation of funding to projects in the MTIP process, DEIS and public engagement policies, and on major changes or amendments to these plans and policies.

**Public engagement policies:** The public comment period on new or revised public engagement policies shall be at least 45 days.

**RTP and MTIP:** The public comment period on a draft RTP or MTIP, or major amendments to these plans, shall be at least 30 days. For plans or amendments that involve land-use actions triggering requirements for local plan updates, the comment period will be 45 days. If the final plan or project differs significantly from the review draft, a second public comment opportunity must be offered.

**RTP and MTIP Air-quality conformity:** The draft conformity determination of the RTP and MTIP and supporting documentation shall be made available for at least 30-day public comment period. Written notice shall be made of the availability of this material and the material shall be provided to anyone who requests it. Comments made during the comment period shall be made part of the final decision record.



**DEIS:** The lead agency must involve participating agencies and the public in developing the DEIS purpose and need statement. Timing of the engagement is flexible – it may take place early in the process before the statement is adopted or during the environmental review. The completed DEIS must offer a public comment opportunity. Unless the lead agency and all participating agencies agree to a longer comment period, the length of the comment period will be at least 45 days and may not exceed 60 days beginning on the day the document is published in the *Federal Register*.

### **A process for demonstrating explicit consideration and response to public input**

Formal public comment is sought prior to adoption of a final RTP, the allocation of funding to a project in the RFFA/MTIP process, publication of environmental impact statements and public involvement policies on major changes or amendments to these plans or policies. Metro compiles, summarizes, and responds to (as appropriate), substantive comments submitted on the draft, RTP, RFFA/MTIP and environmental impact statements. Public input provides Metro with community insight that can be balanced with professional opinions and technical analysis to reach an informed decision.

### **A process for seeking out and considering the needs of those traditionally underserved by existing transportation systems**

The needs of populations traditionally underserved in the transportation systems, due to demographic, geographic, or economic characteristics impeding or preventing their access to public services, are explicitly considered in the decision-making process. These populations include those with limited English proficiency, diverse cultural backgrounds, low-income, disabilities, seniors and youth. Metro will identify key communities by conducting demographic and stakeholder analysis. (For further information on identifying stakeholders, see p. 32.) Metro seeks input from these groups when developing major land use and transportation plans and programs, including proactive recruitment for the PERC and for technical or policy advisory committees that are integral to the planning process. As needed to reduce barriers to participation, Metro provides services for people with hearing impairments or limited English proficiency, including alternative formats or communication aids at public meetings.

See *Appendix J* for tools and techniques engaging those traditionally underserved.

### **Periodic review of the effectiveness of the public engagement process**

The specific public engagement program associated with each major plan, program or project is evaluated for effectiveness and includes an evaluation of the outreach to underserved populations defined by Title VI and Executive Order 12898 on Environmental Justice. Metro's public engagement procedures are reviewed by the Federal Highway Administration and Federal Transit Administration during certification reviews, which occur every four years. Metro shall collect demographic information for major comment opportunities and public events and analyze the results at least annually.

## Procedures for local public engagement for project sponsors

Before a transportation project initiated by a local government can be included in a Metro plan or program, the sponsoring agency must demonstrate that the development process for the plan or program incorporated adequate, non-discriminating public engagement by completing the public engagement checklist. This policy seeks to ensure the integrity of local decisions regarding projects submitted for regional funding or other action for inclusion.

Discussion and review of projects for possible inclusion in Metro's plans and programs focuses on regional issues only. Metro expects that project sponsors will resolve local issues during local planning and programming prior to the time projects are forwarded to Metro for inclusion in the Regional Transportation Plan or RFFA/MTIP.

See *Appendix G* for local engagement and non-discrimination checklist.

## BEST PRACTICES FOR INCLUSIVE PUBLIC ENGAGEMENT AND OUTREACH

Effective public engagement takes careful planning. Metro works to build meaningful relationships with a variety of audiences throughout the region, and uses a variety of tools and techniques to gather input from the public.

This section of the guide should be used by Metro staff when a program or project is initiated to ensure the appropriate engagement tools and techniques are identified and used. This section provides the public with insight into considerations that are part of Metro's planning for public engagement.

Following the approval of a scope and budget for public engagement, a program- or project-specific public engagement plan will be created. Based on the desired project outcome and identified key audiences, the specific engagement plan will ascertain appropriate tools and techniques to achieve the outcome, describe how follow-up with audiences and participants will occur, and identify success measures for each outreach tool.

### Purpose of the process

The first step of developing a public engagement plan is to identify the purpose of the program or project and the anticipated level of public engagement. A well-defined objective for each phase of the program or project is important to identify the appropriate engagement tools and activities. If project objectives are not clearly identified, it will be difficult for the public to understand the goals and expected outcomes.

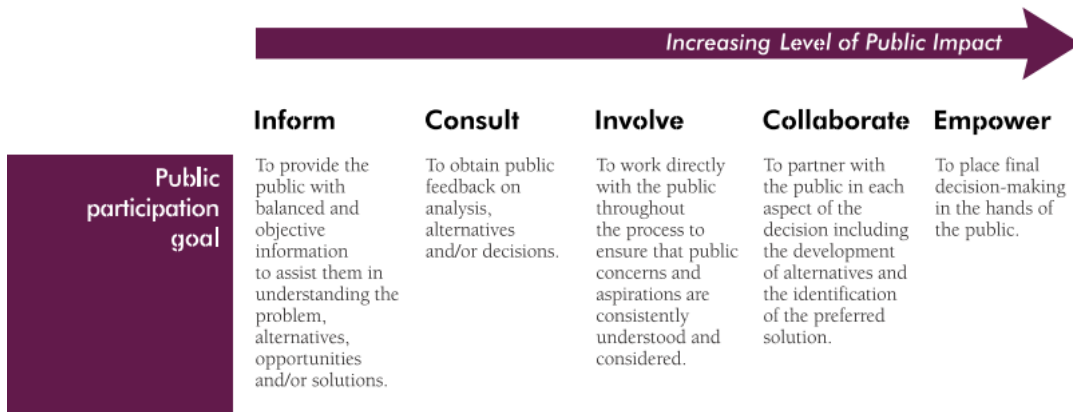
See *Appendix H* for a template and complete project purpose articulation example.

Project purpose statements include:

- *The purpose of this project is...*
- *This project will result in...*
- *The purpose of public engagement for this project is to...*
- *Members of the public who should be engaged are...*
- *The public engagement will be successful if...*
- *The project will be successful if...*

## Level(s) of participation

# IAP2 Spectrum of Public Participation



Source: © International Association for Public Participation [www.iap2.org](http://www.iap2.org)

These levels of participation were developed by the International Association for Public Participation. On the far end of the participation spectrum (collaborate, empower) stakeholders will have a more direct role in decision-making. These levels are typically used when there are a limited number of affected stakeholders. The near end of the participation spectrum (inform, consult) reflects the participation levels most often seen in public processes. Participation opportunities in a given project may incorporate multiple levels to achieve a community-supported outcome.

## Identifying participants

Before a program or project-specific engagement plan is developed, a stakeholder analysis is conducted to identify the viewpoints and interests of those impacted by the project and to ensure meaningful involvement of all people regardless of race, color, national origin, or income. This necessitates identifying a broad range of participants, including:

- business leaders
- community organizations, neighborhood associations and civic organizations
- underserved populations in which demographic, geographic, or economic characteristics impede or prevent their access to public services.

See Appendix I, Metro's event form to track Title VI and language proficiency needs.

To identify business leaders, community organizations, faith-based organizations, neighborhood associations and civic organizations, review the project area to determine:

- major employers, local business associations and local chambers of commerce
- community service providers such as schools, churches, health providers, public safety departments, libraries and non-profit community organizations
- neighborhood boundaries and resident participation organizations for affected neighborhoods
- other civic organizations active with potentially affected populations.

To identify underserved populations such as those with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth:

- compile and map data from the U.S. Census Bureau, school districts and other available sources
- field check and determine gaps in data by reviewing results with local cities and counties, community organizations, neighborhood associations and civic organizations.

To identify the potential translation needs of a particular project area, apply the Department of Justice four-factor analysis to ensure communities that have a limited ability to speak English are able to engage:

- number or proportion of limited English proficiency (LEP) persons eligible to be served or likely to be encountered by a program, project or service
- frequency with which LEP individuals come in contact with the program, project or service
- nature and importance of any proposed changes to people's lives
- program, project or service resources available for language assistance and costs of language assistance.

## **Building and strengthening relationships**

Once the full range of interests that need to be engaged have been identified, as well as specific groups and individuals that are representative of those interests, it is important to get to know the communities and interests.

### **More than translation – language discussion groups**

To learn more about the needs and interests of community members that have a limited ability to speak English, Metro partnered with and provided funding to community organizations that serve limited English proficiency (LEP) populations including Spanish, Russian, Chinese and Vietnamese communities to organize, recruit, facilitate and capture comments at language discussion groups.

Each language discussion group had varying levels of awareness of or interest in Metro's programs or services, yet Metro identified several common themes across all language discussion groups.

In order to better engage communities that have a limited ability to speak English, consider the following:

- build relationships and trust with communities that have a limited ability to speak English through partnerships with community-based organizations
- speak the language or find a trusted community leader to speak on your behalf
- translate materials – but use limited text and culturally specific images to help convey the message.

An effective engagement process includes learning about and developing relationships with the stakeholders that will be engaged. Meeting with stakeholders at the beginning of a project helps the project team get to know the community and design an engagement plan that responds to their needs and concerns. This includes reaching out to community and business organizations, faith-based organizations, community leaders and local city and counties, keeping them informed throughout the project and measuring effectiveness at the end of the process.

There is no substitute for face-to-face conversations when establishing relationships. It is important to budget time during project initiation to make these connections. Community members will help you understand the lay of the land, who else you should be engaging and if there are recent good or bad examples of public engagement in the community to learn from. Community members are important to understanding how to best share relevant information and identifying the most effective methods or tools to deliver that information.

## Risk analysis

As the project begins, it is also important to create a list of risks identified to date and those that might occur in the future as well as an assessment of the probability of risks occurring, the potential impact of those risks, a response strategy and mitigation costs if applicable. *(See chart on the next page for further explanation.)*

For any risks that are determined to have a medium or high probability and a medium or high impact on the project, a risk response strategy should be developed and assigned to a risk owner. The project manager will continually monitor all risks and evaluate new risks to ensure that they are managed successfully. The risk owner will track that particular issue in detail.

Risks to consider may include timing of existing or upcoming engagement activities, projects or programs that may impact personal property, or controversial project or program issues.

### A different approach to working together - Glendoveer Citizen Review Panel

An aging facility and a neighborhood that had enjoyed Glendoveer for generations called for a different approach to select an operations contract to manage the property and implement improvements – a process that helped build trust and relationships with the surrounding community.

A citizen review committee consisting of neighbors, tennis players, golfers and fitness trail users was formed to evaluate proposals to manage the golf course, tennis center, driving range and pro shop at Glendoveer, and recommend firms to move forward to the interview process.

This was the first time Metro had formed a citizen review panel to help select an operations contract. Several panel members attended the interviews with the selected firms and provided feedback to staff.

Feedback from panel members about participating in the selection process was extremely positive. Comments about the process included appreciation for having an opportunity to shape the future direction of Glendoveer, the diversity of the panel participants, the structure and process, and Metro staff's ability to communicate information in an efficient, clear and detailed manner.

To learn more about the Glendoveer Citizen Review Panel, visit [www.oregonmetro.gov/glendoveer](http://www.oregonmetro.gov/glendoveer).

## Project risk analysis

Key to high, medium and low (H/M/L) ranking:	
<b>Probability</b> <b>High:</b> This happened recently. This always happens to some extent with these projects. <b>Medium:</b> This happened once before and may happen again. <b>Low:</b> This could possibly happen and should be on the watch list.	<b>Impact</b> <b>High:</b> If this happens the budget and/or schedule and/or scope will have to be adjusted. This risk will cost money to mitigate. <b>Medium:</b> If this happens, adjust the schedule. Recovery should be quick and cost should be minimal. <b>Low:</b> This will not cause an adjustment to the budget, schedule or scope, but would require to extra effort to mitigate.

## Identifying public engagement techniques and tools

There are many methods to engage people of all kinds in Metro's work – everything from written information to booths at farmer's markets and online surveys to listening posts. Most tools can be adapted to the needs of specific populations and some can provide feedback about whether a population is being adequately engaged. Choose tools that correspond with your goals (inform, consult, involve, collaborate, empower) and that are best suited to the audiences you are seeking to engage. Do not choose tools that offer more input than will be considered. Depending on the level of participation and key audiences identified for a project or program, it may be important to consider multiple engagement techniques or tools. If the audience identified is from a different culture or has a limited ability to speak English, consider translating materials into a different language or collaborate with community-based organizations that serve diverse populations.

### Examples of tools and techniques Metro uses to engage the public:

- interactive web pages with surveys
- diagrams and graphic illustrations
- open houses
- good neighbor letters
- e-newsletters
- social media

*Appendix J* lists tools and techniques that Metro uses to engage the public in existing and new programs and projects.

Incorporating feedback mechanisms into tools wherever possible is important for determining their effectiveness and the extent to which they are reaching the desired populations. For example, although online surveys may not adequately reach populations with limited computer access, gathering demographic information from those who do respond can help reveal who is missing. Such feedback helps focus one-on-one contact or small group outreach in the most effective way possible.

## Resource allocation

Once the tools that could be applied to your process are identified, the list can be narrowed based on additional constraints:

- Does the schedule allow sufficient time to use these tools or techniques effectively?
- Are there sufficient resources (personnel, time and funding) to make proper use of all these tools?

## Demonstrating results

Participants want to know what happens to their input. They wonder: does it make a difference for them to be involved? What happened to the project or process as a result of the public engagement process? Or, how was public input used to inform decision-makers to influence a project or program?

Community members who have participated in conversations surrounding issues that remain unsolved may become discouraged and might be less likely to want to participate in the future. To prevent this, set clear expectations about how input will affect decision-making and, wherever possible, demonstrate how input was used. It is also important to consider whether participants were satisfied with the different opportunities to provide feedback or input. Consider adding a question at the end of an online survey or event comment form that asks how to improve the process. Demonstrate how the feedback was gathered during the public comment period by providing an easy-to-read public comment report. Report how the information was used and include the information that was shared with decision makers to help influence their decision.



## Public engagement evaluation criteria

In order to identify issues, measure success and adjust plans accordingly, it is important to monitor and evaluate a project throughout the entire process. Key findings identified in the evaluation process should be shared with the public and decision-makers to better inform the project and improve future engagement. Consider the criteria listed in the chart on the next page as a guide to measure effectiveness.



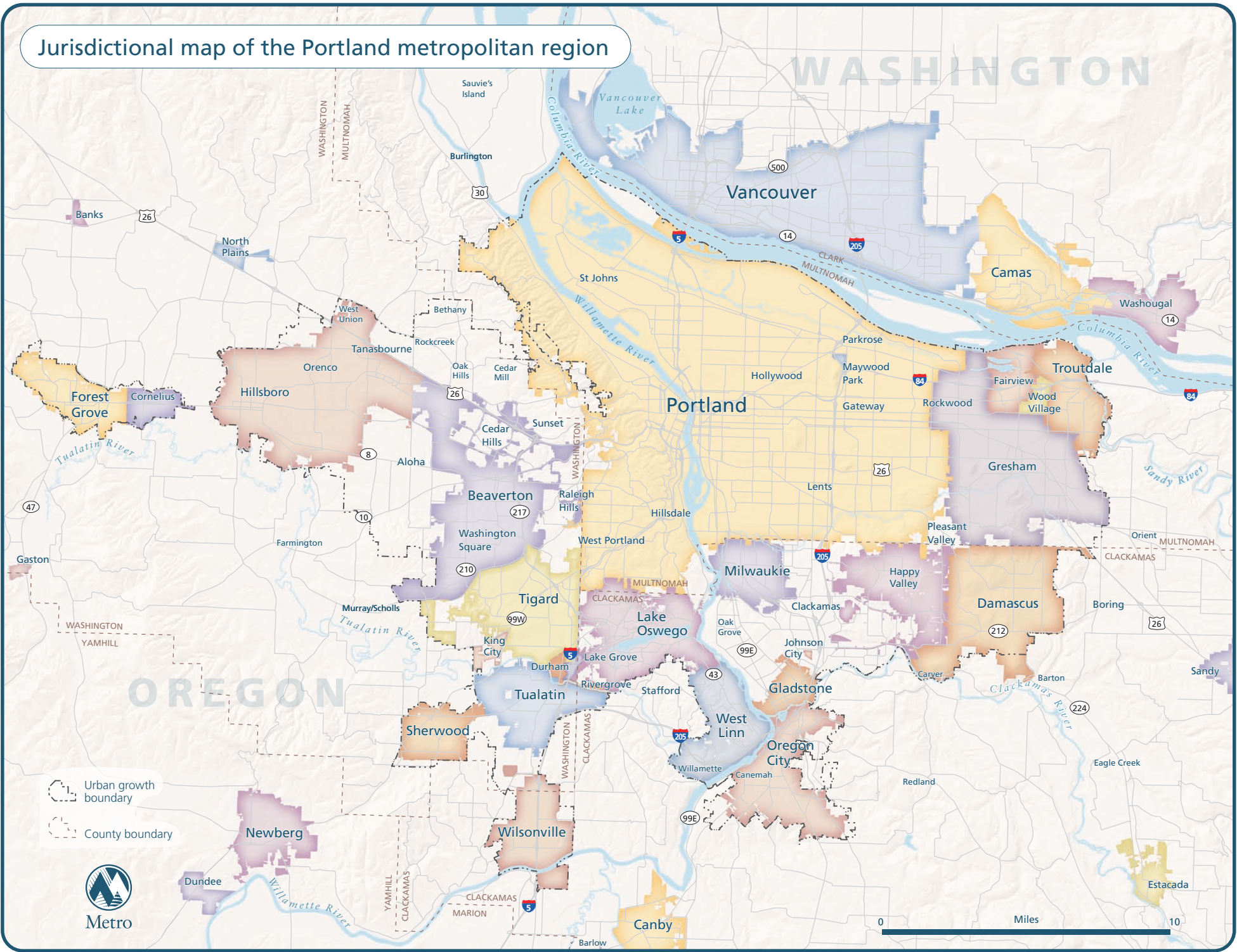
## Public engagement evaluation criteria

Evaluation criteria	Evaluation
<b>Gather input by providing meaningful opportunities to participate</b>	<ul style="list-style-type: none"> <li>✓ Were efforts made to engage those most affected by the program, project or service?</li> <li>✓ Were community organizations engaged and offered materials to share with their networks?</li> <li>✓ If a decision-making process, were people invited to share input in advance of each decision-making milestone? And, was that input shared directly with decision-makers at meetings?</li> <li>✓ How many people visited the project website?</li> <li>✓ Were website referrals received from partners, stakeholders or community organizations?</li> <li>✓ How many people subscribed to the newsletter?</li> <li>✓ How many people unsubscribed to the newsletter?</li> <li>✓ Did your interested parties' database grow after the public engagement period?</li> <li>✓ How many people clicked through the email to the website or survey?</li> <li>✓ How many people opened the email or survey?</li> <li>✓ How many @replies, mentions or comments on social media were received?</li> <li>✓ How many people attended a public meeting or open house?</li> <li>✓ Were online opportunities to participate also available in other formats?</li> <li>✓ Were in-person opportunities to participate held at accessible locations? At various times? And supplemented by online opportunities?</li> <li>✓ How many comments were received?</li> <li>✓ What types of comments were made?</li> <li>✓ What was the demographic make-up of participants?</li> <li>✓ Did public involvement activities help build the capacity of people to participate in future public processes?</li> <li>✓ Would people provide input in the future?</li> <li>✓ Did public input result in modifications or changes to the project?</li> </ul>
<b>Involve underserved communities such as those with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth.</b>	<ul style="list-style-type: none"> <li>✓ Was a demographic analysis of the program, project or service area completed in order to identify race, language proficiency, income levels?</li> <li>✓ Was a four-factor LEP analysis completed to assist in determining an approach to language assistance?</li> <li>✓ Was material translated and/ or provided to communities that have a limited ability to speak English?</li> <li>✓ Were translation services made available upon request?</li> <li>✓ Was project information made available at accessible locations such as health care clinics, local and ethnic markets, community centers and schools?</li> <li>✓ How many comments were received in languages other than English?</li> <li>✓ Did meeting materials include Metro's non-discrimination and language assistance and notice?</li> <li>✓ Did meeting materials include Metro's ADA notice?</li> <li>✓ Was material provided in alternative formats upon request? (<i>i.e. Braille,</i></li> </ul>

Evaluation criteria	Evaluation
Involve underserved communities	<ul style="list-style-type: none"> <li>✓ Was the meeting location accessible and barrier free?</li> <li>✓ Were community organizations that serve low-income communities, communities of color, people with limited English proficiency, youth or persons with disabilities engaged?</li> </ul>
Communicate complete, accurate, understandable and timely information	<ul style="list-style-type: none"> <li>✓ Was the information to be shared tested for clarity by people not involved in the program, project or service?</li> <li>✓ Was the information reviewed for accuracy?</li> <li>✓ Was the information deemed a vital document and therefore translated into other languages?</li> <li>✓ Were people made aware of the availability of information through email, web or partner networks?</li> <li>✓ Were meetings, workshops, surveys and other opportunities to participate clearly advertised on the project website and emailed to the interested persons list?</li> <li>✓ Were project-sponsored meetings advertised on the project website at least two weeks in advance?</li> <li>✓ Were people given advance notice of project briefings at community meetings such as neighborhood associations?</li> <li>✓ Was the formal public comment period advertised per federal requirements?</li> <li>✓ Did people feel their involvement was considered/acted upon?</li> <li>✓ Was information clearly advertised on Twitter, Facebook and other social media sites?</li> <li>✓ What type of news or media coverage did the project receive?</li> <li>✓ Was information available at least one week in advance of any decisions based on that information?</li> </ul>

**APPENDIX A –MAP OF CITIES AND COUNTIES IN METROPOLITAN REGION**

# Jurisdictional map of the Portland metropolitan region



## APPENDIX B - REQUIREMENTS FOR METRO'S PROCESS

### Federal Requirements

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**Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21)**

<http://www.fmcsa.dot.gov/about/what-we-do/MAP-21/Map21.aspx>

**The National Environmental Policy Act of 1969 (NEPA)**

<http://www.epa.gov/compliance/nepa/>

**Title VI of the 1964 Civil Rights Act, 23 USC 140, 23 CFR 200, and 49 CFR 21.**

<http://www.justice.gov/crt/about/cor/coord/titlevi.php>

**Executive Order 12898 - Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations, signed February 11, 1994 by President Bill Clinton.**

<http://www2.epa.gov/laws-regulations/summary-executive-order-12898-federal-actions-address-environmental-justice>

**Executive Order 13166 - Improving Access to Services for Persons with Limited English Proficiency, signed August 11, 2000 by President Bill Clinton.**

<http://www.lep.gov/13166/eo13166.html>

**Americans with Disabilities Act (ADA) of 1990, 42 USC 126 and 49 CFR 27.19.**

[http://www.ada.gov/2010\\_regs.htm](http://www.ada.gov/2010_regs.htm)

**Age Discrimination Act of 1975, 42 USC sections 6101-6107**

[http://www.dol.gov/oasam/regs/statutes/age\\_act.htm](http://www.dol.gov/oasam/regs/statutes/age_act.htm)

**Clean Air Act of 1960, 42 USC sections 7401**

<http://www.epa.gov/air/caa/>

### Oregon state requirements

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**Administrative Rules of the Oregon Department of Land Conservation and Development Commission, Oregon Statewide Goal 1 - Citizen Involvement, OAR 660.**

[www.oregon.gov/LCD/pages/goals.aspx](http://www.oregon.gov/LCD/pages/goals.aspx)

**Oregon Revised Statute Comprehensive Land Use Planning Coordination, ORS 197**

<http://www.oregonlaws.org/ors/chapter/197>



**Oregon Revised Statute Local Government Planning Coordination; Coordination Agreements**

ORS 195.020 to 195.040

<http://www.oregonlaws.org/ors/chapter/195>

**Oregon Revised Statute Opportunity for Public Comment on New Fee or Fee Increase ORS**

294.160

<http://www.oregonlaws.org/ors/chapter/294>

**Oregon Revised Statute Wetland Conservation Plans, ORS 196.662 to 196.668**

<http://www.oregonlaws.org/ors/196.668>

**Oregon Transportation Plan Public Involvement Policy (2009)**

[http://www.oregon.gov/ODOT/COMM/docs/otcpolicy11\\_pip.pdf](http://www.oregon.gov/ODOT/COMM/docs/otcpolicy11_pip.pdf)

**Public Records Act, ORS 192.410 to 192.505**

<http://www.oregonlaws.org/ors/chapter/192>

**Public Meetings Law, ORS 192.610 to 192.690**

<http://www.oregonlaws.org/ors/chapter/192>

**Metro**

.....

**Metro Charter Office of Citizen Involvement**

<http://www.oregonmetro.gov/index.cfm/go/by.web/id=629>

**[Resolution No. 97-2433](#), Metro Citizen Involvement Principles**

**[Ordinance No. 12-1275A](#), Establishing the Metro Public Engagement Review Committee**

**[Resolution No.12-4375](#), Metro Diversity Action Plan**

**APPENDIX C – THE NATIONAL ENVIRONMENTAL POLICY ACT**



## HELP SHAPE THE FUTURE OF THE REGION

# The National Environmental Policy Act

Understanding the environmental impact assessment process helps your voice be heard.

Jurisdictions plan for transportation projects and must adhere to NEPA when using federal dollars.

When a major transit project is being considered within the Portland metropolitan area, Metro is the lead agency during planning, and TriMet takes the lead on engineering and construction.

Learn about the many layers of NEPA and about the opportunities to be involved in projects that affect you and the future of the region.

## NEPA

The National Environmental Policy Act was signed into law on Jan. 1, 1970. NEPA established a process to assess the environmental effects of proposed government-funded projects. If federal funds are likely to be used, this assessment must be undertaken before decisions are made in order to ensure citizen involvement and to make better informed decisions.

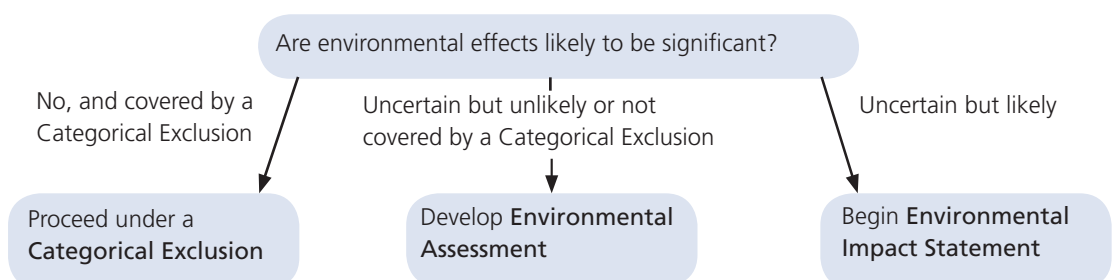
The environmental impact assessment process required by NEPA also serves as a framework to ensure compliance with environmental requirements such as the Endangered Species Act, the National Historic Preservation Act, the Environmental Justice Executive Order, and other federal, tribal, state and local laws and regulations. For this reason, the assessment process covers not only effects to the natural environment but also the effects to all aspects of the human environment, including aesthetic, historic, cultural, economic, social and health effects, whether adverse or beneficial.

NEPA does not require the selection of the environmentally preferable alternative, nor does it prohibit adverse environmental effects, but it does require decision-makers and the public to be informed of the environmental consequences of a proposed project. Possible steps to mitigate any environmental effects are also identified and defined during the assessment process.

## The NEPA process

Once a government agency identifies a need for action and develops a proposal for a solution, it must determine if the action would create significant environmental effects. If the agency determines that the actions would not have a significant effect on the quality of the human environment, then it may proceed with the action under an existing Categorical Exclusion. If the agency is uncertain but finds it unlikely that the action would have significant effect on environmental quality, or if the action is not covered by a Categorical Exclusion, it can complete an Environmental Assessment. If the agency is aware that the action may cause significant environmental effects, the agency would proceed to prepare for an Environmental Impact Statement.

### Determining the right NEPA process



## Categorical Exclusion

A Categorical Exclusion is based on an agency's previous experience with the environmental effects of a type of action; examples include making minor renovations to facilities and reconstructing trails on public lands. Previous Environmental Assessments (see below) may have shown no significant negative impact to the environment, so the agency may amend their regulations to include the action as a Categorical Exclusion to streamline the process of repeating the action.

Federal rules specify what can be a Categorical Exclusion and what must follow another NEPA process. Additionally, the agency must ensure there are no extraordinary circumstances that may cause the action to have significant environmental effects in order to proceed with a proposed action under a Categorical Exclusion.

**Public input.** For an agency to create a Categorical Exclusion, a draft of the procedure or procedures is published in the Federal Register (accessible at [www.gpoaccess.gov/fr](http://www.gpoaccess.gov/fr)), and a public comment period is required.

## Environmental Assessment

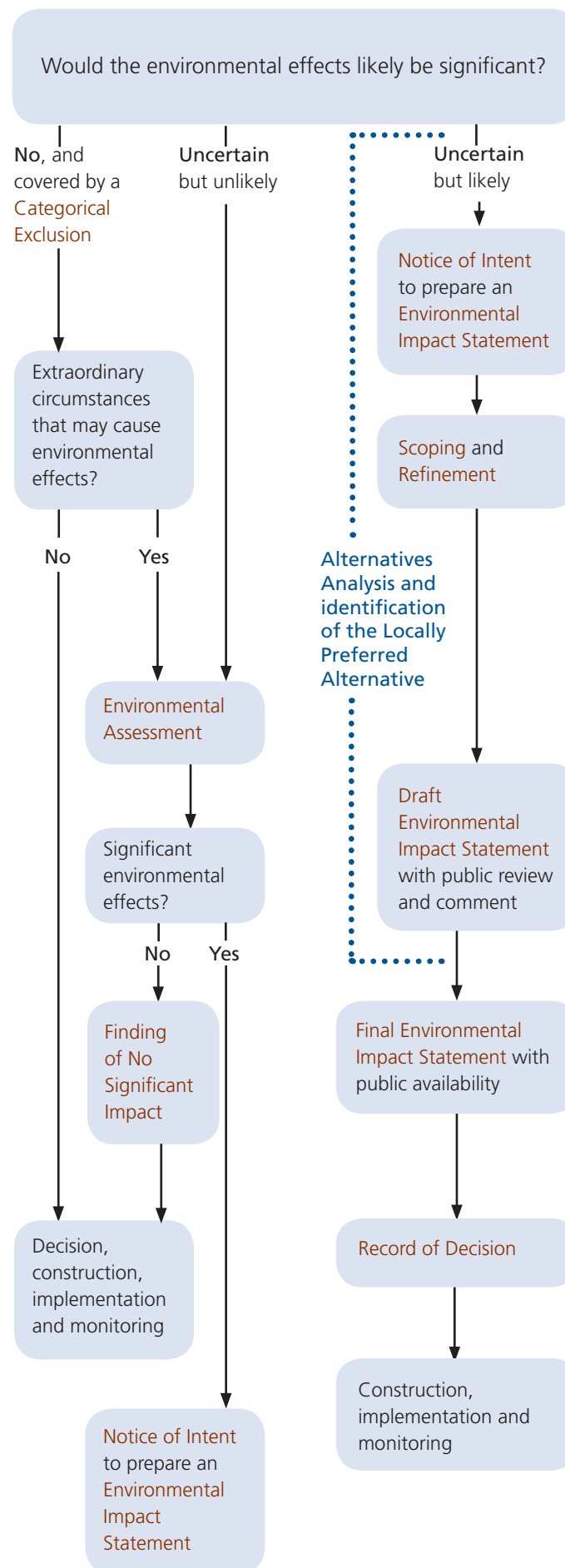
The agency develops an Environmental Assessment under any of the following conditions:

- the agency does not have a Categorical Exclusion that covers the proposed action
- there would be extraordinary circumstances that may cause the action to have environmental effects beyond would be covered by the Categorical Exclusion
- the agency is uncertain of the environmental effects of the proposed action.

The Environmental Assessment determines the significance of the environmental effects of the proposed action and examines alternative means to meet the need for action. The assessment provides evidence and analysis to determine whether or not to prepare an Environmental Impact Statement is needed.

**Finding of No Significant Impact** The Environmental Assessment concludes with either a Finding of No Significant Impact or a determination to prepare an EIS. A Finding of No Significant Impact gives the reasons why it was determined that there would be no significant environmental impacts in the implementation of the action. Examples include an urban streetcar project that travels in existing roadways or a short light rail extension through vacant land that is not environmentally sensitive.

**Public input.** In preparing the Environmental Assessment, the agency is required to involve regulatory agencies and the public to the extent practicable. An agency may choose to mirror the Scoping and/or Environmental Impact Statement public input processes (see next page), notify identified interested parties on the status of the assessment, or make available the assessment and a draft Finding of No Significant Impact to interested members of the public. If the type of proposed action hasn't been done before by a particular agency or if the action is something that would typically require an Environmental Impact Statement, the agency is required to make the draft Finding of No Significant Impact available for public review and comment for 30 days.



## Environmental Impact Statement

If the proposed action will, or even may, significantly affect the human or natural environment, the agency must prepare an Environmental Impact Statement. The EIS process is more detailed than a Categorical Exclusion or Environmental Assessment, with specific stages that have their own requirements.

**Notice of Intent** The EIS process begins with the publication of a Notice of Intent to prepare an EIS for the proposed action. The notice is published in the Federal Register and gives a brief description of the action as well as possible alternatives. It also describes the scoping process and how the public can participate.

**Stage 1: Scoping** Scoping defines the purpose of and need for the project and the alternatives being considered for additional study. During Scoping, the agency determines the range and extent of issues to be addressed in the analyses, identifying issues, project contacts, interested parties and recommendations for the potential solution. Scoping also works to identify issues that will not be significant, or those that have been adequately covered in prior environmental review, and eliminates them from detailed review in the EIS.

**Public input** As part of the 30-day Scoping process, the agency identifies interested persons and invites them to participate in the EIS process. Public participation helps identify a fuller range of issues and reasonable alternatives that the agency can evaluate through the EIS process. The agency may conduct public meetings or hearings and will request comments from federal, tribal, state and local agencies that may have interests in the matter.

**Stage 2 (if needed): Refinement** The Alternatives Analysis and Scoping processes are intended to explore and narrow the potential solutions and range of issues to be addressed in the EIS. The agency may choose to continue to refine the results of or resolve issues raised during those processes with a Refinement study.

**Public input** During the Refinement study, the agency may choose to mirror or expand the public input process used during the Scoping process.

### Alternatives Analysis

Though not directly a part of NEPA, major transit projects include an Alternatives Analysis under Federal Transit Administration guidelines, either as a separate step or in conjunction with one or more NEPA phases. The Federal Transit Administration's New Starts program is the main source of federal funding for major transit projects. As part of the New Starts project development process, the Alternatives Analysis evaluates the costs, benefits and impacts of a range of transportation alternatives designed to address mobility problems and other objectives in a transportation corridor.

Because it is not a requirement of NEPA, the agency may choose to perform the Alternatives Analysis before filing a Notice of Intent to prepare an EIS or combine it with one or more processes leading to the identification of the Locally Preferred Alternative. The Locally Preferred Alternative is the solution selected to advance for more focused study and development.

**Public input** During the Alternative Analysis study, the agency involves a wide range of stakeholders, including the general public.

**Stage 3: Draft Environmental Impact Statement** A Draft Environmental Impact Statement includes a Purpose and Need Statement that articulates the problem that the proposed action is meant to resolve. The DEIS objectively evaluates the alternatives and addresses the reasons for eliminating alternatives that are not included for detailed study. All reasonable alternatives that meet the purpose and need of the project and including a no-action alternative, are evaluated in enough detail that a reader can compare and contrast the environmental effects of the alternatives. The analysis includes the full range of direct, indirect and cumulative effects of the alternatives.

**Public input** A notice in the Federal Register and other local and regional public notices announce the availability of the DEIS for review and comment. The comment period for a DEIS is anywhere from 45 to 60 days. During the comment period, the agency may conduct public meetings or hearings and will request comments from federal, tribal, state and local agencies that may have an interest in the matter. The agency analyzes all comments and conducts further environmental analysis as necessary in order to prepare the Final Environmental Impact Statement.

**Stage 4: Final Environmental Impact Statement** The Final Environmental Impact Statement responds to the comments received from the public and other government agencies during the DEIS public comment period as well as defines and commits the agency to specific mitigation of specific impacts. The responses can be in the form of changes from the Draft to the Final EIS, factual corrections, modifications to the analyses or alternatives or consideration of new alternatives. A copy or summary of the comments and their responses are included in the FEIS.

**Public input** When the agency publishes the FEIS, the Environmental Protection Agency publishes a notice in the Federal Register. The notice begins the waiting period of at least 30 days, during which decision-makers consider the Purpose and Need, weigh the alternatives, balance objectives and make a decision. During the 30-day period, the FEIS is available for public review.

**Record of Decision** The final step in the process is the Record of Decision, which:

- documents the final decision
- identifies alternatives considered, including the environmentally preferred alternative
- discusses mitigation plans, including enforcement and monitoring commitments
- addresses all factors that were contemplated in reaching the decision
- defines how to proceed with the proposed action
- serves as the decision from the federal government that the project is allowed under NEPA.

### Supplemental statements

An agency may be required to prepare a Supplemental Draft Environmental Impact Statement or Supplemental Final Environmental Impact Statement. These may be used to address a substantial change in the proposed action, new circumstances or information relevant to environmental concerns, or specific environmental concerns that may have not been fully realized in the DEIS or FEIS. The comment process and time periods for an SDEIS or Supplemental FEIS would be same as those of the DEIS or FEIS, respectively.

### BUILDING THE PROJECT

#### Preliminary engineering

Concurrent with the FEIS, preliminary engineering advances the project's design from approximately 5 percent to 30 percent engineering in order to establish the cost for the final project.

### BUILDING THE PROJECT

#### Final design

After the Record of Decision is issued, final design work brings design from 30 percent to 100 percent complete, finalizes the finance plan, purchases property, and begins advance construction (the relocation of utilities in conflict with construction areas, etc.). Final construction follows, and then operations can begin.

*This information is mainly compiled from A Citizen's Guide to the NEPA from the Council on Environmental Quality. For more detailed information, visit [ceq.hss.doe.gov](http://ceq.hss.doe.gov).*

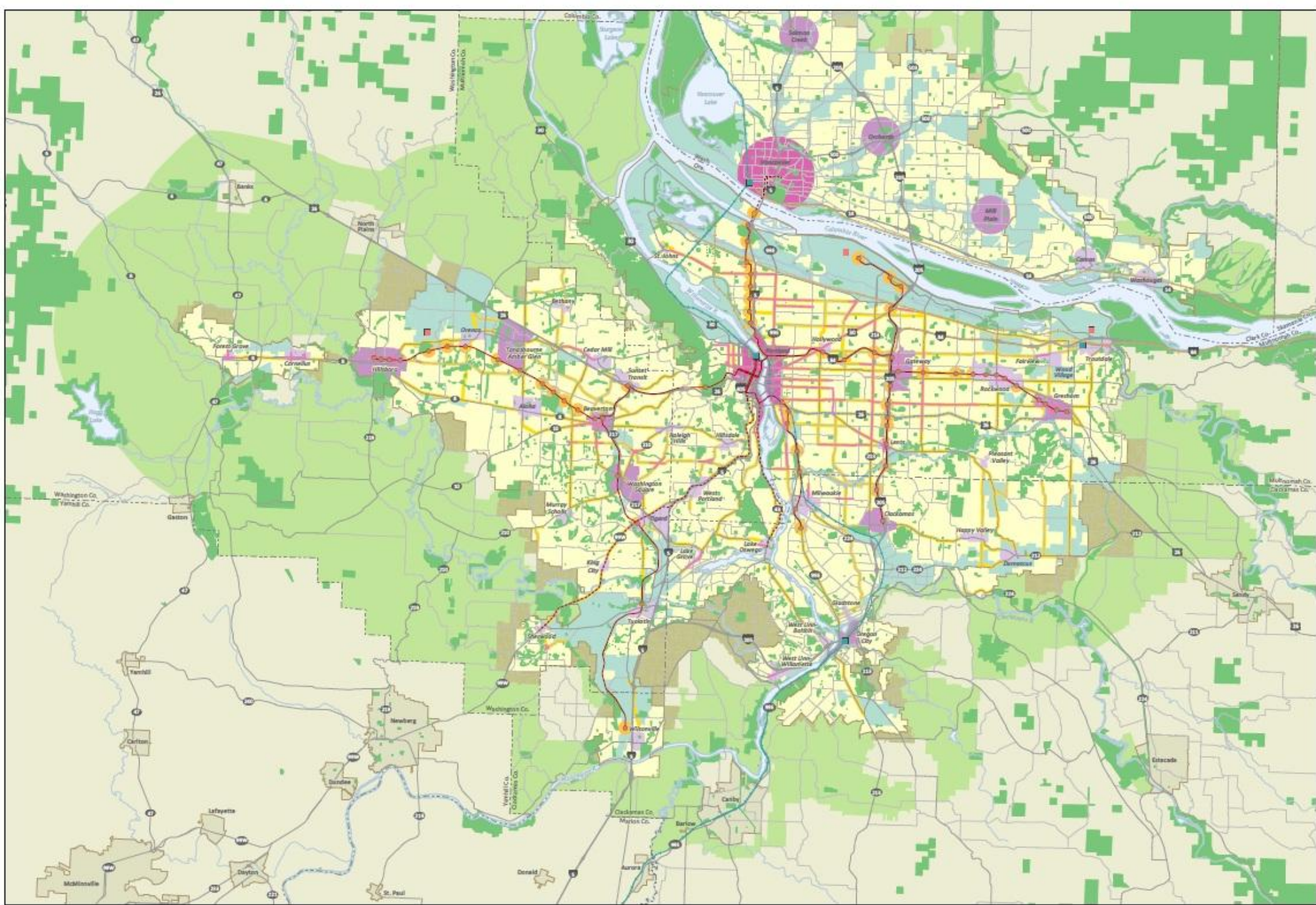
Learn about transit projects or sign up for notifications on Metro's website.

[www.oregonmetro.gov](http://www.oregonmetro.gov)

Updated May 2011

**APPENDIX D | 2040 GROWTH CONCEPT MAP**





# 2040 Growth Concept Map

January 2013



The information on this map was derived from digital databases on Metro's GIS. Users who refer to this map should consult any applicable laws, regulations, or official authority. There are no warranties, expressed or implied, including the accuracy or completeness of the information presented on this map. Metro is not responsible for any errors or omissions.

The Metro 2040 Growth Concept defines the form of regional growth and development for the Fort Worth metropolitan region. The Growth Concept was adopted in December 1995 through the Region 2040 planning and public involvement process. This concept is intended to provide long-term growth management of the region.

The map highlights elements of parallel planning

efforts including: the 2035 Regional Transportation Plan that outlines investments in multiple modes of transportation, and a commitment to local policies and investments that will help the region better accommodate growth within its centers, corridors and employment areas.

For more information on these initiatives, visit <http://www.ongrowthmetro.gov/2040>

- Central city
- Regional center
- Town center
- Station communities
- Main streets
- Corridors
- Employment land
- Parks and natural areas
- Neighborhood
- Rural reserve
- Urban reserve
- Urban growth boundaries
- Existing high capacity transit
- Planned high capacity transit
- Proposed high capacity transit tier 1
- Mainline freight
- High speed rail
- County boundaries
- Neighboring cities
- Airports
- Inter-city rail terminal



## APPENDIX E | GROWTH MANAGEMENT

### Introduction

Metro is responsible, under state granted authority, for managing the region's urban growth boundary that separates urban land from rural land. Land inside the urban growth boundary supports urban services such as roads, water and sewer systems, parks and schools that create thriving places to live, work and play. The urban growth boundary is one of the tools used to protect farms and forests from urban development and to promote the efficient use of land, public facilities and services inside the boundary. Other benefits of the boundary include:

- motivation to develop and redevelop land and buildings in the urban core, helping keep core "downtowns" in business
- assurance for service districts and local governments about where to place infrastructure (such as roads and sewers) needed for future development
- efficiency for businesses and local governments in terms of how infrastructure is built - instead of building roads further and further out as happens in areas without an urban growth boundary, limited money can be spent to make existing roads, transit service and other services more efficient.

The Oregon Legislature also granted Metro other land use planning powers, including:

- coordinating between regional and local comprehensive plans in adopting a regional urban growth boundary
- requiring consistency of local comprehensive plans with statewide and regional planning goals
- planning for activities of metropolitan significance including (but not limited to) transportation, water quality, air quality and solid waste.

### Urban Growth Report

Oregon land use law requires that, every five years, Metro assess the region's capacity to accommodate the numbers of people anticipated to live or work inside the Metro urban growth boundary (UGB) over the next 20 years. To make this determination, Metro:

- forecasts population and employment growth over a 20-year timeframe
- conducts an inventory of vacant, buildable land inside the UGB
- assesses the capacity of the current UGB to accommodate population and employment growth either on vacant land or through redevelopment and infill
- determines whether additional capacity is needed
- documents the results of these analyses in an urban growth report (UGR).



## People

### Key agency stakeholders:

Department of Land Conservation and Development, Oregon Department of Transportation (ODOT), TriMet, cities and counties, special service districts (*i.e. sanitary, sewer and clean water resources, water providers, parks and recreation*).

### Key community partners:

Commercial and industrial businesses, retail businesses, realtors, homebuilders, farm bureaus, environmental groups, business and neighborhood associations, property owners, general public.

## Decision making *process for land use planning*

Metro is required by state law to have a 20-year supply of land for future residential development inside the boundary. Every five years, the Metro Council reviews the land supply as outlined in the UGR process and, if necessary, expands the boundary to meet that requirement. When undertaking this review, Metro considers needs for future jobs in the region during this same 20-year period. The Metro Council makes the final decision regarding UGB expansions, after considering input from Metro staff, advisory committees, cities and counties, agencies, stakeholders and the residents of the region.

## Advisory bodies

### Metro Technical Advisory Committee

MTAC is a 37-member committee of planners, citizens and business representatives that provide detailed technical support to MPAC. There are three community members and the committee meets at 10 a.m. on the first and third Wednesdays of the month.

## Decision-making bodies

### Metro Policy Advisory Committee

MPAC is a 28-member charter-mandated committee of local government representatives and community members who consult on policy issues, especially those related to services provided by local governments. There are three community members and the committee meets at 5 p.m. on the second and fourth Wednesdays of the month.

### Metro Council

The Metro Council consists of a president who is elected regionwide and six councilors who are elected by district every four years in non-partisan races. The president presides over the council, sets its policy agenda and appoints all members of Metro committees, commissions and boards.



## Growth management typical process

- staff completes a preliminary analysis of the urban reserve areas to meet Statewide Planning Goals and Metro Code requirements
- local jurisdictions complete concept planning requirements for urban reserve areas, or portions thereof, that they support being added to the UGB
- with information from cities and counties, staff refines the preliminary analysis to determine which urban reserves area(s) best meet the need identified in the UGR while meeting Statewide Planning Goals and Metro Code requirements
- Metro Chief Operating Officer (COO) presents a recommendation to the Metro Council
- COO recommendation is reviewed by MTAC, MPAC and the public, with MPAC making a recommendation to the Metro Council
- The Metro Council makes final policy decisions on urban growth management, including UGB expansion
- UGB expansion submitted to State Department of Land Conservation and Development for approval

## Growth management typical engagement key steps

- review by MTAC, MPAC and other interested groups who request information
- information available on Metro's website
- public open house(s) in general location of proposed expansion areas
- Opt In survey
- required notice for expansion area adjacent land owners
- public comment period

## APPENDIX F | REGIONAL TRANSPORTATION PLAN

### Introduction

The Regional Transportation Plan (RTP) presents the region's overarching transportation policies and goals, system concepts for all modes of travel, funding strategies and local implementation requirements. The plan recommends how to invest more than \$20 billion in anticipated federal, state and local transportation funding in the Portland metropolitan area during the next 25 years.

The most recent RTP update (completed in 2010) was shaped by looking ahead to 2035 to anticipate 21st century needs and to advance these desired outcomes for the region:

- promote jobs and create wealth in the economy
- reduce greenhouse gas emissions
- improve safety throughout the transportation system
- promote healthy, active living by making walking and bicycling safe and convenient
- move freight reliably and make transportation accessible, affordable and reliable for commuting and everyday life
- promote vibrant communities while preserving farm and forest land.

The Regional Transportation Plan is the blueprint that guides investments in the region's transportation system to reduce congestion, build new sidewalks and bicycle facilities, improve transit service and access to transit and maintain freight access. Every other RTP update is typically an expansive update that reopens the discussion of the RTP on a more fundamental level. Interim updates are more housekeeping efforts focused on meeting state and federal requirements and include "friendly amendments" from recently adopted city and county transportation system plans and corridor plans.

### People

#### Key agency stakeholders:

Cities and counties, Oregon Department of Transportation (ODOT), Oregon Department of Environmental Quality, Port of Portland, SMART, TriMet, Oregon Department of Land Conservation and Development (DLCD), Federal Highway Administration (FHWA), Federal Transit Administration (FTA). Metro also coordinates with the City of Vancouver, Clark County, Port of Vancouver, Southwest Washington Regional Transportation Council (RTC), C-Tran Washington Department of Transportation, Southwest Washington Air Pollution Control Authority and other Clark County governments on bi-state issues.

#### Key community partners:

Land use and transportation advocacy organizations, business groups and associations, freight advocacy groups, active living / health groups, transportation, social equity and environmental justice groups, tribal governments, general public.

## Decision-making

All transportation-related actions are recommended by JPACT to the Metro Council. The Metro Council can approve the recommendations or refer them back to JPACT with a specific concern for reconsideration. Final approval of each item, therefore, requires the concurrence of both JPACT and Metro Council. Under state law, the RTP serves as the region's transportation system plan. As a result, the Metro Policy Advisory Committee (MPAC) also has a role in approving the regional transportation plan as a land use action, consistent with statewide planning goals and the Metro Charter.

## Advisory bodies

### **Metro Technical Advisory Committee**

MTAC is a 37-member committee of planners, citizens and business representatives that provide detailed technical support to MPAC. There are three community members and the committee meets at 10 a.m. on the first and third Wednesdays of the month.

### **Transportation Policy Alternatives Committee**

TPAC is a 21-member technical committee that supports JPACT with input on transportation planning priorities and financing alternatives. There are six community members and the committee meets at 9:30 a.m. on the last Friday of the month.

## Decision-making bodies

### **Metro Policy Advisory Committee**

MPAC is a 28-member charter-mandated committee of local government representatives and community members who consult on policy issues, especially those related to services provided by local governments. There are three community members and the committee meets at 5 p.m. on the second and fourth Wednesdays of the month.

### **The Joint Policy Advisory Committee on Transportation**

JPACT is a 17-member committee that provides a forum of elected officials and representatives of agencies involved in transportation needs in the region. The committee makes recommendations to the Metro Council related to transportation policy and funding. The committee meets at 7:30 a.m. on the second Thursday of the month.

### **Metro Council**

The Metro Council consists of a president who is elected regionwide and six councilors who are elected by district every four years in non-partisan races. The president presides over the council, sets its policy agenda and appoints all members of Metro committees, commissions and boards.

## RTP typical process

The Regional Transportation Plan (RTP) establishes a comprehensive policy direction for the regional transportation system and recommends a balanced program of transportation investments (projects) to implement that policy direction. The RTP is updated every four years, as required by federal law. In between full updates to the RTP, it may be necessary to amend the plan in response to changing local conditions and newly adopted plans. To be eligible to build a project with federal funds the project must be included in the RTP. The typical RTP process includes: (\*Steps specific to the typical RTP Amendment process.)

- develop a detailed scope of work that will guide technical work, policy development and public participation planning
- identify the existing regional transportation issues, needs and deficiencies
- investigate financial, transportation, land use, economic and demographic trends that influence regional development and the performance of the regional transportation system
- identify public priorities for transportation and willingness to pay for desired transportation services and programs
- receive local partners' updates to RTP project list
- local partners submit proposed amendments (projects and/or policies) for the RTP\*
- Metro determines if the proposed amendments meet the definition of "major amendment", which means it "involves additions or deletions of projects or a significant change in scope of the project location or function." If so, a 30-day public comment period is required. Additionally, if an amendment includes changes to policy, state laws are triggered that require a 45-day public comment period\*
- model project list for system performance\*
- Metro provides opportunities for interested parties to express ideas and concerns about the discussion draft plan policies, projects and implementation strategies and proposed RTP amendments\*
- public comment period covers RTP changes plus comments on the air quality modeling\*
- adjustment to RTP project list and policies based on public comments\*
- complete air quality conformity modeling and documentation \*
- hold final public comment period
- adopt with regional committees – MTAC, TPAC, MPAC, JFACT – and the Metro Council.\*

## RTP typical engagement process

- the typical engagement process may include opinion surveys, focus groups, stakeholder workshops, regional forums, web site, media outreach, interested parties mailing list, public hearings, or technical topic workshops
- the public can submit comments online or provide testimony in-person at public meetings
- feedback and comments collected during the comment period are compiled and responded to in a public comment report
- the public comment report is provided to MTAC, TPAC, MPAC, JPACT and the Metro Council for review.

## APPENDIX F | METROPOLITAN TRANSPORTATION IMPROVEMENT PROGRAM/REGIONAL FLEXIBLE FUNDING ALLOCATION

### Introduction

The Metropolitan Transportation Improvement Program (MTIP) includes all federally funded transportation projects in the Portland metropolitan area, including projects planned by TriMet, SMART, the Oregon Department of Transportation and local agencies receiving federal funds allocated by Metro. After adoption by the Metro Council, the MTIP is incorporated into the Statewide Transportation Improvement Program (STIP), which identifies the state's four-year transportation capital improvements. The MTIP process operates on a rolling, two-year cycle to allocate funds to projects.

The Regional Flexible Funds Allocation (RFFA) is the process Metro uses to allocate some of these federal transportation funds to projects throughout the region. Regional flexible funds come from three different federal funding programs: the Surface Transportation Program, the Congestion Mitigation/Air Quality Program, and the Transportation Alternatives Program.

During each RFFA process, the Metro Council and JPACT select transportation programs and projects eligible to receive federal flexible funds out of those projects that are already listed in the Regional Transportation Plan. Though they comprise only about four percent of the transportation investment in our region, flexible funds attract considerable interest because they may be spent on a greater variety of transportation projects than can most federal transportation funds.

### People

#### Key agency stakeholders:

Cities and counties, TriMet, the Oregon Department of Transportation, Port of Portland, Oregon Department of Environmental Quality, Southwest Washington Regional Transportation Council, Federal Highway and Transit Administrations, C-TRAN and SMART.

#### Key community partners:

Community and environmental justice organizations, freight interests, businesses, business associations, cycling and pedestrian organizations, and general public.

## Decision-making

Every two years the Joint Policy Advisory Committee on Transportation (JPACT) and Metro Council decide how to spend federal transportation money known locally as the Regional Flexible Funds.

This process allocates money to both regional programs such as the Transit Oriented Development program and to individual projects planned and built by cities, counties and local transportation agencies.

## Advisory bodies

### **Transportation Policy Alternatives Committee**

TPAC is a 21-member technical committee that supports JPACT with input on transportation planning priorities and financing alternatives. There are six community members and the committee meets at 9:30 a.m. on the last Friday of the month.

## Decision-making bodies

### **The Joint Policy Advisory Committee on Transportation**

JPACT is a 17-member committee that provides a forum of elected officials and representatives of agencies involved in transportation needs in the region. The committee makes recommendations to the Metro Council related to transportation policy and funding. The committee meets at 7:30 a.m. on the second Thursday of the month.

### **Metro Council**

The Metro Council consists of a president who is elected regionwide and six councilors who are elected by district every four years in non-partisan races. The president presides over the council, sets its policy agenda and appoints all members of Metro committees, commissions and boards.



## MTIP typical process

- conduct retrospective on last process with agency stakeholders, elected officials and community partners
- develop policy framework , including project criteria
- solicit for Regional Flexible Fund projects to be funded
- coordinate with ODOT and public transit agency funding allocation processes
- review RFFA applications
- hold 30-day public comment period
- select RFFA projects and adopt through JPACT action and Metro Council resolution
- compile full MTIP document outlining all efforts to be federally funded (regional programs, projects of regional significance from cities and counties, ODOT/TriMet and SMART projects) and conduct air quality analysis
- hold minimum 30-day public comment period
- adopt MTIP process through JPACT action and Metro Council resolution
- consider changes to MTIP as requested by implementing agencies
- conduct public engagement for legislative MTIP amendments.

## MTIP typical engagement key steps

- coordinate with agency stakeholders on engaging with communities to ensure public engagement Title VI/nondiscrimination, Limited English Proficiency and Environmental Justice obligations are met
- widely distribute notices of opportunity to comment and provide written notices upon request
- receive comments online or through in-person testimony at public meetings
- share all comments made during the comment period with decision-makers in advance of their decision and make part of the final decision record.

## APPENDIX F | AIR QUALITY AND CONFORMITY DETERMINATION

### Introduction

The Clean Air Act set national air quality standards for carbon monoxide pollution in urban areas throughout the U.S. Federal regulations require that the region assess the air quality consequences of proposed transportation improvements. The region must assess the carbon monoxide emissions from surface transportation sources to ensure they meet the Clean Air Act.

To accomplish this, Metro prepares air quality conformity determinations for the federal component of the Regional Transportation Plan (RTP) and for each Metropolitan Transportation Improvement Program (MTIP) as required by state and federal law. The last violation occurred in the 1970's. Current analyses indicate that the metro area will continue to meet federal and state air-quality standards to the year 2035.

### People

#### Key agency stakeholders:

Environmental Protection Agency, the Federal Transit Administration, the Federal Highway Administration, Oregon Department of Transportation and Department of Environmental Quality.

#### Key community partners:

Community and environmental justice organizations, freight interests, businesses, business associations, cycling and pedestrian organizations, and general public.

### Decision-making

The Transportation Policy Alternatives Committee (TPAC) is specifically named in the state rule as the standing committee designated for “interagency consultation,” for technical review processes for air quality conformity determinations. However, all air quality conformity determinations are recommended by TPAC to the Joint Policy Advisory Committee on Transportation (JPACT). JPACT makes recommendations for approval to the Metro Council and the Metro Council takes the final action on air quality conformity determinations for submittal to state and federal regulatory agencies.

## Advisory bodies

### **Transportation Policy Alternatives Committee**

TPAC is a 21-member technical committee that supports JPACT with input on transportation planning priorities and financing alternatives. There are six community members and the committee meets at 9:30 a.m. on the last Friday of the month.

## Decision-making bodies

### **The Joint Policy Advisory Committee on Transportation**

JPACT is a 17-member committee that provides a forum of elected officials and representatives of agencies involved in transportation needs in the region. The committee makes recommendations to the Metro Council related to transportation policy and funding. The committee meets at 7:30 a.m. on the second Thursday of the month.

### **Metro Council**

The Metro Council consists of a president who is elected regionwide and six councilors who are elected by district every four years in non-partisan races. The president presides over the council, sets its policy agenda and appoints all members of Metro committees, commissions and boards.

## Air Quality and Conformity Determination typical process

- The air quality conformity determination process begins with an action which requires the RTP or MTIP to re-conform or demonstrate the actions and policies in the RTP and/or MTIP. The action may be an amendment or an update of an entire plan. An air quality conformity determination must be made every four years.
- Metro staff prepares a pre-conformity plan, which outlines the methodology for conducting the regional emissions analysis.
- The pre-conformity plan includes the technical methodology, such as the inputs to the emissions model and assumptions made for certain projects, as well as a schedule for development and public comment for the air quality conformity determination.
- TPAC reviews the pre-conformity plan as part of the technical consultation.
- Metro conducts the air quality analysis using emissions modeling tools and the travel demand model.
- Once the emissions results have been produced, a conformity determination is drafted as part of a draft air quality conformity report and made available for public comment along with the RTP or MTIP.
- At the end of the formal comment period, responses to comments are packaged into a public comment report and provided to decision-makers. TPAC, JPACT and the Metro Council take action on the air quality conformity determination.

## Air Quality and Conformity Determination typical engagement key steps

- Metro provides the opportunity for the public to review and comment on the technical aspects of a conformity determination report.
- The technical consultation for the air quality conformity determination happens through a consultation at a TPAC meeting. TPAC meetings are open to the public with materials provided one week in advance.
- The public comment for the air quality conformity determination usually parallels the public comment period for the RTP and/or MTIP. While federal regulations require a 30-day public comment period for the air quality conformity determination, because the RTP public comment period usually requires a 45-day comment period, the draft conformity determination of the RTP and supporting documents are usually made available for a 45-day public comment period per state requirements for public involvement with the RTP.
- Written notices of the public comment report will be provided to anyone upon request.
- Comments made during the comment period will be made part of the final decision record.

## APPENDIX F | REGIONAL TRAVEL OPTIONS

### Introduction

Metro's Regional Travel Options (RTO) program improves air quality and reduces car traffic by helping people drive less and use travel options such as walking, biking, transit, vanpooling or carpooling.

Reducing the number of cars on the road cuts vehicle emissions, decreases congestion, extends the life cycle of existing roadways and promotes healthier communities. RTO is guided by a five-year strategic plan developed in partnership with stakeholders. The program is funded primarily through the Regional Flexible Funds Allocation (RFFA).

The Regional Travel Options program includes:

- a coordinated marketing effort to efficiently use public dollars to reach key audiences
- an employer outreach program to save employers and employees money
- a regional rideshare program that makes carpooling safer and easier and helps people with limited transit access have options to get around
- a grant program that funds partner efforts, such as the BTA Bike Commute Challenge, Transportation Management Associations (TMAs), work with employers, local transportation options projects, and TriMet's regional trip planner.

### People

#### Key agency and community stakeholders:

C-TRAN, City of Gresham , City of Portland Transportation Options, City of Vancouver, Clackamas County, Lloyd TMA, Multnomah County, Gresham Chamber of Commerce, Oregon Department of Environmental Quality, ODOT, Port of Portland], SMART (Wilsonville), South Waterfront Community Relations (TMA), Swan Island TMA, TriMet, Washington County, Westside Transportation Alliance.

#### Community grantees:

The RTO program makes grants to eligible organizations for the purpose of encouraging and helping residents to use their automobiles less. Eligible grant recipients include government agencies, educational institutions, and qualifying non-profit organizations.

## Decision-making

The RTO program is guided by the 2012-2017 RTO Strategic Plan and the RFFA and MTIP funding process, adopted by JPACT and the Metro Council. The plan defines the mission, goals, and objectives for the program. Metro manages the primary functions of the program, with input provided from TPAC on the RTO grantmaking process and other major program elements.

## Advisory bodies

### **Transportation Policy Alternatives Committee**

TPAC is a 21-member technical committee that supports JPACT with input on transportation planning priorities and financing alternatives. There are six community members and the committee meets at 9:30 a.m. on the last Friday of the month.

## Decision-making bodies

### **The Joint Policy Advisory Committee on Transportation**

JPACT is a 17-member committee that provides a forum of elected officials and representatives of agencies involved in transportation needs in the region. The committee makes recommendations to the Metro Council related to transportation policy and funding. The committee meets at 7:30 a.m. on the second Thursday of the month.

### **Metro Council**

The Metro Council consists of a president who is elected regionwide and six councilors who are elected by district every four years in non-partisan races. The president presides over the council, sets its policy agenda and appoints all members of Metro committees, commissions and boards.

## RTO typical process

Metro is the lead agency responsible for administering RTO funds and evaluating the RTO program in the Portland metropolitan region. As the program administrator, Metro RTO staff support partners across the region to deliver travel options at the local level. These efforts include:

- playing a lead role in developing and shaping policy that supports RTO efforts
- ensuring that travel options services are distributed throughout the region by providing direct outreach to local political leaders and staff to build support and capacity for implementation of RTO programs at the local level
- creating a forum for local organizations and jurisdictions to share best practices and collaborate on implementation
- providing needed assistance with website development, GIS mapping tools, or other technical services on a fee-for service basis, to jurisdictions and organizations with limited staffing abilities
- working with the Oregon Department of Transportation on delivering the collaborative Drive Less Save More state marketing campaign
- evaluating the program on a biennial basis to ensure it is meeting regional economic, environmental, and social equity goals
- soliciting and awarding grant applications and administering grant awards to fulfill RTO goals and support community efforts to use travel options.

## RTO typical engagement key steps

- outreach about grant opportunities offered through public announcements, news feeds, web posting and emails to past and current community partners
- regular meetings with grantees individually or during collaborative marketing group bi-monthly gatherings



## APPENDIX F | TRANSPORTATION SYSTEM MANAGEMENT AND OPERATIONS

### Introduction

Metro's Transportation System Management and Operations (TSMO) program provides cost effective, solutions for commuters, bicyclists, freight movers and pedestrians that relieve congestion, increase reliability, lessen crash frequency and severity, save fuel and cut down vehicle missions.

TSMO is guided by a ten-year strategic plan developed in partnership with community, city and county partners. The program is funded primarily by federal grants allocated through the Regional Flexible Funds Allocation (RFFA) process.

The Transportation System Management and Operations program includes:

- a grant program focusing investment in region-wide and corridor TSMO strategies such as growing a transportation data archive for traffic analysis and installing adaptive traffic signals in key corridors
- dedicated support for regional collaboration efforts including TransPort, the regional TSMO committee.

### People

#### Key agency stakeholders:

Oregon Transportation Research and Education Consortium (OTREC)/ Portland State University, Federal Highway Administration (FHWA), Federal Transit Administration (FTA), Oregon Department of Transportation (ODOT), TriMet, Port of Portland counties of Clackamas, Multnomah & Washington, cities of Beaverton, Gresham, Hillsboro, Portland, Tigard, C-TRAN, SW Regional Transportation Council and Washington State Department of Transportation

## Decision-making

TSMO funding and program direction is guided by the Regional Flexible Funds Allocation (RFFA) and Metropolitan Transportation Improvement Program (MTIP) funding processes and the Regional Transportation System Management and Operations Plan, all of which are adopted by Metro Council and JPACT with input from TPAC, TSMO stakeholders and other community interests.

## Advisory bodies

### **Transportation Policy Alternatives Committee**

TPAC is a 21-member technical committee that supports JPACT with input on transportation planning priorities and financing alternatives. There are six community members and the committee meets at 9:30 a.m. on the last Friday of the month.

### **TransPort**

TransPort is comprised of state, regional and local government agency professional staff working to actively manage the transportation system. TransPort serves as the working committee for implementing the Regional TSMO Plan. Through monthly committee meetings and project specific advisory meetings, TransPort collaborates on policy and funding allocation recommendations as well as project implementation. Metro staff coordinates the committee's activities.

## Decision-making bodies

### **Joint Policy Advisory Committee on Transportation**

JPACT is a 17-member committee that provides a forum of elected officials and representatives of agencies involved in transportation needs in the region. The committee makes recommendations to the Metro Council related to transportation policy and funding. The committee meets at 7:30 a.m. on the second Thursday of the month.

### **Metro Council**

The Metro Council consists of a president who is elected region-wide and six councilors who are elected by district every four years in non-partisan races. The president presides over the council, sets its policy agenda and appoints all members of Metro committees, commissions and boards.

## TSMO typical process

Metro is the lead agency responsible for allocating TSMO funds and overseeing the TSMO program in the Portland metropolitan region. As the program administrator, Metro supports its partners in implementing the Regional TSMO Plan by:

- leading the development and application of policy that supports TSMO efforts
- creating a forum for partner agencies to share best practices and collaborate on implementation
- overseeing the sub-allocation of MTIP funding dedicated to TSMO consistent with the regional TSMO plans
- managing key regional TSMO planning projects
- monitoring TSMO project delivery and performance.

## TSMO typical engagement key steps

- the program relies on web postings and news feeds to provide general information about current activities
- partner agencies are engaged through regular TransPort meetings and ad-hoc subcommittee meetings related to specific projects
- the program's bi-annual work program is approved through a public adoption process

## APPENDIX F | CORRIDOR PLANNING

### Introduction

Metro partners with cities, counties, the state, TriMet and the federal government to plan land use and transportation improvements in corridors connecting downtowns, main streets and employment areas around the region. Some of these plans result in new high capacity transit like the Green Line MAX to Clackamas Town Center or the MAX being built to connect Portland and Milwaukie, although new service always depends on available funding. Other plans, such as the East Metro Connections Plan, also identify road, bike, and pedestrian investments needed to serve the community.

Metro's role in these projects is to lead planning and analysis work. State and local transportation agencies are responsible for construction of road, bike and pedestrian facilities, while TriMet is responsible for construction and operation of the transit system.

### People

#### Key agency stakeholders:

Federal Transit Administration, Federal Highway Administration, U.S. Coast Guard, U.S. Army Corps of Engineers, Oregon Department of Transportation (ODOT), Department of Environmental Quality (DEQ), tribal governments, State Historic Preservation Office, Oregon Land Conservation and Development Commission, Oregon Parks and Recreation Department, Advisory Council on Historic Preservation (ACHP), U.S. Department of Interior, National Parks Service, Oregon Natural Heritage Information Center (ORNHIC), National Marine Fisheries Service (NMFS), TriMet and cities and counties.

#### Key community partners:

Community and environmental justice organizations, freight interests, school districts and higher education institutes, neighborhood associations, businesses and business associations, large landowners, residents, media, environmental organizations, watershed councils, and general public.

## Decision-making

The Metro Council and the Joint Policy Advisory Committee on Transportation (JPACT) will advance a corridor for potential land use, transportation or high capacity transit investment. Metro identifies potential land use changes and transportation investments and evaluates the potential modes, alignments and station areas to determine the most efficient public investment in transit for the selected project area. Metro works closely with partner cities and counties, stakeholders and community partners to identify potential investments and narrow them based on technical analysis and public input. A steering committee makes a final recommendation on a preferred investment, which then goes to JPACT and the Metro Council and cities along the corridor for adoption. For high-capacity transit investments, the locally preferred alternative is then considered and approved by the Federal Transit Administration, making it eligible for federal funding and further engineering and construction by TriMet.

## Advisory bodies

### **Steering committee**

Steering committees are the advisory bodies most closely tied to corridor projects. Members include elected leaders from jurisdictions in the planning area and can also include local business and community leaders and representatives from public institutions and community groups. The steering committee uses technical analysis and public input to advance corridor projects through milestones and develop a final recommendation to be considered by local jurisdictions, Metro advisory committees and the Metro Council.

### **Transportation Policy Alternatives Committee**

TPAC is a 21-member technical committee that supports JPACT with input on transportation planning priorities and financing alternatives. There are six community members and the committee meets at 9:30 a.m. on the last Friday of the month.

## Decision-making bodies

### **Joint Policy Advisory Committee on Transportation**

JPACT is a 17-member committee that provides a forum of elected officials and representatives of agencies involved in transportation needs in the region. The committee makes recommendations to the Metro Council related to transportation policy and funding. The committee meets at 7:30 a.m. on the second Thursday of the month.

### **Metro Policy Advisory Committee**

MPAC is a 28-member charter-mandated committee of local government representatives and community members who consult on policy issues, especially those related to services provided by local governments. There are three community members and the committee meets at 5 p.m. on the second and fourth Wednesdays of the month.

### **Metro Council**

The Metro Council consists of a president who is elected regionwide and six councilors who are elected by district every four years in non-partisan races. The president presides over the council, sets its policy agenda and appoints all members of Metro committees, commissions and boards.

## Corridor planning typical process

- Metro identifies key partners and stakeholders and establishes a decision-making process
- Metro determines the project's purpose and goals based on regional and local needs
- Metro works closely with community, city and county partners to assess transportation investments, including high capacity transit and potential roadway, bicycle and pedestrian improvements, that support local community visions
- Metro refines a preferred transit alternative based on public engagement, technical analysis, and feedback from the project steering committee and key stakeholders
- Metro Council adopts a corridor implementation plan, often including a preferred high capacity transit alternative
- for the preferred high capacity transit alternative, Metro conducts a formal environmental review process dictated by the National Environmental Policy Act to analyze potential transit plans and related investments and shares analysis for public review and decision-making
- the Federal Transit Administration issues a Record of Decision and authorizes TriMet to proceed with design, land acquisition, and construction based on the availability of funds
- regional partners secure local and federal funding to begin construction.

## Corridor planning typical engagement key steps

- early and continuous public engagement involves stakeholders and community partners, informing the process and requesting ideas and feedback related to major milestones
- typical engagement tools and techniques for gathering public input include: online and in-person, open houses, public meetings, community events, Opt In surveys, interactive online commenting tools, e-newsletters and social media engagement
- decision-makers are provided with information about community needs and desires throughout the planning process



## APPENDIX F | TRANSIT-ORIENTED DEVELOPMENT

Metro’s Transit-Oriented Development (TOD) Program has a unique and critical role in implementing the region’s 2040 growth concept of vibrant urban centers and station areas linked by transit. TOD Program activities help to optimize the existing transit system by bringing more people to live, work and shop in areas with easy pedestrian connections to transit.

The core program activity is providing strategic project funding to stimulate construction of higher-density and mixed-use projects near transit, in areas where the real estate market is not yet able to support higher-cost development forms. Related program activities include acquisition of opportunity sites for future development, investment in urban living infrastructure and technical assistance.

### People

#### Key agency stakeholders:

TriMet, local communities, Federal Transit Administration, and Oregon Housing and Community Services.

#### Key community partners:

Private real estate developers, non-profit affordable housing developers, architects, designers, and education and institutional partners.

### Decision-making

TOD Program funding and program direction is guided by the Regional Flexible Funds Allocations and Metropolitan Transportation Improvement Program funding processes, the TOD Program Strategic Plan and the TOD Program Work Plan. The MTIP and RFFA are adopted by Metro Council and JPACT with input from TPAC, stakeholders and other community interests.

The TOD Program strategic plan sets forth an investment framework that guides the allocation of limited resources by considering transit orientation characteristics and real estate market strength. TOD project funding is directed to areas where it is likely to catalyze further private sector investment. TOD Program staff work with local jurisdictions around the region to provide implementation planning and technical assistance services that best respond to local needs.

The TOD Program Work Plan is adopted by Metro Council to establish the policy, governance, and operational framework for the TOD Program.

## Advisory bodies

### **Transit-Oriented Development Steering Committee**

The TOD Steering Committee is composed of one Metro Councilor, one representative each from Oregon Housing and Community Services and TriMet, and four to six additional members, appointed by the COO, to provide expert advice regarding real estate economics and transit-oriented development. The committee provides expert guidance, review and approval of TOD Program project investments. Project funding and property acquisition or disposition decisions are approved by a majority vote of members present at a duly noticed meeting.

## Decision-making bodies

### **Metro Council**

The Metro Council consists of a president who is elected region-wide and six councilors who are elected by district every four years in non-partisan races. The president presides over the council, sets its policy agenda and appoints all members of Metro committees, commissions, and boards. The Metro Council uses a Seven-day Notice process to review TOD Steering Committee project funding decisions.

## Typical process

Metro is the agency responsible for administering TOD Program funds in the Portland metropolitan region. The TOD Program Work Plan sets forth the policy, governance, and operational framework for the TOD Program. As the program administrator, program staff provide support and grant funding to help “push the envelope” of development in terms of density or building type. These efforts include:

- partnering with local jurisdictions and private developers on TOD projects throughout the region
- staff evaluation and steering committee approval of site-specific project investments which provide compact development of buildings that would not otherwise proceed
- ensuring TOD project investments are distributed throughout the region by defining TOD project typologies and strategic investment framework
- acquisition and ownership of property, alone or in partnership with local jurisdictions or other public agencies, that is expected to support transit-oriented development
- providing education and technical assistance to local jurisdictions and development partners to encourage transit-supportive development.

## TOD typical engagement key steps

Metro's Transit-Oriented Development Program uses various approaches to identify qualified developers interested in partnering with Metro to create compact transit-oriented communities. These approaches include:

- requests for proposal (RFP), requests for qualifications (RFQ), or unsolicited proposal processes used for properties owned by Metro's TOD Program
- developers with site control contacting Metro directly to determine eligibility for funding for compact and mixed-use TOD projects that would not be feasible without public participation.

## APPENDIX G | LOCAL ENGAGEMENT AND NON-DISCRIMINATION CHECKLIST

This checklist provides best practices designed to help local cities and counties meet federal non-discrimination requirements and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice and related statutes and regulations in all programs and activities to help ensure effective local engagement.

The checklist, as completed by project sponsors prior to submission of projects to Metro, will aid Metro in its review and evaluation of and action on projects. As part of Metro's ongoing interaction with stakeholders, and as resources allow, Metro will seek feedback from interested and affected parties, diverse communities and environmental justice populations, on engagement activities conducted by project sponsors.

Project sponsors can use this checklist for local transportation plans and programs from which projects are drawn and submitted to Metro for inclusion in RTP, RFFA/MTIP or other action. If multiple projects are defined as part of the same local transportation plan and/or program, only one checklist need be submitted for those projects. For projects not in the local plan and/or program, a checklist should be completed for each project. Project sponsors should keep engagement records, like those identified below in italics, on file in case of a dispute.

Metro is available as a resource to support cities, counties and other agencies as they proceed through this process. Metro may provide support for demographic analysis and public engagement recommendations.

### A. Checklist

At the beginning of the transportation plan or program, a public engagement plan was developed to meet the breadth and scope of the plan/program and encourage broad-based, early and continuing opportunity to engage with the public, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties. In addition, a demographic analysis was completed to understand the location of communities of color, limited English proficiency and low-income populations, disabled, seniors and youth in order to include them in engagement opportunities.

*Records: public engagement plan and/or procedures, summary of/or maps illustrating demographic analysis*

*(Continued on next page)*

☐ Appropriate interested and affected groups were identified and contact information was maintained in order to share project information, updates at key decision points and opportunities to engage and comment. Project initiation and requests for input were sent at least 15 days in advance of the project start, engagement activity or input opportunity. Notices included a statement of non-discrimination (Metro can provide a sample).

*Records: list of interested and affected parties, dated copies of communications and notices sent, descriptions of initial efforts to engage the public including strategies used to attract interest and obtain initial input; for announcements sent by mail or email document number of persons/groups on mailing list*

☐ Leading up to key decision points and formal comment periods, targeted efforts were made to engage underserved populations such as those with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth and provide language assistance, as needed. Meetings or events were held in accessible locations with access to transit. Language assistance may take the form of translation of key materials for populations with limited English proficiency, using a telephone language line service to respond to questions or take input in different languages and/or providing translation at meetings or events.

*Records: list of community organizations and/or diverse community members with whom coordination occurred; description of language assistance resources and how they were used, dated copies of communications and notices sent, descriptions of audiences engaged*

☐ Consider benefits and burdens to environmental justice and limited English populations as identified in the demographic analysis through engagement activities, in light of the proposed project.

*Records: description of identified environmental justice and limited English populations and qualitative information about benefits and burdens related to them, in light of the proposed project*

☐ At key decision points, a forum(s) for timely, accessible input was provided.

*Records: descriptions of opportunities for ongoing engagement (i.e. periodic online polls, project email address, regular presentations or committee briefings, project advisory committee formation and materials), descriptions of opportunities for input at key milestones (i.e. screening and prioritization criteria, recommendations), public meeting records (date, location, attendance), poll information (publication method(s), number of responses received, demographics of respondents)*

*(Continued on next page)*

Public comments were considered at key decision points and comments received on the final staff recommendation were compiled, summarized and responded to as appropriate. Comments and responses were provided in a timely manner to decision-makers for consideration.

*Records: description of how public comments were considered throughout the process and how they influenced final staff recommendation, compilation of all comments received on the final staff recommendation as well as a summary of and response to those comments, description of how public comments were conveyed and considered by decision-makers*

Adequate notice was provided regarding final adoption of the plan or program, at least 15 days in advance of adoption, if feasible, and follow-up notice was distributed prior to the adoption to provide more detailed information. Notice included information and instructions for how to testify, if applicable.

*Records: dated copies of the notices; for announcements sent by mail or email document number of persons/groups on mailing list*

## **B. Summary of Non-discriminatory Engagement**

Please attach a summary of the key elements of the public engagement process, including outreach to communities of color, limited English and low-income populations, for this project or group of projects.

## **C. Certification Statement**

\_\_\_\_\_  
(Project sponsor) certifies adherence to engagement and non-discrimination procedures developed to enhance public participation.

\_\_\_\_\_  
(Signed)

\_\_\_\_\_  
(Date)

## APPENDIX H –PROJECT PURPOSE ARTICULATION

### PROJECT PURPOSE ARTICULATION

---

Clarity around project purpose and outcomes is fundamental to crafting an appropriate, meaningful and efficient public engagement strategy. This form should be completed by the project manager and Communications staff and approved by the department director prior to the development of a public involvement and/or communications plan.

<b><i>The purpose of this project is to:</i></b>
<b><i>This project will result in:</i></b>
<b><i>The purpose of public engagement for this project is to:</i></b>
<b><i>Members of the public who should be engaged are:</i></b>
<b><i>The public engagement will be successful if:</i></b>
<b><i>This project will be successful if:</i></b>



## PROJECT PURPOSE ARTICULATION – EXAMPLE

Clarity around project purpose and outcomes is fundamental to crafting an appropriate, meaningful and efficient public engagement strategy. This form must be completed by the project manager and Communications staff and approved by the department director prior to the development of a public involvement and/or communications plan.

*FOLLOWING IS AN EXAMPLE OF HOW TO COMPLETE THIS FORM.*

<b><i>The purpose of this project is to:</i></b>
Fulfill the final NEPA-related processes for the Portland-Milwaukie Light Rail Project
<b><i>This project will result in:</i></b>
<ul style="list-style-type: none"> <li>• Publication of the Final Environmental Impact Statement</li> <li>• Clearance from federal and state regulatory agencies, such as the State Office of Historical Preservation and the National Oceanographic and Atmospheric Administration</li> <li>• Issuance of the Record of Decision from the Federal Transit Administration</li> <li>• Completion of the South Corridor II project as designated in the Regional Transportation Plan</li> </ul>
<b><i>The purpose of public engagement for this project is to:</i></b>
<ul style="list-style-type: none"> <li>• Inform the public about impacts and resulting mitigation and any changes to the project since the DEIS public engagement phase</li> <li>• Provide visualizations of the light rail infrastructure</li> <li>• Work with property and business owners displaced by the light rail project</li> <li>• Provide resources to partner jurisdictions in their communication with the public</li> </ul>
<b><i>Members of the public who should be engaged are:</i></b>
<ul style="list-style-type: none"> <li>• Elected officials and staff from local governments along the alignment</li> <li>• Citizen advisory groups, business associations and neighborhood associations in areas along the alignment</li> <li>• Environmental justice and organizations serving special needs of local residents</li> <li>• Project partners</li> <li>• Members of the media, especially community newspapers</li> </ul>
<b><i>The public engagement will be successful if:</i></b>
<ul style="list-style-type: none"> <li>• Metro coordinates communication with partner jurisdictions</li> <li>• Residents and interested persons are able to access timely and meaningful information</li> <li>• The public understands how decisions leading up to this phase were made</li> <li>• The public is provided with opportunities to have input in future design phases</li> </ul>
<b><i>This project will be successful if:</i></b>
<ul style="list-style-type: none"> <li>• The aforementioned results are met</li> <li>• Project partners -- TriMet, FTA, City of Portland, City of Milwaukie and Clackamas County -- are able to proceed on schedule at the close of the NEPA phase</li> </ul>

## APPENDIX I: TITLE VI EVENT FORM

### Example

Event:

Location:

Time, day, date:

To improve Metro's community outreach and ensure our programs serve everyone in the community, Metro seeks demographic information from the people who participate in agency events. Additionally, Metro is responsible for providing access to people who do not speak English well. Tracking demographic information also helps Metro to comply with federal guidelines associated with Title VI of the Civil Rights Act of 1964 and Executive Order 12898. The identity of individuals is kept confidential. The results are reported as totals only, and used solely to help improve Metro's community engagement.

ZIP Code	Race/Ethnicity (Check all that apply)	Language interpreter needed
_____	<input type="checkbox"/> Black (not of Hispanic origin) <input type="checkbox"/> White (not of Hispanic origin) <input type="checkbox"/> Hispanic <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Do not wish to disclose	<input type="checkbox"/> Chinese (中文) <input type="checkbox"/> Korean (한국어) <input type="checkbox"/> Russian (русский) <input type="checkbox"/> Spanish (español) <input type="checkbox"/> Vietnamese (tiếng Việt) <input type="checkbox"/> Other _____
ZIP Code	Race/Ethnicity (Check all that apply)	Language interpreter needed
_____	<input type="checkbox"/> Black (not of Hispanic origin) <input type="checkbox"/> White (not of Hispanic origin) <input type="checkbox"/> Hispanic <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Do not wish to disclose	<input type="checkbox"/> Chinese (中文) <input type="checkbox"/> Korean (한국어) <input type="checkbox"/> Russian (русский) <input type="checkbox"/> Spanish (español) <input type="checkbox"/> Vietnamese (tiếng Việt) <input type="checkbox"/> Other _____
ZIP Code	Race/Ethnicity (Check all that apply)	Language interpreter needed
_____	<input type="checkbox"/> Black (not of Hispanic origin) <input type="checkbox"/> White (not of Hispanic origin) <input type="checkbox"/> Hispanic <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Do not wish to disclose	<input type="checkbox"/> Chinese (中文) <input type="checkbox"/> Korean (한국어) <input type="checkbox"/> Russian (русский) <input type="checkbox"/> Spanish (español) <input type="checkbox"/> Vietnamese (tiếng Việt) <input type="checkbox"/> Other _____

## APPENDIX J – PUBLIC ENGAGEMENT TOOLS AND TECHNIQUES

The following list includes tools and techniques that Metro uses to engage the public in existing and new programs and projects.

Metro has used all these techniques at least once and, on a project by project basis, will chose different techniques to reach key audiences per project goals. This list is descriptive, not exhaustive.

For example, Metro used the following tools and techniques in the Portland-Milwaukie Light Rail Project: *(See Appendix H, for additional detail on the project purpose, audiences and goals.)*

- Project mailing list
- Public meeting notices
- Newsletters
- E-newsletters
- Fact sheets
- Postcards
- Website
- Open houses
- Public meetings
- Community presence
- Speaker bureau or targeted presentations
- Stakeholder engagement
- Maps
- Charts, graphs and tables
- Diagrams and graphic illustrations
- Photographs
- Relationship building
- Press releases
- Display ads
- Public access cable

The levels of participation selected for engagement activities were developed by the International Association for Public Participation (IAP2) and are used by Metro to communicate with and receive input from the public. Definitions for different levels are as follows:

- Inform (Participation goal: To provide balanced and objective information to assist in understanding the problem, alternatives, opportunities and/ or solutions)
- Consult (Participation goal: To obtain feedback on analysis, alternatives and/ or decisions)
- Involve (Participation goal: To work directly on analysis, alternatives and/or decisions)
- Collaborate (Participation goal: To partner in each aspect of the decision-making process including the development of alternatives and identification of preferred solutions.)

## **APPENDIX K: ACRONYMS USED IN THE PUBLIC ENGAGEMENT GUIDE**

**ADA:** Americans with Disabilities Act

**CAA:** Clean Air Act

**CFR:** Code of Federal Regulations

**DEIS:** Draft Environmental Impact Statement

**DEQ:** Department of Environmental Quality

**DLCD:** Department of Land Conservation and Development

**EJ:** Environmental Justice

**EPA:** Environmental Protection Agency

**FHWA:** Federal Highway Administration

**FTA:** Federal Transit Administration

**JPACT:** Joint Policy Committee on Transportation

**LCDC:** Land Conversation and Development Commission

**LEP:** Limited English Proficiency

**MAP-21:** Moving Ahead for Progress in the 21<sup>st</sup> Century Act

**MERC:** Metropolitan Exposition/Recreation Commission

**MPAC:** Metro Policy Advisory Committee

**MPO:** Metropolitan Planning Organization

**MTAC:** Metro Technical Advisory Committee

**OCC:** Oregon Convention Center

**ODOT:** Oregon Department of Transportation

**PCPA:** Portland Center for the Performing Arts

**RFFA:** Regional Flexible Funds Allocation

**RTO:** Regional Travel Options

**RTP:** Regional Transportation Plan

**MTIP:** Metropolitan Transportation Improvement Program

**TMA:** Transportation Management Association

**TOD:** Transit-Oriented Development

**TPAC:** Transportation Policy Advisory Committee

**TSMO:** Transportation Systems Management and Operations

**UGR:** Urban Growth Report

**UGB:** Urban Growth Boundary

**UPWP:** Unified Planning Work Program

**USDOT:** U.S. Department of Transportation

**APPENDIX L – GET INVOLVED WITH METRO**

# MAKING A GREAT PLACE



## GET INVOLVED WITH METRO

Metro is planning for our region's future, its economy and its livability. It manages our region's planning, solid waste, parks, natural areas, entertainment venues and convention centers. As the elected regional government, Metro officials value and depend on public opinion.

### HERE'S HOW TO HAVE YOUR SAY



**Vote** The Metro Council is elected by the 1.5 million residents of the Portland region. Six of the seven councilors have home districts; the council president is elected by the entire region. Not registered to vote? Visit [www.oregonvotes.org](http://www.oregonvotes.org) to register.



**Participate** Find out how to participate in public involvement opportunities – weigh in and help shape future projects or programs, by contributing your ideas. Visit [www.oregonmetro.gov/participate](http://www.oregonmetro.gov/participate) to find out more.



**Talk** Call or e-mail your Metro Councilor with your thoughts. Schedule a meeting with your elected official. Each Metro councilor represents about 250,000 people, but your voice matters in the conversation. Call 503-797-1540 or email [metro.council@oregonmetro.gov](mailto:metro.council@oregonmetro.gov).



**Be heard** If you care about an issue, you deserve to be heard. To influence an issue, try to offer something unique to the discussion – what do you know that nobody else has said yet? What specific perspective hasn't been considered in the conversation?

If you don't have time to reach out to your elected official, stop by a Metro Council meeting and testify. Metro Council meetings are held most Thursdays at 2 p.m. at the Metro Regional Center in Northeast Portland. You get 3 minutes to testify on issues important to you that are not on the day's agenda, and between 2-3 minutes to speak about issues that are on the agenda.



**Stay informed** Metro News, Metro's newsfeed, shares updates and information about Metro's programs and goals, and sheds light on the issues and discussions behind programs and policymaking.

Have a question about a project, program or service? Give Metro a call at 503-797-1700/TDD 503-797-1804 or visit [www.oregonmetro.gov](http://www.oregonmetro.gov) to learn more.



**Advise** The Metro Council has several committees that provide advice on key regional issues. These committees look at topics ranging from transportation to cemetery management to advancing equity.

Attend these committee meetings, volunteer to serve, or testify in the public comment portion of any of the meetings. Visit [www.oregonmetro.gov/calendar](http://www.oregonmetro.gov/calendar) to see upcoming meetings.

Metro's online public opinion panel, Opt In, provides a way for you to offer input conveniently on your own schedule. After joining, you can participate in one or two short surveys each month about issues affecting you and your community. You can always opt out at any time. Visit [www.optinpanel.org](http://www.optinpanel.org) to learn more.

Metro News provides information about opportunities for engagement and also features bylined news stories, which step back and take a deeper look at the perspectives of Metro, its regional partners and its constituents. To read Metro News stories, visit <http://news.oregonmetro.gov>

If you are interested in becoming more hands-on with Metro projects, volunteering is a great way to get acquainted with the work Metro does in our region's natural areas. Volunteers are directly involved in improving and protecting the region's great places for people, wildlife and future generations. In addition, volunteer opportunities are available at Metro venues such as the Oregon Zoo, Oregon Convention Center and Portland's 5 Centers for the Arts. Learn more at [www.oregonmetro.gov/volunteer](http://www.oregonmetro.gov/volunteer).



**Connect** To connect with Metro on Twitter and Facebook, visit [www.oregonmetro.gov/connect](http://www.oregonmetro.gov/connect).



**APPENDIX M – PUBLIC COMMENT REPORT**



# Public comment report

Public engagement guide  
October 2013

## About Metro

Clean air and clean water do not stop at city limits or county lines. Neither does the need for jobs, a thriving economy, and sustainable transportation and living choices for people and businesses in the region. Voters have asked Metro to help with the challenges and opportunities that affect the 25 cities and three counties in the Portland metropolitan area.

A regional approach simply makes sense when it comes to providing services, operating venues and making decisions about how the region grows. Metro works with communities to support a resilient economy, keep nature close by and respond to a changing climate. Together we're making a great place, now and for generations to come.

Stay in touch with news, stories and things to do.

[www.oregonmetro.gov/connect](http://www.oregonmetro.gov/connect)

### **Metro Council President**

Tom Hughes

### **Metro Councilors**

Shirley Craddick, District 1

Carlotta Collette, District 2

Craig Dirksen, District 3

Kathryn Harrington, District 4

Sam Chase, District 5

Bob Stacey, District 6

### **Auditor**

Suzanne Flynn

## Metro respects civil rights

Metro hereby gives public notice that it is the policy of the Metro Council to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Metro receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Metro. Any such complaint must be in writing and filed with Metro's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For more information, or to obtain a Title VI Discrimination Complaint Form, see the website at [www.oregonmetro.gov](http://www.oregonmetro.gov) or call 503-797-1536.

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## INTRODUCTION: THE PUBLIC ENGAGEMENT GUIDE AND PUBLIC ENGAGEMENT APPROACH

### Background

Metro is committed to providing all residents of the region meaningful opportunities to participate in decisions that impact local communities. In fall 2013, Metro will update its public engagement guidelines to ensure everyone has opportunities to learn about and participate in decision-making.

Federal transportation legislation requires urban areas, through a Metropolitan Planning Organization (MPO), to develop and implement continuing and comprehensive transportation planning processes that include a documented public participation plan that is periodically reviewed and updated.

Metro worked with the Metro Public Engagement Review Committee (PERC), the Transportation Policy Alternatives Committee (TPAC), Metro Technical Advisory Committee (MTAC ) and will work with the Joint Policy Advisory Committee on Transportation (JPACT) to create a revised public participation plan, now referred to as Metro's *Public Engagement Guide*, to set forth the processes for implementing Metro's public involvement program, to comply with federal public engagement requirements and to establish guidelines for inclusive public engagement for the agency.

The document will support Metro's MPO certification by the Federal Transit Administration and the Federal Highway Administration and establishes consistent ways the agency ensures everyone has opportunities to participate in the regional planning and decision-making processes. It is intended to provide:

- an accessible overview of Metro as an agency
- tools for connecting with Metro to receive information
- an understanding of how Metro decision-making processes typically work and how to engage during decision-making
- examples of engagement tools and techniques to reach underserved populations such as those with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth.

The public engagement conducted between August 12 and September 30, 2013 had the primary goal of engaging a diverse and representative group of stakeholders from across the region and gathering substantive public comment and feedback to help shape, inform and improve Metro's engagement policies. This input will be delivered to Metro Council to inform their decision-making.

Recognizing that not everyone had time to review the entire guide, Metro designed a short online survey that asked what actions Metro can take to ensure everyone has an opportunity to participate in planning and decision-making processes. During the 45-day comment period

provided, Metro collected the majority of the public input from an online survey and from feedback gathered at public events and presentations, which resulted in 1,466 responses.

Targeted input was also sought from interested parties including Tribal Governments, Native American resource agencies, environmental justice organizations, faith-based and community based-organizations that serve underserved communities such as populations with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth. Email notification was sent to the TPAC, JPACT, MTAC and Metro Policy Advisory Committee (MPAC) including the alternates and corresponding interested persons email lists, distributed to Metro's Opt In panel, and provided to the Federal Highway Administration and the Federal Transit Administration.

The collected input was analyzed by Metro staff and is presented herein.

## **OUTREACH APPROACH**

Metro's efforts to publicize the comment period and ways to comment included:

**City and community newsletters** – Metro provided articles to be included in city and community newsletters. Articles were placed in The Regal Courier, HelloLO newsletter and posted on the City of Tualatin's website and the City of Tigard's website.

**Email**– Metro announced the opening of the comment period during the week of August 12, 2013, to its interested persons email list including members of the Public Engagement Review Committee (PERC), the regional Public Engagement Network peer group, community leaders, faith-based organizations and organizations that serve underserved communities such as populations with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth. The list contained contacts for approximately 200 people. Organizations were encouraged to forward the email to their networks and contacts. A second email was sent to remind recipients about the comment period the week of September 9, 2013. Metro provided notification to the TPAC, JPACT, MTAC and MPAC and corresponding interested persons and alternates email lists, which reaches 853 people.

**Email to Councilors and Metro Chief Operating Officer** – Metro announced the opening of the comment period and encouraged Councilors to forward the email to constituents and community contacts.

**Events** - Metro staff provided opportunity for the public to comment at the following events:

- Saturday, Aug. 24 – Blue Lake, Disc Golf Tournament (100+ people)
- Wednesday, Aug. 28 - Big Screen on the Green: Madagascar at Glendoveer Golf Course
- Aquifer Adventures sponsored by Columbia Slough Watershed Council and Portland Water Bureau, Saturday, Sept. 14, 2013
- Farmers markets:
  - Urban Homesteading Fair at the King Farmers Market: Sunday, Sept. 15
  - Moreland Farmers Market: Wednesday, Sept. 18

- PSU Farmers Market: Saturday, Sept. 21
- Milwaukie Farmers Market: Sunday, Sept. 22
- St. Johns Farmers Market: Saturday, Sept. 28

**Multicultural and community media outreach** – Metro sent a news release to media contacts announcing the public comment period. Media outlets included: El Hispanic News, The Skanner, Asian Reporter and Portland Chinese Times.

**Newsfeeds** – Metro encouraged public comments through a newsfeed story, sent to media and interested parties. The newsfeed has over 800 subscribers.

**Outreach to Tribal Governments** – Metro sent personalized letters to over 20 Tribal Governments and Native American resource agencies in the region.

**Opt In** – Metro sent two email blasts to the 21,000 person Opt In panel on Aug. 21 and September 10, 2013. The email directed people to fill out a short online survey. Participants who took the survey were entered to win one of four \$50 VISA gift cards. Four winners were selected on October 1, 2013.

**Presentations at advisory committee meetings** – Metro staff presented an overview of the Public Engagement Guide to the TPAC, and MTAC. Metro staff will present the revised Public Engagement Guide, which incorporates feedback and public input to MPAC in late October and to JPACT in November 2013.

**Social media** – Metro posted information on its Twitter account throughout the comment period. The OregonMetro Twitter account has over 6,000 followers.

**Website** –The Public Engagement Guide was posted on Metro’s website [www.oregonmetro.gov/engagementguide](http://www.oregonmetro.gov/engagementguide). The page received 726 page views during the public comment period.



## **SUMMARY OF COMMENTS RECEIVED**

Metro received 1,466 comments through the Public Engagement Guide public comment process. The vast majority of these public comments were received through an online survey (1,464) and two comments came through email (2).

PERC members helped develop the initial draft of the guide and provided additional refinements following the public comment period. The guide was presented at TPAC and MTAC meetings.

### **A summary of comments from TPAC and MTAC**

TPAC and MTAC received presentations that provided an overview of the Public Engagement Guide. Members were generally supportive of the approach of the guide and provided suggestions for improvement. One member suggested including more detail about leveraging and coordinating with local cities and counties as a resource to reaching more audiences. One member requested that Metro periodically hold public meetings and open houses in different locations around the region. A member suggested that the MTAC agenda should include an opportunity for public comment, as should all advisory committee public meetings. Metro staff were encouraged to embed the project fact sheets describing the typical engagement process on the web page for each project. And a jurisdictional staff person suggested increasing awareness among local governments about the new federal expectations for public involvement on transportation projects.

### **A summary of comments gathered from email**

Metro received two comments via email. OPAL Environmental Justice Oregon provided a letter which discussed several recommendations: incorporating additional federal requirements, including Title VI of the Civil Rights Act of 1964, and Environmental Justice principles; additional behavioral research collection and dissemination; the need for conducting Environmental Justice analysis; additional public outreach activities to increase participation; providing incentives and enforcement practices for monitoring sub-recipients of federal transportation funds; using principles of public education as well as a list of methods to consider, depending on investment of time and labor, cost and effectiveness. The other comment was provided from a member of the public who discussed the need for conducting outreach in multiple languages as well as engaging members of the public at senior centers or schools.

Many of these practices and tools are recommended and can be found in the public engagement techniques and tools listed in Appendix J and are included in the guide. A description of Title VI, Environmental Justice, Metro's Limited English Proficiency implementation plan and Diversity Action Plan are included in the guide. Some of the remaining comments suggested actions that, while not requirements, are valuable aspirations and will be considered on a project by project basis. Additional resource suggestions will be shared with Metro engagement staff.

In reviewing comments, Metro identified several suggestions to prioritize, some of which may have resource impacts to consider:

- diversify composition of Metro Committees (currently a priority action in Metro’s Diversity Action Plan)
- educate and bring greater awareness to the local agencies which implement projects of their public engagement obligations
- support local agencies by providing regional resources and analytical demographic information to help inform and supplement local data.

The appendix to this report includes all comments submitted.

Summaries of key themes gathered from public comments for each of the four questions are included below.

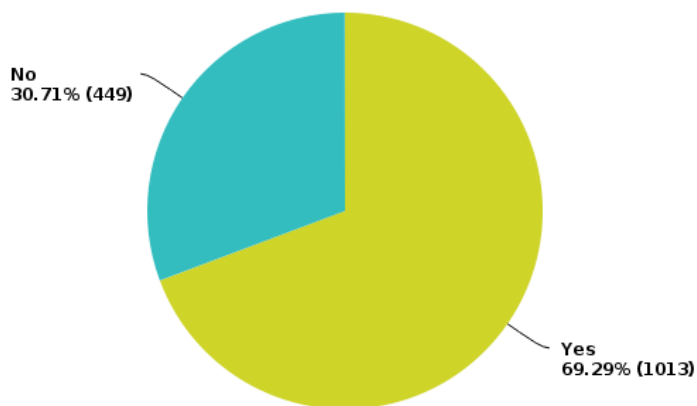
The online survey included a specific set of questions for the public to answer:

1. Have you interacted with Metro in the past 12 months?
2. What actions can Metro take to engage people from different cultures or backgrounds in the planning process?
3. What actions would you recommend Metro take to make sure engagement opportunities are accessible for everyone in the region?
4. Do you have any other feedback about how Metro can improve our public engagement activities?

Survey results from the first question:

### Q1 Have you interacted with Metro in the past 12 months?

Answered: 1,462 Skipped: 2



## **Question 2) What actions can Metro take to engage people from different cultures or backgrounds in the planning process?**

The second question resulted in 1,140 open-ended comments.

Several key themes identified from the public feedback gathered from the online survey reflected engagement tools or techniques that suggested engaging people from different cultures or backgrounds in the planning process. The key themes include the following:

### **Active in the community - 218 comments**

A majority of these comments focused on meeting audiences where they live, work or play. People recommended Metro staff or Metro Councilors spend more time in neighborhoods and communities to learn more about different audiences and their needs/interests. Several comments discussed the importance of having visible presence in communities throughout the region, and in particular in rural or smaller communities.

These practices and tools are recommended and can be found in the public engagement techniques and tools listed in Appendix J.

### **Advertise/radio/print – 109 comments**

Many people recommended advertising on radio, newspapers or on television to reach diverse audiences. Some people suggested placing bi-lingual or culturally specific advertising in the locations where the community members live. Several people suggested running PSAs on radio.

These practices and tools are recommended and can be found in the public engagement techniques and tools listed in Appendix J.

### **Attend community events -169 comments**

A majority of comments in this category discussed having an active presence at community events, fairs, festivals or farmers markets. Some people recommended attending musical festivals, art fairs, county fairs, malls, grocery stores or culturally specific events. Other people recommend Metro speak or present at relevant community events or neighborhood association meetings. A few comments suggested having Metro Council meetings at community centers.

These practices and tools are recommended and can be found in the public engagement techniques and tools listed in Appendix J.

### **Build relationships with community-based organizations – 176 comments**

Comments in this category discussed building and developing relationships with community-based organizations, including collaborating with libraries and faith-based organizations. A

significant amount of people commented on engaging leaders in the community, recognizing they have existing relationships with diverse audiences.

These practices are recommended and can be found in the best practices for inclusive public engagement and outreach section, as well as in the public engagement techniques and tools listed in Appendix J.

### **Engage through multiple channels – 183 comments**

Comments in this category discussed using multiple tools or methods to engage different audiences. A significant number of people suggested reaching people in-person, online, or at events. Numerous people commented on the importance of providing multiple platforms to reach or engage with Metro (i.e. email, social media, phone, in-person, meetings, and events.) Several people suggested advertising on transit or transit stops.

These practices are recommended and can be found in the best practices for inclusive public engagement and outreach section.

### **Promotion through public venues or places of worship – 100 comments**

A majority of comments in this category discussed having information about public comment opportunities displayed at libraries or at churches, temples or mosques. Some people commented on displaying information at a booth or table during community events. Some people commented on providing translated materials at places of worship such as churches, temples or mosques or at libraries.

These practices are recommended and have been included in the public engagement techniques and tools listed in Appendix J and can be found in the best practices for inclusive public engagement and outreach section.

### **Translation- 121 comments**

Many suggestions included the importance of translating materials, brochures, flyers or other documents in multiple languages. Many people discussed creation of bi-lingual or multi-lingual materials. Several people commented on translating surveys or providing the option to choose to take a survey in a different language other than English. Some people discussed the importance of having translators or staff that speak the language, if attending public meetings or community events. Some people also discussed the importance of identifying places communities who don't speak English well frequent, such as churches, temples or mosques, libraries, schools or community centers.

These practices are recommended and can be found in the public meetings and events section, the best practices for inclusive public engagement and outreach section, as well as the public engagement techniques and tools listed in Appendix J.

Metro received some comments that fell outside of the key themes listed. A majority of the other comments received were already being implemented, such as using email, online

surveys, direct mail or holding events or public meetings at different times. Some of the remaining comments suggested actions that, while not requirements were valuable aspirations or were unrealistic to implement. In reviewing all comments in this category, Metro identified several suggestions to prioritize, some of which may have resource impacts to consider:

- engage underserved communities to serve on advisory boards
- hold open houses with different community groups informing them how Metro's public meetings work
- conduct outreach to neighborhood schools, community colleges or student leadership programs to reach diverse audiences.

### **Question 3) What actions would you recommend Metro take to make sure engagement opportunities are accessible for everyone in the region?**

The third question resulted in 1,062 open-ended comments.

Several key themes identified from the public feedback gathered from the online survey reflected engagement tools or techniques that were suggested to make engagement opportunities more accessible to everyone in the region. The key themes include the following:

#### **Different times and locations – 104 comments**

Comments in this category discussed holding public meetings or open houses in various locations throughout the region and at different times of the day. A significant amount of people suggested holding events after 5 p.m. or on the weekends. Some comments discussed holding public events or open houses near transit to ensure transit dependent people are able to access the meetings.

These practices are recommended and can be found in the public meetings and events section, as well as the public engagement techniques and tools listed in Appendix J.

#### **Email/internet/Opt In – 138 comments**

Comments in this category discussed the importance of using technology as a tool to reaching audiences. A majority of comments suggested using online surveys as a way of communicating public engagement opportunities. A significant amount of people suggested online surveys should be short in length. Some people commented on Opt In as an effective survey tool. Some people discussed keeping project or program web pages or websites up-to-date and user-friendly. Other people suggested sending email notifications. Other people recognized that not everyone has access to the internet and a few people suggested partnering with libraries or other locations that have free internet access.

These practices are recommended and can be found in the public engagement techniques and tools listed in Appendix J.

### **Engage through multiple channels – 119 comments**

Comments in this category discussed using a variety of techniques or tools to engage different audiences. A significant number of people commented on reaching people where they frequent, such as schools, churches, temples or mosques. Numerous people commented on the importance of understanding the audience and their preferred method of communication. Several people commented on reaching audiences online. Other people commented on reaching people in-person.

These practices are recommended and can be found in the public engagement techniques and tools listed in Appendix J.

### **Events across the region – 149 comments**

Comments in this category discussed Metro holding events in various locations in the region. A majority of the people suggested holding events at central locations or in different neighborhoods. Some people suggested holding events in collaboration with community-based organizations. Other people suggested holding events at senior centers, libraries, churches or at schools. A few people suggested holding a town hall in different public locations in the region, at different times of the year.

These practices are recommended and can be found in the public engagement techniques and tools listed in Appendix J.

Metro received some comments that fell outside of the key themes listed. A majority of the other comments received were already being implemented, such developing materials/flyers or leveraging social media, sharing information with neighborhood associations or attending community events. Some of the remaining comments suggested actions that, while not requirements were valuable aspirations or were unrealistic to implement. In reviewing all comments in this category, Metro identified several suggestions to prioritize, some of which may have resource impacts to consider:

- create different opportunities for communities to learn about Metro's services, programs and decision-making processes
- translate information about Metro's services or programs and make available online.

### **Question 4) Do you have any other feedback about how Metro can improve our public engagement activities?**

The fourth question resulted in 776 open-ended comments.

Several key themes identified from the public feedback gathered from the online survey reflected feedback about how Metro can improve public engagement activities. The key themes include the following:

**Advertise – 61 comments**

Comments in this category discussed placing advertisements or garnering press attention in the media, as a way to increase participation in engagement activities. Some people commented on placing advertisements or PSAs on radio. Other people suggested placing advertisements on television. A few people commented on providing information to community or local newspapers or new stations.

These practices are recommended and can be found in the public engagement techniques and tools listed in Appendix J.

**Build awareness about Metro – 74 comments**

Comments in this category discussed building more awareness about Metro’s programs and services and being transparent about roles and responsibilities. A majority of people commented on developing a description of Metro in plain language. A significant amount of people commented on providing information about Metro’s programs or projects in language that uses limited to no technical jargon. Some people commented on being transparent and clear about Metro’s role and project or program goals.

These practices are recommended and a reference to plain language can found in the public engagement techniques and tools listed in Appendix J.

Metro received some comments that fell outside of the key themes listed. A majority of the other comments received were already being implemented. Some of the remaining comments suggested actions that, while not requirements were valuable aspirations or were unrealistic to implement. In reviewing all comments in this category, Metro identified several suggestions to prioritize, some of which may have resource impacts to consider:

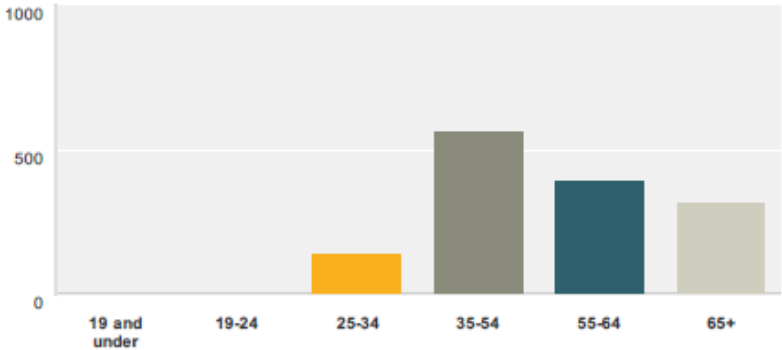
- develop an engaging and concise description of Metro’s programs and services
- provide an easily accessible community engagement calendar to the public
- create a user friendly executive summary on the Public Engagement Guide for the public.

# DEMOGRAPHICS OF SURVEY RESPONDENTS

## Metro Public Engagement Guide survey

### Q7 Age

Answered: 1,407 Skipped: 57



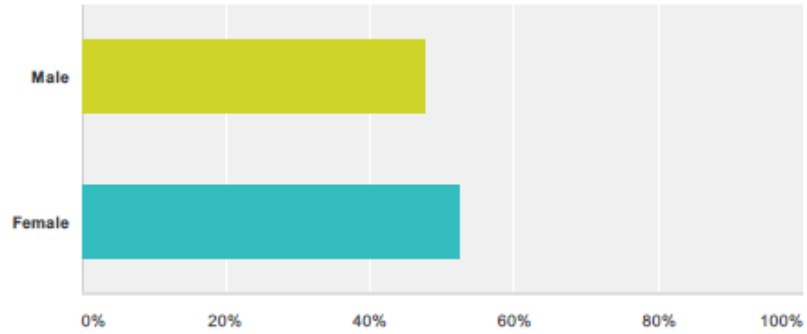
Answer Choices	Responses
19 and under	0.14% 2
19-24	0.57% 8
25-34	9.74% 137
35-54	39.80% 560
55-64	27.86% 392
65+	22.03% 310
<b>Total Respondents: 1,407</b>	



Metro Public Engagement Guide survey

**Q8 Gender**

Answered: 1,401 Skipped: 63

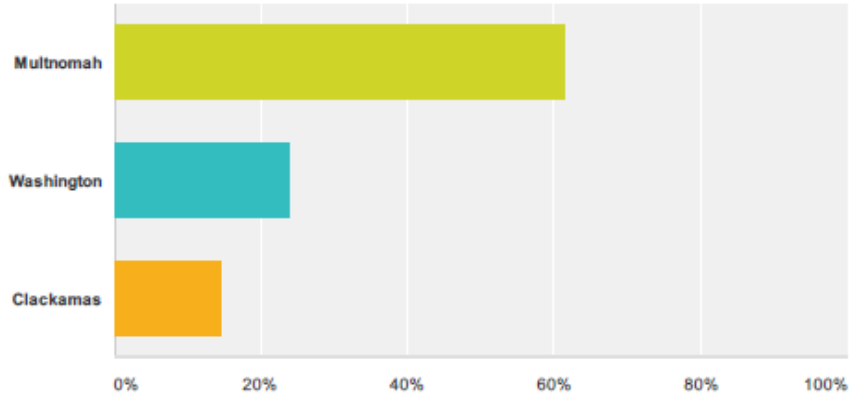


Answer Choices	Responses	
Male	47.61%	667
Female	52.39%	734
Total		1,401

Metro Public Engagement Guide survey

**Q9 County**

Answered: 1,365 Skipped: 99

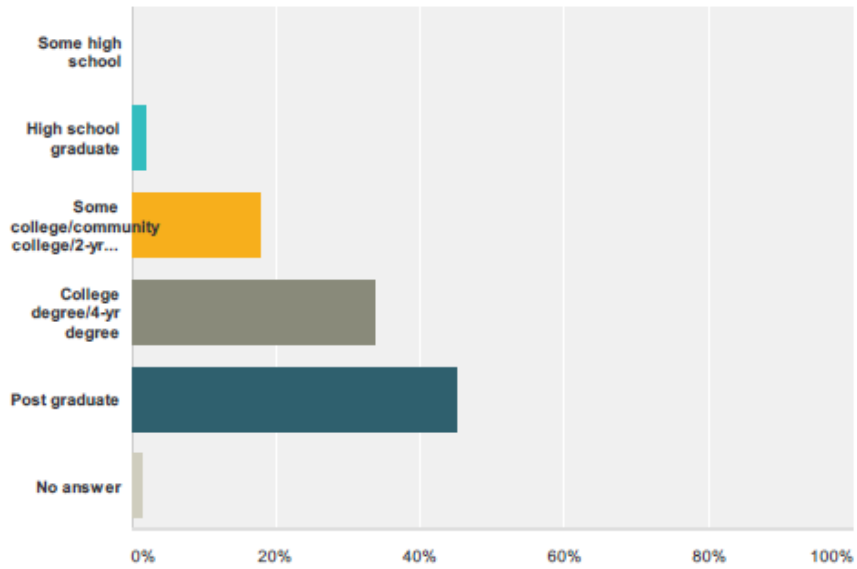


Answer Choices	Responses	
Multnomah	61.39%	838
Washington	24.03%	328
Clackamas	14.58%	199
<b>Total</b>		<b>1,365</b>

Metro Public Engagement Guide survey

**Q10 What is the highest level of education you have had the opportunity to complete?**

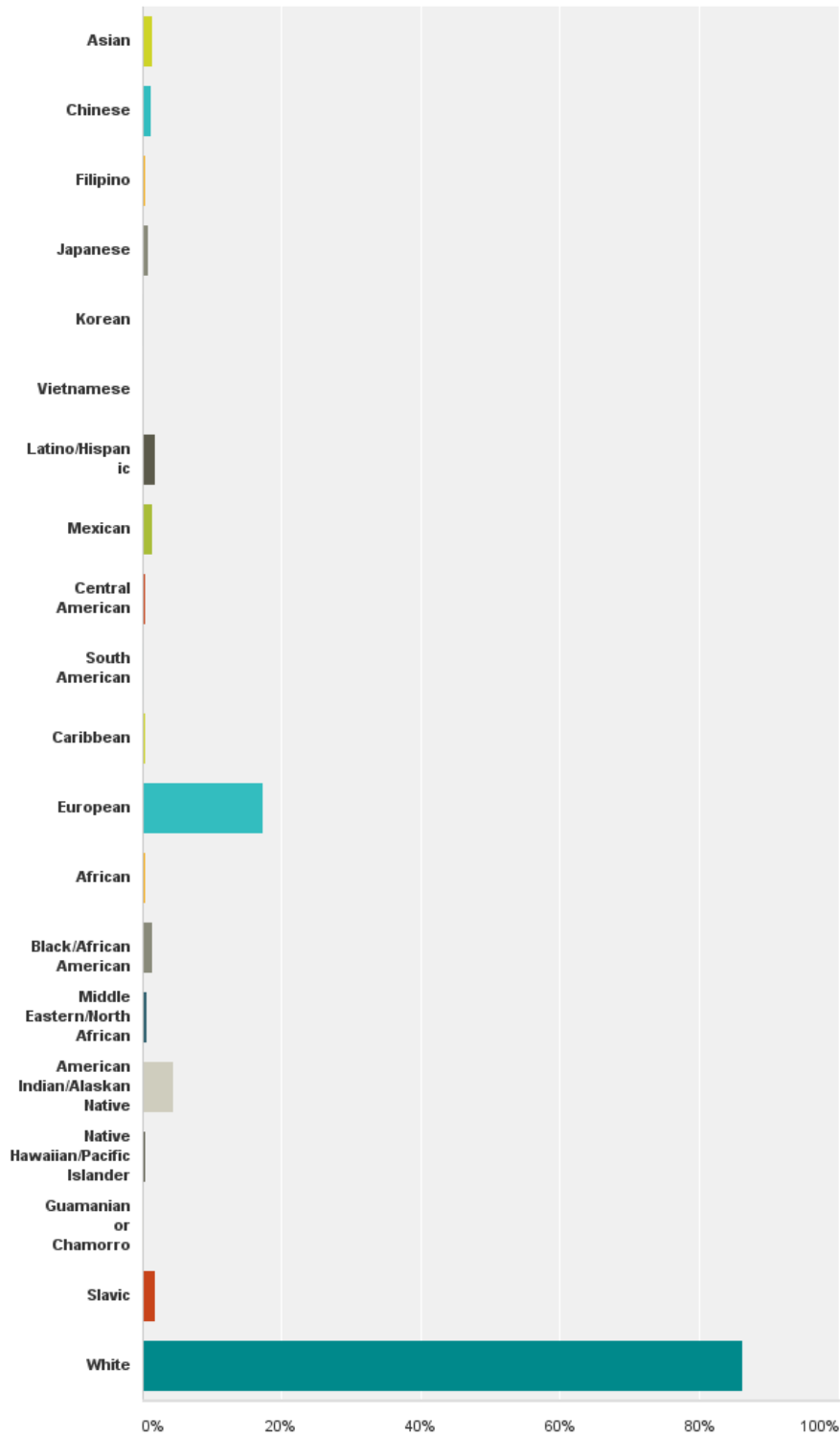
Answered: 1,415 Skipped: 49



Answer Choices	Responses
Some high school	0.14% 2
High school graduate	1.91% 27
Some college/community college/2-yr degree	17.74% 251
College degree/4-yr degree	33.64% 476
Post graduate	45.02% 637
No answer	1.55% 22
<b>Total</b>	<b>1,415</b>

**Q11 Please share your origin, ethnicity, ancestry or Tribal affiliations in whatever way you wish. Mark as many boxes as appropriate.**

Answered: 1,307 Skipped: 157



## Q11 (continued)

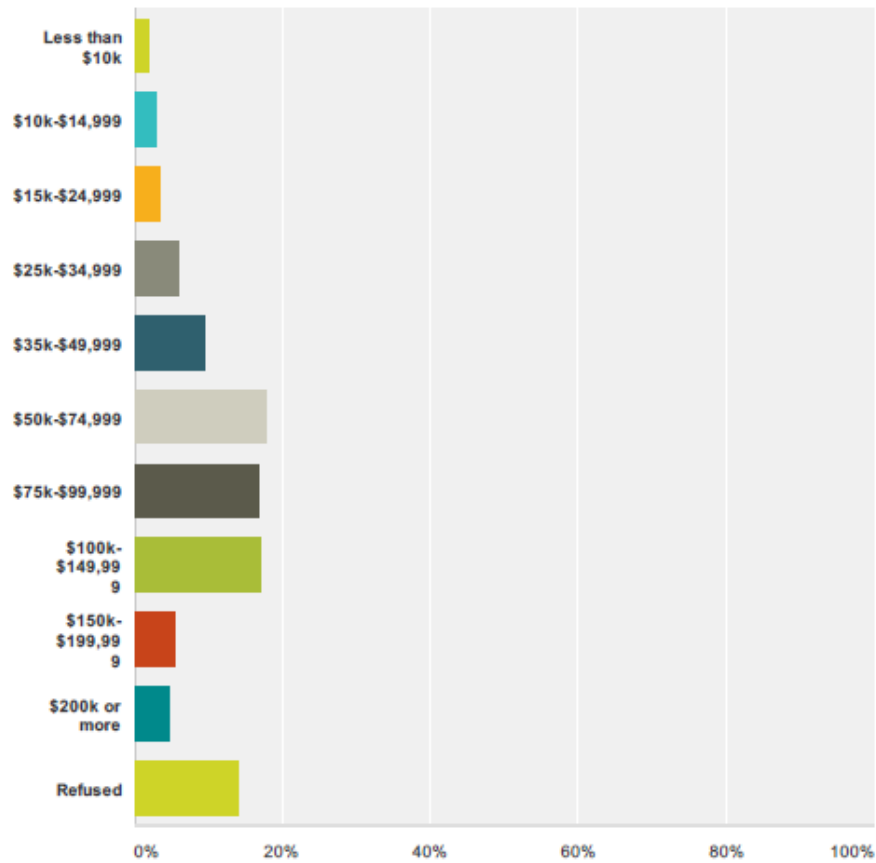
### Metro Public Engagement Guide survey

Answer Choices	Responses	
Asian	1.45%	19
Chinese	1.30%	17
Filipino	0.46%	6
Japanese	0.84%	11
Korean	0.31%	4
Vietnamese	0.15%	2
Latino/Hispanic	1.99%	26
Mexican	1.45%	19
Central American	0.54%	7
South American	0.31%	4
Caribbean	0.54%	7
European	17.37%	227
African	0.46%	6
Black/African American	1.45%	19
Middle Eastern/North African	0.77%	10
American Indian/Alaskan Native	4.59%	60
Native Hawaiian/Pacific Islander	0.54%	7
Guamanian or Chamorro	0.31%	4
Slavic	1.84%	24
White	86.15%	1,126
<b>Total Respondents: 1,307</b>		

Metro Public Engagement Guide survey

**Q12 Just your best guess, what is your household income before taxes?**

Answered: 1,380 Skipped: 84



Answer Choices	Responses	Count
Less than \$10k	2.10%	29
\$10k-\$14,999	2.97%	41
\$15k-\$24,999	3.55%	49
\$25k-\$34,999	5.94%	82
\$35k-\$49,999	9.42%	130
\$50k-\$74,999	17.68%	244
\$75k-\$99,999	16.96%	234
\$100k-\$149,999	17.03%	235
\$150k-\$199,999	5.51%	76
\$200k or more	4.71%	65

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## APPENDIX A – COMMENTS RECEIVED

In the interest of protecting the privacy of individuals responding, questions 5 and 6 were removed from the report.

## Q2 What actions can Metro take to engage people from different cultures or backgrounds in planning and decision-making processes?

Answered: 1,140 Skipped: 324

#	Responses	Date
1	<b>miscellaneous</b> <b>multiple channels</b> It would be much easier to reduce the number of issues being considered by setting priority issues, such as how to pay for things and the impact on people responding in the process.	9/29/2013 6:11 PM
2	<b>miscellaneous</b> <b>multiple channels</b> Publicize opportunities to interact with Metro, via notices on Tri-Met trains and buses, articles in news media, other print ads where people may see them (grocery bags, restaurant cups and coasters), radio interviews and PSAs (in popular places and targeted languages).	9/29/2013 3:38 PM
3	<b>multiple channels</b> By seeking involvement blindly one can get that without that being the only target.	9/27/2013 4:45 PM
4	<b>multiple channels</b> <b>Town halls</b> Easily accessible public forums, open to all. Those who care will take the time to participate. Those who don't should have little voice.	9/27/2013 8:02 AM
5	<b>Build relationships CBO's</b> <b>miscellaneous</b> <b>multiple channels</b> Open houses with different community groups informing them of how Metro's public meetings work. Inviting members of diverse community groups to Council and other public meetings so they understand how the system works. My thought is if a group of individuals sees how the public process occurs, they will feel more comfortable and open to providing feedback on important issues.	9/26/2013 4:25 PM
6	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> Go to their meeting places, churches, events.	9/26/2013 9:37 AM
7	<b>multiple channels</b> <b>no comment</b> Not sure.	9/25/2013 11:56 PM
8	<b>miscellaneous</b> <b>multiple channels</b> Prom	9/25/2013 4:17 PM
9	<b>Active in community</b> <b>Build relationships CBO's</b> <b>multiple channels</b> <b>Translation</b> Find out where these groups gather and do outreach to them in their language. Metro needs to toot its horn. It does great things.	9/23/2013 2:28 PM
10	<b>Advertise</b> <b>multiple channels</b> <b>Translation</b> Advertise at places where "different cultures or backgrounds can be aware of these opportunities, organizations for these cultures newspapers that target these cultures etc. If they don't know about it they can't take part See above	9/23/2013 12:25 PM
11	<b>multiple channels</b> <b>online surveys</b> online surveys that are tabulated and drive decisions.	9/23/2013 10:22 AM
12	<b>Attend community events</b> <b>different locations/times</b> <b>multiple channels</b> Have community forums in the neighborhoods where the different cultures live and work. Go to street fairs, farmers markets, Saturday events.	9/23/2013 9:52 AM
13	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>different locations/times</b> <b>multiple channels</b> Bring the show to where they live and work. Metro could give lunch talks at large companies, or large offices and buildings, and host info tables in front of grocery stores (not just street fairs). Invite participation during these awareness/info campaigns. Collaborate with other orgs to get the word out about ways to participate. Issue calls for participation in their newsletters.	9/23/2013 9:13 AM
14	<b>Advertise</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> <b>multiple channels</b> brief presentation at elementary school sites, senior citizen centers; brief handout for neighborhood mtgs., short info handout at Parks/Recreation Classes. Part of Voter Registration info. DMV info. Library Bulletin Boards	9/22/2013 1:25 PM
15	<b>miscellaneous</b> unsure	9/22/2013 1:07 PM
16	<b>miscellaneous</b> To Not Treat Them Like They Are From Different Backgrounds Or cultures	9/22/2013 12:07 PM
17	<b>multiple channels</b> <b>Translation</b> provide multi-language documents at the same effectiveness as you do for english speaking residents. I don't believe they will seek more info if it is not provided from the very beginning, don't just put a link to their language.	9/22/2013 11:13 AM
18	<b>Attend community events</b> Have an outreach presence at community events and meeting places in different areas of the Metro region	9/21/2013 5:33 PM



# Metro Public Engagement Guide survey

19	<b>multiple channels</b> <b>online surveys</b> Surveys like this help. Making sure there is a way for everyone to communicate and know their contributions are reviewed - email, phone, etc.	9/21/2013 3:20 PM
20	<b>Advertise</b> <b>Advertise on radio</b> <b>miscellaneous</b> <b>multiple channels</b> <b>online surveys</b> <b>Translation</b> Make sure all communications give a bi-lingual option, at least for Spanish. Place communications information at places like Wal-Mart and on public transportation. Possibly have information to send home from schools. Have public service announcements on Spanish language radio and television stations.	9/21/2013 1:34 PM
21	<b>Advertise</b> <b>multiple channels</b> Advertise to those areas where various cultures tend to live within a small area	9/20/2013 4:15 PM
22	<b>miscellaneous</b> <b>multiple channels</b> Need to build this into public participation process, not have as an afterthought, or an additional activity. Engage diverse community organizations early on in policy planning, rather than after policy decisions have already been made. Use equity analysis to determine which communities might be adversely impacted by policy decisions.	9/19/2013 5:37 PM
23	<b>Build relationships CBO's</b> <b>multiple channels</b> Reach out to the neighborhood community boards.	9/19/2013 5:09 PM
24	<b>Build relationships CBO's</b> <b>multiple channels</b> Identify and approach community, professional, and business organizations advocating by, for, and on behalf of diverse cultural and economic groups; arrange to meet with leaders and members of these groups, provide them with relevant background information, and solicit their views.	9/19/2013 10:32 AM
25	<b>miscellaneous</b> <b>multiple channels</b> Why do you think Metro isn't engaging in people from different cultures or backgrounds?	9/18/2013 9:06 PM
26	<b>no comment</b> don't know	9/18/2013 6:51 PM
27	<b>different locations/times</b> <b>email</b> <b>multiple channels</b> better way for us to provide input -- e-mail, website to collect information. (I'm too busy with kids/work to make evening meetings or weekend meetings.	9/18/2013 3:58 PM
28	<b>Town halls</b> town hall meetings	9/18/2013 1:04 PM
29	<b>Active in community</b> <b>Advertise</b> <b>Attend community events</b> <b>multiple channels</b> <b>online surveys</b> Have booths with eye catching banners at local celebrations (outlying suburbs, too, such as Beaverton), fairs, farmer's markets and libraries actively engaging face to face with people. Online surveys aren't for everyone. Specifically advertise at assisted living facilities, too, as far as inviting people from that age group to	9/18/2013 12:19 PM
30	<b>Advertise</b> publicity	9/18/2013 12:12 PM
31	<b>Build relationships CBO's</b> <b>miscellaneous</b> Support and encourage the Ecodistrict movement, and engage through them	9/17/2013 11:04 PM
32	<b>miscellaneous</b> Prove and follow through with people's suggestions. Prove how important it is for all people to get involved in shaping this region.	9/17/2013 1:35 PM
33	<b>miscellaneous</b> <b>multiple channels</b> Targeted outreach. Workshops/sessions to empower them to get more involved.	9/16/2013 7:01 PM
34	<b>Advertise</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> maybe volunteer outreach people from different communities...posters in places of specific ethnic groups...churches, health clinics, etc.	9/16/2013 6:54 PM
35	<b>Active in community</b> <b>miscellaneous</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> Neighborhood meetings, culturally centric publications (Skanner, Just Out, etc.)	9/16/2013 12:47 PM
36	<b>Active in community</b> <b>Attend community events</b> <b>multiple channels</b> Use neighborhood organization meetings and/or block parties to send reps including volunteers to engage individuals one on one.	9/16/2013 9:51 AM
37	<b>Build relationships CBO's</b> Schedule presentations at neighborhood associations in the targeted areas	9/15/2013 9:20 PM
38	<b>Attend community events</b> <b>multiple channels</b> Have Metro Commissioners make presentations to civic groups, neighborhood associations, parent groups etc.	9/15/2013 7:15 PM
39	<b>Build relationships CBO's</b> better use community service organizations with missions of representing or serving those people	9/15/2013 7:04 PM
40	<b>Translation</b> Make sure your printed material is in other languages. Have interpreters available if people wish to speak at meetings.as	9/15/2013 4:13 PM
41	<b>miscellaneous</b> Start engaging mainstream residents instead of having a preference for different cultures and backgrounds.	9/15/2013 2:47 PM

# Metro Public Engagement Guide survey

42	<b>miscellaneous</b> <b>multiple channels</b> Provide valuable internships to college students in the area. They speak many languages and are from many cultures. Use them to ride public transportation in different parts of the area with questionnaires. Win win	9/15/2013 10:12 AM
43	<b>miscellaneous</b> I think that this has been done, but continue to outline the benefits of what being involved with Metro will do for different groups of people.	9/14/2013 8:56 PM
44	<b>Build relationships CBO's</b> I found out about Metro from a non profit social services agency whose aim it is to engage people from different cultures/backgrounds. Continuing to work with such agencies is my suggestion.	9/14/2013 10:34 AM
45	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> <b>Translation</b> Multi-lingual (Spanish) staff in booths at fair, farmers' markets. Contact churches.	9/14/2013 9:19 AM
46	<b>multiple channels</b> <b>social media</b> Need both web and social media paths for input.	9/14/2013 7:07 AM
47	<b>miscellaneous</b> <b>multiple channels</b> Websites listed in public places that people can sign onto?	9/14/2013 12:44 AM
48	<b>Active in community</b> <b>Advertise</b> <b>multiple channels</b> post opportunities at the venues people use, whether it is a park or what ever, let the people who use the services have the opportunity to get involved, those that don't don't really want to	9/13/2013 8:44 PM
49	<b>multiple channels</b> <b>Translation</b> List a choice of languages you can use for surveys.	9/13/2013 7:46 PM
50	<b>Advertise</b> <b>multiple channels</b> <b>social media</b> public announcements, on TV or social media like Facebook	9/13/2013 5:23 PM
51	<b>online surveys</b> encourage participation in Opt-In in different communities	9/13/2013 2:16 PM
52	<b>different locations/times</b> <b>Hire diverse staff</b> Hire people from different cultures or backgrounds, for one. Reach out to people outside of close-in Portland.	9/13/2013 1:54 PM
53	<b>miscellaneous</b> Reach out to everyone...That's all you can do. It's their choice whether or not to participate.	9/13/2013 1:54 PM
54	<b>miscellaneous</b> <b>Translation</b> Getting information out in multiple languages Provided Decision Making Process 101 trainings to have a more informed perspective on how to engage.	9/13/2013 10:55 AM
55	<b>miscellaneous</b> Not sure, aside from public meetings.	9/13/2013 9:29 AM
56	<b>Active in community</b> <b>multiple channels</b> <b>online surveys</b> Community charettes, online polls.	9/13/2013 8:43 AM
57	<b>miscellaneous</b> I'd ask them.	9/13/2013 6:16 AM
58	<b>miscellaneous</b> I think all the agencies have bent over backwards to relate to all sorts of ppl. You can lead a horse to water and you can't make them drink it.	9/12/2013 11:16 PM
59	<b>miscellaneous</b> Their voices will not count anyway. Public engagement is a charade.	9/12/2013 10:55 PM
60	<b>miscellaneous</b> Outreach to minority communities to serve on advisory boards.	9/12/2013 10:47 PM
61	<b>Attend community events</b> meetings in their neighborhood or at their schools or community centers.	9/12/2013 8:40 PM
62	<b>online surveys</b> surveys	9/12/2013 8:33 PM
63	<b>Active in community</b> <b>miscellaneous</b> Provide meaningful opportunities in their communities. Make an accurate assessment of how many individuals are from different cultures/backgrounds.	9/12/2013 8:08 PM
64	<b>Build relationships CBO's</b> Reach out to neighborhood associations and other civic groups	9/12/2013 8:03 PM
65	<b>Build relationships CBO's</b> <b>miscellaneous</b> Engage neighborhoods schools, community college (student leadership programs), look for outreach through social services	9/12/2013 7:46 PM
66	<b>miscellaneous</b> <b>multi-cultural newspapers</b> Not sure. Could do more outreach in the black community. Do you advertise in The Scanner? Hold events in N. Portland? You should also think about 82nd more. Lots of diversity there and a bigger and bigger Asian population. Starting to be called the Jade District.	9/12/2013 2:25 PM
67	<b>miscellaneous</b> perhaps by describing Metro in ways that would appeal to various culture ethics	9/12/2013 1:15 PM
68	<b>miscellaneous</b> <b>Town halls</b> <b>Translation</b> Small town halls set in the community at a community gathering place. Translation of materials. Government and Land Use 101 trainings to bring new populations up to speed on our system. Leadership trainings.	9/12/2013 12:56 PM
69	<b>incentives</b> Free give-aways & events	9/12/2013 12:50 PM
70	<b>social media</b> <b>Translation</b> Offer surveys in multiple languages at venues frequented by a broad range of citizens, as well as social media sites.	9/12/2013 11:57 AM

# Metro Public Engagement Guide survey

71	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Make sure you reach out to the social organizations, (churches, cultural centers etc) used by the groups you are wanting to include.	9/12/2013 11:28 AM
72	<b>Attend community events</b> More street fairs and info sessions in the outer burbs and East County.	9/12/2013 10:35 AM
73	<b>multiple channels</b> <b>social media</b> Many people do not use email from various backgrounds, so offering the survey on paper and through social media might help.	9/12/2013 10:07 AM
74	<b>miscellaneous</b> by personal invitations to join Metro meetings	9/12/2013 9:52 AM
75	<b>Active in community</b> <b>Attend community events</b> Send representatives out in to the community, e.g. neighborhood association meetings.	9/12/2013 8:36 AM
76	<b>Active in community</b> <b>Attend community events</b> Go into their neighborhood parks and schools?	9/12/2013 8:12 AM
77	<b>miscellaneous</b> The only people Metro sure worry about is American Citizens or legal Immigrants. Worry about jobs and the economy, not what some Illegal wants.	9/12/2013 7:30 AM
78	<b>Hire diverse staff</b> Employ more of them. It will make metro more accessible and understandable to those communities.	9/12/2013 7:09 AM
79	<b>miscellaneous</b> Ask for input from all, without having preconceived ideas as to what they want to hear and just looking for support for their ideas.	9/12/2013 7:06 AM
80	<b>different locations/times</b> <b>miscellaneous</b> <b>Translation</b> Proactively reach out into outlying areas of the city of Portland (and the region). Provide more online opportunities to those of us with commitments that keep us at home in the evenings. Perhaps streaming meetings online? Providing translation probably wouldn't hurt either.	9/12/2013 6:41 AM
81	<b>miscellaneous</b> Listen when they speak. And don't wait until they are angry.	9/12/2013 4:37 AM
82	<b>miscellaneous</b> Get rid of its old s club.	9/12/2013 12:45 AM
83	<b>Attend community events</b> <b>Hire diverse staff</b> <b>Translation</b> Participate in community events. Hire diversity. Translators.	9/12/2013 12:04 AM
84	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Work with groups like Asian Pacific ISlander Network, VOS, IRCO, churches, Goodwill,	9/11/2013 10:50 PM
85	<b>miscellaneous</b> None.	9/11/2013 9:54 PM
86	<b>different locations/times</b> Schedule meetings and hearings at multiple times of day	9/11/2013 9:45 PM
87	<b>Status quo</b> It appears to be covered	9/11/2013 9:18 PM
88	<b>Build relationships CBO's</b> <b>miscellaneous</b> Don't talk in planner-ese or legalese. Land use issues and transportation are complex but the explanations should not be. Use pictures. Try to get the leaders of the minority communities to encourage their members to spread the word.	9/11/2013 8:16 PM
89	<b>Active in community</b> <b>Attend community events</b> <b>miscellaneous</b> Be in the community, participate in events, and include education in the outreach process. Focus on impacts, benefits to specific communities.	9/11/2013 5:52 PM
90	<b>Active in community</b> <b>different locations/times</b> Hold events in locations where there are people from different cultures and backgrounds - go to them; don't make them come to you.	9/11/2013 5:43 PM
91	<b>Attend community events</b> I think having a booth at community fairs and farmers markets is a good way to reach all kinds of people in friendly way.	9/11/2013 5:36 PM
92	<b>miscellaneous</b> More info	9/11/2013 4:56 PM
93	<b>Build relationships CBO's</b> Make contact through local ethnic and cultural organizations and leaders to implement outreach	9/11/2013 4:54 PM
94	<b>Attend community events</b> Be visible at community events, famers markets, school gatherings, social service agencies, senior centers, etc.	9/11/2013 4:53 PM
95	<b>Advertise</b> <b>Attend community events</b> Neighborhood meetings print & internet ads	9/11/2013 4:33 PM
96	<b>different locations/times</b> <b>Town halls</b> have town hall meeting in different area	9/11/2013 4:27 PM
97	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>social media</b> You have to go where people from specific cultures and backgrounds are, on and offline, and engage with them where they are. Offline: churches, clubs, festivals, associations. Online: the social networks of such.	9/11/2013 3:17 PM
98	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Survey library visitors	9/11/2013 3:16 PM
99	<b>different locations/times</b> Have convenient times and places for meetings to explain issues.	9/11/2013 2:39 PM

# Metro Public Engagement Guide survey

100	<b>miscellaneous</b> Just make the process public	9/11/2013 2:30 PM
101	<b>Active in community</b> Meet them in their neighborhoods and community activities. Not everyone has a computer.	9/11/2013 2:18 PM
102	<b>miscellaneous</b> <b>multiple channels</b> Focus groups, round table discussions, community outreach to areas that have highest cultural diversity and ethnic make-up.	9/11/2013 2:17 PM
103	<b>Active in community</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> Give presentations at churches, business functions, sponsor a movie or music night in the park and before it give a quick blurb about it.	9/11/2013 1:46 PM
104	<b>mailings</b> <b>multiple channels</b> I think multiple channels for communication are important. Mailings seem to me to be most effective especially when targeted geographies can be used to indentify most impacted stakeholders.	9/11/2013 1:46 PM
105	<b>miscellaneous</b> I went to the Metro trail count tng and I learned that minorities and women trail in the numbers of people using trails. I wonder if that is a place to start. Maybe figure out why they don't use the trails so much (safety). Maybe their culture doesn't appreciate nature. Tailor programs to them.	9/11/2013 1:26 PM
106	<b>miscellaneous</b> Listen to them! When they say they don't want light rail, don't force light rail on them.	9/11/2013 1:24 PM
107	<b>miscellaneous</b> reaching out to specific groups inpacted or not.	9/11/2013 1:06 PM
108	<b>miscellaneous</b> The perception is that Metro only cares about people in very specif groups (non-hetrosexual, non-white, bicyclists, extreme liberals, etc). Start doing things that benefit all in the area.	9/11/2013 12:58 PM
109	<b>Active in community</b> <b>Attend community events</b> <b>social media</b> Facebook Family park festivals in ethnic neighborhoods.	9/11/2013 12:40 PM
110	<b>Advertise</b> PR about the work	9/11/2013 12:23 PM
111	<b>Advertise</b> Advertise and market in the areas you are lacking in participation from. And, use those most familiar with these areas to help with the outreach	9/11/2013 12:22 PM
112	<b>Advertise</b> Reach out through different mediums such as flyers on coffee house walls and the library.	9/11/2013 12:17 PM
113	<b>Translation</b> Language is an issue for many non-native English speakers.	9/11/2013 12:12 PM
114	<b>different locations/times</b> Have meetings at the all high schools, it centralizes area meetings	9/11/2013 10:42 AM
115	<b>Build relationships CBO's</b> Get new sources involved, gather e-mails from non-profits to get the news out to people that may not other wise be active in the community.	9/11/2013 10:33 AM
116	<b>Build relationships CBO's</b> Ongoing relationship building with the organizations various ethnic and cultural minorities frequent. Re: newspapers, community centers, support agencies, etc	9/11/2013 10:30 AM
117	<b>miscellaneous</b> Shut up and listen. Things like light rail are a fiscal drain.	9/11/2013 9:50 AM
118	<b>Advertise</b> Publicize opportunities to meet with Metro officials	9/11/2013 9:21 AM
119	<b>miscellaneous</b> Make sure all kids are being educated the old school way so they want to be engaged in the process when they get older. Stop making it about different cultures! This is about basic services and not race!!!!	9/11/2013 9:14 AM
120	<b>miscellaneous</b> Have phone lines where people answer and not just have to leave messages.	9/11/2013 9:13 AM
121	<b>miscellaneous</b> How does one's "culture" or "background" have anything to do with what action you take to "engage" them. Isn't this a bit insulting? Treat everyone the same. Stop pointing out the differences in everyone and treat us all as equal citizens.	9/11/2013 9:09 AM
122	<b>online surveys</b> The least expensive method is with the internet.	9/11/2013 9:00 AM
123	<b>Active in community</b> <b>social media</b> Come to the people, don't just come to them. Use the media and the Internet. Get involved with the new social media, www.nextdoor.com	9/11/2013 8:33 AM
124	<b>incentives</b> Offer free food at meetings	9/11/2013 8:20 AM
125	<b>Attend community events</b> Attend (set up outreach table or booth) local /neighborhood fairs and markets, especially in underrepresented areas.	9/11/2013 7:52 AM
126	<b>Advertise</b> place info in neighborhood newspapers.	9/11/2013 7:46 AM
127	<b>miscellaneous</b> Personal contact not by forms	9/11/2013 7:30 AM
128	<b>miscellaneous</b> Not sure but surveys should have a culturally AND ECONOMICALLY proportunate crossection to be effective.. GET PROPORUNATE FEEDBACK FROM THOSE WHO PAY FOR THE PROJECTS! who p	9/11/2013 7:25 AM

# Metro Public Engagement Guide survey

129	<b>no comment</b> dont know	9/11/2013 7:19 AM
130	<b>Hire diverse staff</b> recruit more of them as employees	9/11/2013 7:11 AM
131	<b>Libraries, faith comm.</b> The public libraries are one of the places that these cultural and background differences mingle. How can we have Metro info available there and noticeable?	9/11/2013 7:07 AM
132	<b>Status quo</b> Your processes already seem very open.	9/11/2013 7:00 AM
133	<b>miscellaneous</b> Why is there a preoccupation with racial groups? YOU should know better.	9/11/2013 6:59 AM
134	<b>Active in community</b> <b>different locations/times</b> <b>miscellaneous</b> Metro needs to break away from its core supporters and reach out to the community as a whole. Those who influence Metro are not representative of the broader population. Most residents drive - they do not bike or use MAX. Most residents live in the suburbs, NOT downtown Portland. Metro needs to seek out those opinions and not just its core support base.	9/11/2013 6:54 AM
135	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Ask groups from all political parties to have their members opt in including ones like The Working Party. Ask the Council of Churches how they may get their members to participate. Include groups that serve particular populations such as the elderly, disabled, the homeless, people on public assistance and ethnic groups.	9/11/2013 6:29 AM
136	<b>Build relationships CBO's</b> <b>Translation</b> Distribute information in multiple languages, conduct outreach and informational opportunities to culturally specific groups - IRCO, SEI, Human Solutions, etc.	9/11/2013 5:50 AM
137	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Reach out to community leaders, churches, schools, employers to find out how best to work with those communities.	9/11/2013 5:19 AM
138	<b>miscellaneous</b> Poetry in more languages displayed on bus as space.	9/11/2013 2:48 AM
139	<b>miscellaneous</b> Public forums	9/11/2013 1:42 AM
140	<b>alternative formats</b> surveys at places like the Max stations where there is a wide cross section of the community.	9/11/2013 12:02 AM
141	<b>different locations/times</b> Different venues.	9/10/2013 11:54 PM
142	<b>multiple channels</b> Offer activities or roles that citizens can volunteer to participate in planning, ongoing programs, and evaluation of completed projects.	9/10/2013 11:51 PM
143	<b>miscellaneous</b> Metro representatives need to participate in meetings. Metro can be more proactive in including the business and transportation community.	9/10/2013 11:50 PM
144	<b>different locations/times</b> Small neighborhood meetings. Go where the people are.	9/10/2013 11:21 PM
145	<b>no comment</b> ??	9/10/2013 11:19 PM
146	<b>Advertise</b> Posting notices in ethnic areas of city	9/10/2013 11:18 PM
147	<b>different locations/times</b> public outreach by going to the communities.	9/10/2013 11:09 PM
148	<b>miscellaneous</b> Outreach in their communities	9/10/2013 10:53 PM
149	<b>Active in community</b> <b>different locations/times</b> There is no substitute for going out to community groups at their meetings on their turf.	9/10/2013 10:41 PM
150	<b>miscellaneous</b> None, it would be too costly to include non-US cultures.	9/10/2013 10:33 PM
151	<b>Build relationships CBO's</b> Start with neighborhood associations and work from there.	9/10/2013 10:29 PM
152	<b>Active in community</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Go to the source - where the diverse communities gather, worship, work or shop, & engage them in conversation & ask them.	9/10/2013 10:27 PM
153	<b>miscellaneous</b> Citizen committees	9/10/2013 10:27 PM
154	<b>Active in community</b> <b>Advertise</b> <b>Translation</b> how about posters in ethnic food shops, written in the ethnic language? spanish, russian, arabic/halal, etc grocers appeal to a lot of non-english speaking people. Also, public parks for info billboards, in many languages.	9/10/2013 10:22 PM
155	<b>miscellaneous</b> Public testimony Cultural events	9/10/2013 9:53 PM
156	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>Translation</b> Meet with community leaders, go to community members on their own turf and attend existing meetings, translate docs into other languages, provide grants to traditionally marginalized groups to participate and organize	9/10/2013 9:41 PM
157	<b>miscellaneous</b> Identify self-identifying groups like religious groups, sports related groups, ethnic groups.	9/10/2013 9:34 PM



# Metro Public Engagement Guide survey

158	<b>miscellaneous</b> I wish I knew the answer to this. I've served on several public advisory committees, and we've always struggled with diversity. It might just be Portland.	9/10/2013 9:25 PM
159	<b>miscellaneous</b> Tax payer roles is a good source	9/10/2013 9:17 PM
160	<b>miscellaneous</b> <b>Translation</b> Obviously, it would help for there to be multi lingual messages, but I think further study might be made as to the best way to distribute those messages or to get them to the target audience. Cultural differences will make a big difference in how people receive a message and it's impact. It would be most effective if people could be asked directly, but people are often not educated or informed about Metro's activities. I imagine a think tank of more knowledgeable people might have some really interesting ideas on how best to approach this. Students from different cultures could be contacted through participating professors at colleges and especially community colleges because they are demographically closer to the average person. Perhaps these students can suggest actions or be the people to engage in planning and decision making?	9/10/2013 9:11 PM
161	<b>Active in community</b> <b>Attend community events</b> <b>miscellaneous</b> Listen to local mayors from all Cities not just Portland. Attend a few fairs, Saturday markets, and cultural events, this is where you will find a large cross section of the community.	9/10/2013 8:53 PM
162	<b>online surveys</b> Surveys	9/10/2013 8:50 PM
163	<b>Advertise</b> Booths at school fairs? Advertisements in the paper? What about editorials/ads in the neighborhood newspapers, like the St John's Review or the ones that serve East Portland, etc.	9/10/2013 8:41 PM
164	<b>Hire diverse staff</b> Hire some of them...AFSCME is very white and very middle-class.	9/10/2013 8:30 PM
165	<b>miscellaneous</b> Be inclusive instead of Metro's current exclusive "white" Multnomah County only attitude.	9/10/2013 8:19 PM
166	<b>Active in community</b> <b>miscellaneous</b> Make sure they feel their opinions are valued. Reach out to them at places important to people from that culture or background.	9/10/2013 8:15 PM
167	<b>Attend community events</b> Go to their community events.	9/10/2013 8:13 PM
168	<b>Advertise</b> Advertise to let people know what is going on at metro in terms of planning and decision making.	9/10/2013 8:09 PM
169	<b>miscellaneous</b> Reach out to the Hispanic Community especially in Hillsboro the county seat of Washington County.	9/10/2013 8:09 PM
170	<b>miscellaneous</b> Talk to them.	9/10/2013 8:02 PM
171	<b>no comment</b> I have no idea.	9/10/2013 7:54 PM
172	<b>Attend community events</b> <b>Libraries, faith comm.</b> Attend neighborhood association meetings, community events or participate with community organizations (faith based, social service, etc)	9/10/2013 7:53 PM
173	<b>Build relationships CBO's</b> By staff outreach to various cultural groups to collaborate on how to bring such input into Metro's processes	9/10/2013 7:53 PM
174	<b>social media</b> more publicity, including social media	9/10/2013 7:46 PM
175	<b>miscellaneous</b> Require English only materials	9/10/2013 7:37 PM
176	<b>miscellaneous</b> Open meetings.	9/10/2013 7:36 PM
177	<b>Advertise</b> Some media coverage of what you are trying to do to see that everyone has an opportunity to have their voice heard.	9/10/2013 7:27 PM
178	<b>multiple channels</b> You have to go into the trenches. These people are not going to show up at public hearings. You have to go to them. I recommend the Mall. I see more diversity at the Mall (any mall) than anywhere else in the region.	9/10/2013 7:25 PM
179	<b>miscellaneous</b> Folks who want to engage will do so, those who don't won't. Don't try to force this.	9/10/2013 7:24 PM
180	<b>miscellaneous</b> None, people will engage if the they are interested and feel they can make a difference, and know the facts.	9/10/2013 7:22 PM
181	<b>Build relationships CBO's</b> What is most important is for people who do make the effort to engage, is that they feel like they are being listened to and that their voice matters. Using groups that are already connected with cultural communities seem to help bring a more diverse group to the table.	9/10/2013 7:22 PM
182	<b>Active in community</b> What I've learned in my work about engaging people from different cultures is that you have to do a lot of face-to-face contact. Not so much with the email.	9/10/2013 7:16 PM
183	<b>Active in community</b> <b>alternative formats</b> <b>multiple channels</b> Can information packets be sent home with school children? Senior centers? Golf courses? Neighborhood shopping centers?	9/10/2013 7:09 PM

# Metro Public Engagement Guide survey

184	<b>Active in community</b> <b>Advertise</b> <b>Build relationships CBO's</b> Send information out through the neighborhood association or publicize meetings. I am an engaged citizen, who has worked for the city and numerous non profit organizations and I have a hard time understanding what METRO does, beside ask for money to preserve land. Rather than worrying about different cultures and background inform the public about your role in our community's civic health, then we'll get involved.	9/10/2013 7:05 PM
185	<b>Active in community</b> Find places where these folks gather and approach them there with concerns that are of interest to them. All groups seem to congregate in various places and I suspect they can be found by staff without great effort.	9/10/2013 6:52 PM
186	<b>Advertise</b> <b>Libraries, faith comm.</b> <b>Translation</b> I am sure you have materials printed or language conversion of web site. Having info at the Portland Housing center might be good since they interact with many cultures. Also putting info in there specialty newspapers, and or community churches for outreach.	9/10/2013 6:46 PM
187	<b>online surveys</b> email surveys	9/10/2013 6:42 PM
188	<b>Advertise</b> advertise at various ethnic culture centers.	9/10/2013 6:42 PM
189	<b>miscellaneous</b> Have open forum or community meetings, with messages sent well in advance so as many can attend as possible,	9/10/2013 6:38 PM
190	<b>miscellaneous</b> I have no idea; it takes two yo tango	9/10/2013 6:34 PM
191	<b>no comment</b> N/A	9/10/2013 6:33 PM
192	<b>different locations/times</b> Have Metro Council meetings in the evenings, at least, so working people can attend.	9/10/2013 6:32 PM
193	<b>Active in community</b> <b>Translation</b> Go to their community, speaking their language.	9/10/2013 6:28 PM
194	<b>miscellaneous</b> Facilitate "allies" with white folk	9/10/2013 6:26 PM
195	<b>mailings</b> <b>multiple channels</b> community meetings, mailings	9/10/2013 6:23 PM
196	<b>different locations/times</b> Come into neighborhoods during times that folks are available	9/10/2013 6:23 PM
197	<b>miscellaneous</b> attended a regular meeting, to hear a reading of a proposal regarding coal.	9/10/2013 6:21 PM
198	<b>online surveys</b> <b>Translation</b> More surveys like this with language options	9/10/2013 6:20 PM
199	<b>miscellaneous</b> Go into the communities where they live with open minds. Every one is not an environmentalist. Some of us like our freedoms and property rights.	9/10/2013 6:08 PM
200	<b>different locations/times</b> <b>miscellaneous</b> Open offices in all three counties, in a variety of economic areas.	9/10/2013 6:07 PM
201	<b>multiple channels</b> Don't rely on computers to communicate. Have a variety of ways people can participate, not just meetings.	9/10/2013 6:01 PM
202	<b>Status quo</b> All good	9/10/2013 5:59 PM
203	<b>Attend community events</b> Have booths at public events? Saturday Market, state fair, etc	9/10/2013 5:57 PM
204	<b>Advertise</b> <b>multi-cultural newspapers</b> <b>Translation</b> Invite editors and reporters of neighborhood newspapers, and newspapers read by minorities and foreign language readers to join you in designing PR campaigns to encourage their readers to participate in planning and decision-making processes.	9/10/2013 5:57 PM
205	<b>Attend community events</b> I don't know that I will be much help on this as I am a lifelong citizen of the Pacific Northwest and a honky. But I would think that community meetings in areas of the region with high populations of non main stream cultures.	9/10/2013 5:50 PM
206	<b>miscellaneous</b> Open forums	9/10/2013 5:50 PM
207	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Get assistance from people in individual ethnic and economic communities in the Metro area. Partner with the Multnomah Co Library to reach these groups. They have the same issues as you.	9/10/2013 5:50 PM
208	<b>Active in community</b> <b>multiple channels</b> <b>Translation</b> Multi language Kiosks at places like stores ,transit terminals and local restaurants addressing area planning info and events	9/10/2013 5:46 PM
209	<b>Translation</b> Translations available at meetings/online	9/10/2013 5:40 PM
210	<b>different locations/times</b> Better times for meetings.	9/10/2013 5:38 PM
211	<b>Active in community</b> Go to where they are? My experience with hispanics and our soccer teams is it's real hard to get them involved but once they are warmed to you they really open up. Don't want to rock the boat or to draw attention to themselves.	9/10/2013 5:35 PM

# Metro Public Engagement Guide survey

212	<b>Active in community</b> <b>incentives</b> <b>miscellaneous</b> Create neighborhood gatherings that include entertainment and culturally sensitive food offerings. Use this venue to help people understand the benefits in participating in Metro planning.	9/10/2013 5:26 PM
213	<b>miscellaneous</b> By helping to create a society where freedom and equality is rule rather than the exception for those who are LGBT, immigrants, people of color, women, and those who reject the dominant religion. Every time I use a US bill of currency I am reminded I live in a theocracy.	9/10/2013 5:19 PM
214	<b>miscellaneous</b> listen better	9/10/2013 5:15 PM
215	<b>email</b> Emails seem to work for us.. but we were "invited" by the zoo membership. I don't know how you are reaching others	9/10/2013 5:06 PM
216	<b>Build relationships CBO's</b> I'm sure you know more than I do about this. Get community leaders to help. Get candidates' lists of active campaign participants from the area.	9/10/2013 5:04 PM
217	<b>different locations/times</b> Direct outreach in east-side neighborhoods/events	9/10/2013 5:02 PM
218	<b>incentives</b> Give zoo passes to adults who attend your meetings. Often, people from diff cultures don't have discretionary funds for enrichment activities for their kids. Metro runs the zoo, surely it can rustle up family passes.	9/10/2013 5:00 PM
219	<b>miscellaneous</b> This is not important. All citizens should be treated the same. I do not want different processes for different groups of people.	9/10/2013 4:48 PM
220	<b>miscellaneous</b> By alerting them that you value their opinions. They need to know that you actually value their input, that they aren't just getting lip service.	9/10/2013 4:42 PM
221	<b>online surveys</b> <b>Translation</b> Surveys in spanish and other language's may help with non-english homes. Online is convenient but may not be an accurate representation. Other avenues are needed.	9/10/2013 4:42 PM
222	<b>Advertise</b> <b>Build relationships CBO's</b> <b>different locations/times</b> <b>Libraries, faith comm.</b> having any public meetings at time that do not occur during the business day, most people can't take time off to make it. Have them on weekends/evenings. Actively solicit folks from communities that are underrepresented or focus groups or boards etc. It's going to be inconvenient for you, to be convenient for folks with non traditional work schedules or multiple jobs etc. As to cultures, you should reach out to those cultural bases, usually probably churches and ask how you can be involved.	9/10/2013 4:40 PM
223	<b>Attend community events</b> Go to neighborhood meetings	9/10/2013 4:32 PM
224	<b>Attend community events</b> Reach out specifically to cultural groups, like the folks who put on Greek Festival, May 5th celebration, neighborhood groups, etc.	9/10/2013 4:23 PM
225	<b>miscellaneous</b> Listen to people from different cultures and backgrounds. My impression of metro is a bunch of like minded upper middle income people listen to each other and discounting others as if they are uninformed.	9/10/2013 4:21 PM
226	<b>Advertise</b> Get on the news media sources, television, radio, internet, newspaper, etc, to get out the word on community involvement opportunities.	9/10/2013 4:18 PM
227	<b>Advertise</b> <b>different locations/times</b> <b>multiple channels</b> offer multiple venues in multiple languages that reach into the neighborhood level for opinions and exchanging ideas	9/10/2013 4:16 PM
228	<b>Build relationships CBO's</b> Work with neighborhood associations and non-profit organizations.	9/10/2013 4:06 PM
229	<b>Advertise</b> <b>Build relationships CBO's</b> Advertise where people of color live and work. Involve agencies like IRCO, Black United Fund, Urban League, Hispanic Chamber of Commerce	9/10/2013 4:05 PM
230	<b>Build relationships CBO's</b> Neighborhood associations seem very strong in Portland. Is there a way to tap into their connections with folks who take an interest in issues relating to planning and decision making with an emphasis on finding folks who represent all cultures and backgrounds.	9/10/2013 4:03 PM
231	<b>Hire diverse staff</b> employ interperators	9/10/2013 4:02 PM
232	<b>Advertise</b> <b>Attend community events</b> <b>multi-cultural newspapers</b> Advertise this website in local publications geared to minority communities, such as El Hispanic News and The Skanner. Also, out-reach at community events.	9/10/2013 3:59 PM
233	<b>Attend community events</b> <b>Libraries, faith comm.</b> Go to where the people are. Libraries, community centers, churches, street fairs	9/10/2013 3:58 PM
234	<b>Advertise</b> Infom the community via, TV, radio, news print, emails, mail. Let them know what meetings there are, when they are etc.	9/10/2013 3:56 PM
235	<b>Advertise</b> More information in the newspapers or open houses ..but if the people don't want to come, then just let it go.	9/10/2013 3:53 PM



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236	<b>no comment</b> who cares?	9/10/2013 3:53 PM
237	<b>Active in community</b> <b>Attend community events</b> Reach out to people where they are -- church, school, neighborhood meetings, sporting events. Don't just passively accept input from community members who offer it (although I love the opt-in panel -- I think it's great!)	9/10/2013 3:53 PM
238	<b>Attend community events</b> Community meetings are about the only way to capture the broad array of subcultures in the area. Advertising in small local weeklies may be the only way to access these individuals.	9/10/2013 3:52 PM
239	<b>Libraries, faith comm.</b> <b>mailings</b> <b>Translation</b> Mail surveys. Post a sign in different languages in libraries so that people can access online surveys there.	9/10/2013 3:51 PM
240	<b>Active in community</b> <b>Libraries, faith comm.</b> You have to go to the people you are trying to engage. Very few will go seeking you out to give their opinion. Very few know how to go out and give their opinion. Very few believe you want to hear their opinion. Go to their events, their churches, their "hang outs"	9/10/2013 3:45 PM
241	<b>Active in community</b> <b>miscellaneous</b> <b>multiple channels</b> <b>Translation</b> Provide different formats for interacting with Metro. Online will only appeal to some people, others may want to attend events sponsored by Metro and fill out information cards afterwards, or attend community forum types of meetings and respond verbally. If you really want to reach out to different communities you should host some sessions in different languages for the Russian community, Vietnamese community, Ethiopian community, etc.	9/10/2013 3:44 PM
242	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> outreach to neighborhood groups, community service organizations, places of worship, have bilingual/bicultural staff	9/10/2013 3:43 PM
243	<b>miscellaneous</b> Do some research to learn about how cultural differences may come into play in re: public engagement; invest in translation services for all outreach efforts.	9/10/2013 3:41 PM
244	<b>Advertise</b> Advertise or have events among groups that have diverse backgrounds.	9/10/2013 3:35 PM
245	<b>miscellaneous</b> Metro has credibility issues due to the vast majority of projects that are geared to white, middle class values. That is the result of the Metro Council make up of primarily white middle class members. Metro does not seem to understand or embrace the various values of the region it is supposed to represent	9/10/2013 3:34 PM
246	<b>Active in community</b> <b>Translation</b> Meetings in areas of each community, in their language	9/10/2013 3:34 PM
247	<b>Build relationships CBO's</b> utilize existing community orgs and leaders to reach out for input from people in all sectors.	9/10/2013 3:33 PM
248	<b>Attend community events</b> Outreach efforts at man of the cultural events that take place in our great state	9/10/2013 3:32 PM
249	<b>alternative formats</b> <b>different locations/times</b> make sure the meetings are at times when people can attend. Not just during day time hours and that they are in the areas where people live not just in large venues so that everyone feels they have a voice	9/10/2013 3:31 PM
250	<b>Advertise</b> <b>different locations/times</b> Hold meetings in neighborhoods and advertise them.	9/10/2013 3:31 PM
251	<b>miscellaneous</b> Have those people learn English.	9/10/2013 3:26 PM
252	<b>miscellaneous</b> Don't worry so much about our differences. The strong-arm "engagement" is a turn-off. Simply focus on building community as a community instead of focusing on differences.	9/10/2013 3:24 PM
253	<b>miscellaneous</b> Not Sure	9/10/2013 3:23 PM
254	<b>Active in community</b> <b>Attend community events</b> <b>Libraries, faith comm.</b> Have leaflets available at stores, cafe's, churches and places where people gather.	9/10/2013 3:19 PM
255	<b>Build relationships CBO's</b> Coordinate with each Counties Diversity Chair and / or Committees to identify Community Partnerships with vulnerable populations. The Multnomah County Health Department would be a good place to start as it has an established program.	9/10/2013 3:17 PM
256	<b>Advertise</b> provide information regarding these processes in every possible information outlet	9/10/2013 3:17 PM
257	<b>Town halls</b> Public meetings with proactive, early consultation.	9/10/2013 3:17 PM
258	<b>Active in community</b> Sponsor a Metro Cultural Event that engages official representatives from the many cultures and religions that make up our region. Some groups don't even know you want to know them, I'm sure. This could be a wonderful festival. My recommendation would be to have this in late spring or early fall- with a preference for early fall. The 1st Annual Portland Metro Area Cultural Festival... I can see the banners now.	9/10/2013 3:16 PM

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259	<b>Attend community events</b> Attend the specific organizations meetings and events to educate and help them learn about Metro	9/10/2013 3:15 PM
260	<b>Build relationships CBO's</b> First, if you are interested in talking with a particular community, consider starting with leaders in that community to determine what they might need. For me personally, don't assume the public is stupid or cannot be given the information. When you present some information, but have a hidden agenda, it simply makes your organization look bad and makes all future communications difficult. The community stops trusting your employees.	9/10/2013 3:12 PM
261	<b>Active in community</b> <b>Libraries, faith comm.</b> - set up a booth at local colleges and universities - set up a booth at Pioneer Courthouse Square on a weekend - set up a booth at the public library locations	9/10/2013 3:10 PM
262	<b>online surveys</b> Opt In is a great way to engage all.	9/10/2013 3:10 PM
263	<b>miscellaneous</b> canvassing diverse neighborhoods	9/10/2013 3:10 PM
264	<b>miscellaneous</b> Provide the best service possible to all areas of your service district.	9/10/2013 3:05 PM
265	<b>miscellaneous</b> What? Your job is to engage the electorate!	9/10/2013 3:05 PM
266	<b>Active in community</b> <b>incentives</b> <b>multiple channels</b> ads showing people of the targeted backgrounds; fairs showcasing metro parks and programs held in different parts of town, with free give-aways	9/10/2013 3:04 PM
267	<b>Status quo</b> Its fine as it is.	9/10/2013 3:04 PM
268	<b>Advertise</b> <b>mailings</b> <b>social media</b> Send mailers to homes and apartments. Facebook ads.	9/10/2013 3:03 PM
269	<b>miscellaneous</b> Meet people where they are. Show how Metro can be relevant to them.	9/10/2013 3:02 PM
270	<b>Translation</b> Include outreach information in multiple languages. Have rules against (or moderators who watch out for) racist and insensitive speech in planning and decision-making groups, even from at-large citizen members.	9/10/2013 3:01 PM
271	<b>Build relationships CBO's</b> <b>Translation</b> Multi lingual ads and posters at Metro sites. Also, have representatives make important meeting announcements at target area neighborhood organizations.	9/10/2013 2:59 PM
272	<b>Active in community</b> Meet where the folks live, when they can meet.	9/10/2013 2:58 PM
273	<b>Active in community</b> Monthly meetings in the neighborhood.	9/10/2013 2:51 PM
274	<b>Attend community events</b> Participate in Farmers Markets with a booth giving people a broad overview of what Metro does.	9/10/2013 2:50 PM
275	<b>Attend community events</b> Have a table at community events.	9/10/2013 2:50 PM
276	<b>Attend community events</b> <b>incentives</b> weekend events, maybe including a potluck, and having the event in the area they are looking for feedback	9/10/2013 2:48 PM
277	<b>Translation</b> language appropriate outreach via brochures and media especially opportunities for families	9/10/2013 2:43 PM
278	<b>Active in community</b> <b>Libraries, faith comm.</b> Show up where they are. Senior and culture centers, laundromats, churches, apartment common areas. Whatever it takes.	9/10/2013 2:43 PM
279	<b>online surveys</b> Surveys such as these are good.	9/10/2013 2:43 PM
280	<b>Status quo</b> I think Metro engages all the people in the Metro area and as someone of a different culture, I feel engaged	9/10/2013 2:42 PM
281	<b>Hire diverse staff</b> In the case of Vietnamese, Russian, Chinese, Japanese, Latino cultures, have people on staff who can hold community meetings in neighborhoods in the languages.	9/10/2013 2:41 PM
282	<b>email</b> <b>miscellaneous</b> <b>text messaging</b> Continue to seek input from all stakeholders in the community via electronic communications (email, text messages).	9/10/2013 2:41 PM
283	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Find a way through community forums, clubs school activities to introduce Metro to the different communities, maybe even churches	9/10/2013 2:40 PM
284	<b>different locations/times</b> Meetings held in the applicable communities (vs at Metro HQ)	9/10/2013 2:40 PM
285	<b>Active in community</b> Don't just rely on survey monkey, get out in the diverse neighborhoods and see and talk with the people who live and play in these neighborhoods. Truly make sure they understand how much you care before expecting them to care about what you're trying to do.	9/10/2013 2:39 PM
286	<b>Active in community</b> <b>Libraries, faith comm.</b> reach out to where they are...meeting places, churches, etc	9/10/2013 2:37 PM

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287	<b>Advertise on radio</b> Some people don't even know how to access you. I.e. people that don't have computers Pur info on the radio	9/10/2013 2:37 PM
288	<b>Translation</b> Make updates and press releases available in several languages.	9/10/2013 2:34 PM
289	<b>no comment</b> No idea..Portland is very homogeneous.	9/10/2013 2:34 PM
290	<b>multiple channels</b> expand to public notices. Not just electronic	9/10/2013 2:33 PM
291	<b>Libraries, faith comm.</b> Might try using churches	9/10/2013 2:30 PM
292	<b>multiple channels</b> Use as many channels as possible to get information out to the public, i.e., PSA's, neighborhood associations, churches, non-profits, etc - any organization that has contact with the public.	9/10/2013 2:29 PM
293	<b>miscellaneous</b> Provide buses to SW Portland. 10 minute drive - but by bus: 20 minute walk (each way) on roads with no sidewalks, and then a bus. So, who takes the bus anymore? Did anyone ever talk to the neighbors of the SW neighborhoods? Did anyone ever schedule the connecting buses so that they did not leave 1 (one) minute before the commuter buses arrive, leaving people to wait 30 minutes for the next one? So? why did everyone in my neighborhood stop taking the bus even when there was one?? We want 'planners' to plan for people who want to ride the bus, not just for scheduling bus drivers.	9/10/2013 2:28 PM
294	<b>miscellaneous</b> We'd love to have Thompson Road straightened and resurfaced with sidewalks to Findley Elementary to Bonny Slope Park. This is a fast growing area and sidewalks would be wonderful for the children to walk to school & the park.	9/10/2013 2:27 PM
295	<b>Build relationships CBO's</b> Monthly parties with leaders from different ethnic and cultural backgrounds	9/10/2013 2:26 PM
296	<b>Active in community</b> Get out of the office & meet people.	9/10/2013 2:26 PM
297	<b>Town halls</b> town hall mtgs	9/10/2013 2:25 PM
298	<b>miscellaneous</b> First start engaging the general public instead of announcing a policy then "confirming" it with rigged pi luc forums giving very short time for oral testimony and giving short shrift to written critiques of Metro "findings".	9/10/2013 2:24 PM
299	<b>miscellaneous</b> Well, you could start by hiring new people to interact with the public and explaining subjects in plain English.	9/10/2013 2:22 PM
300	<b>Attend community events</b> neighborhood meetings	9/10/2013 2:21 PM
301	<b>Active in community</b> Actually reach out to tax payers. This whole convention center hotel discussion has been done with no input from the public.	9/10/2013 2:20 PM
302	<b>Translation</b> Putting up information in other languages to reach out to immigrant communities And increase awareness about what's going on so they can feel more included in the greater community	9/10/2013 2:20 PM
303	<b>Advertise</b> <b>multiple channels</b> Post events in grocery stores, advertise at bus stops.	9/10/2013 2:19 PM
304	<b>Attend community events</b> Attend community meetings and events.	9/10/2013 2:18 PM
305	<b>Active in community</b> Move out into the communities and TALK to people.	9/10/2013 2:18 PM
306	<b>Status quo</b> Nothing. Differing cultures should have nothing to do with the planning and decision making process. If someone wants to participate in the decision-making process, they will. Stop wasting money with these feel good programs and tell people that it is their responsibility to speak up and participate.	9/10/2013 2:17 PM
307	<b>Town halls</b> Townhall meetings, improved online access, more neighborhood association involvement.	9/10/2013 2:15 PM
308	<b>Active in community</b> Go to their communities and organizations and meet with them on their terms.	9/10/2013 2:15 PM
309	<b>Attend community events</b> booths at fairs and locations with lots of passersby,	9/10/2013 2:15 PM
310	<b>miscellaneous</b> Keep to English only !!!	9/10/2013 2:14 PM
311	<b>Active in community</b> Go to the neighborhoods	9/10/2013 2:14 PM
312	<b>alternative formats</b> <b>Attend community events</b> <b>Translation</b> Bi-lingual outreach efforts through schools, farmer's markets, athletic events and at city parks.	9/10/2013 2:13 PM
313	<b>Attend community events</b> <b>Build relationships CBO's</b> Attend meeting sponsored by the cultures or backgrounds you are trying to reach, giving them the opportunity to participate.	9/10/2013 2:12 PM
314	<b>Advertise</b> <b>alternative formats</b> advertisements on MAX and bus in different languages	9/10/2013 2:11 PM

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315	<p><b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>Hire diverse staff</b>  <b>Libraries, faith comm.</b> Have people they can relate to on staff. Find people where they are at, if the community won't come to you, go to them possibly through work/social organizations/churches depending on the project.</p>	9/10/2013 2:11 PM
316	<p><b>social media</b> Locate different neighborhood groups on Facebook and post to those groups.</p>	9/10/2013 2:10 PM
317	<p><b>Build relationships CBO's</b> Community meetings in affected communities cross all of those borders.</p>	9/10/2013 2:10 PM
318	<p><b>mailings</b> mailing</p>	9/10/2013 2:10 PM
319	<p><b>Advertise</b> <b>miscellaneous</b> <b>online surveys</b> Listening to surveys like these. Use the media to inform the public of planning meetings. Have an open forum discussion prior to actually making the decisions and finalizing plans. Most of us have become cynical when it comes to the government. We've seen too much corruption in government officials to believe it will ever get better.</p>	9/10/2013 2:10 PM
320	<p><b>miscellaneous</b> Metro can use environmental justice and other programs to assure underserved populations are heard</p>	9/10/2013 2:10 PM
321	<p><b>miscellaneous</b> Stop focusing on differences and concentrate on common needs. Diversity is divisive.</p>	9/10/2013 2:09 PM
322	<p><b>Attend community events</b> <b>Build relationships CBO's</b> Find them in their community, maybe churches, schools or cultural organizations/shops.</p>	9/10/2013 2:09 PM
323	<p><b>Status quo</b> this is good</p>	9/10/2013 2:08 PM
324	<p><b>Town halls</b> Information gathering Town Halls in various areas of the city on issues relevant to those areas. Visit Neighborhood Associations. Surveys through snail mail.</p>	9/10/2013 2:07 PM
325	<p><b>miscellaneous</b> the only thing I know is they will come out in mass gangs if you ask about uping taxes, otherwise they roll over and go back to sleep.</p>	9/10/2013 2:06 PM
326	<p><b>miscellaneous</b> Those that pay your taxes?</p>	9/10/2013 2:06 PM
327	<p><b>Translation</b> multiple languages; offering information in underserved areas.</p>	9/10/2013 2:05 PM
328	<p><b>Attend community events</b> <b>Build relationships CBO's</b> <b>social media</b> Circulate project plans at various places where people congregate – including neighborhood schools, senior centers, churches, pubs, grocery stores and parks. Use social media for younger audiences.</p>	9/10/2013 2:03 PM
329	<p><b>no comment</b> no idea</p>	9/10/2013 2:02 PM
330	<p><b>no comment</b> ??</p>	9/10/2013 2:02 PM
331	<p><b>Active in community</b> Hold meetings where they gather (park, church, store).</p>	9/10/2013 2:01 PM
332	<p><b>Town halls</b> Invite them to participate in forums and meetings.</p>	9/10/2013 2:01 PM
333	<p><b>no comment</b> I don't know.</p>	9/10/2013 2:00 PM
334	<p><b>Advertise</b> Maybe an ad about OPT-In on the buses and trains?</p>	9/10/2013 1:58 PM
335	<p><b>incentives</b> Pay them. Immigrants are poor and need job.</p>	9/10/2013 1:57 PM
336	<p><b>Build relationships CBO's</b> more outreach to neighborhood associations to get more opt in members - flyers in utility bills</p>	9/10/2013 1:56 PM
337	<p><b>miscellaneous</b> Stop classifying people by identity politics and traet us all as equal victims of Metro's elitism.</p>	9/10/2013 1:56 PM
338	<p><b>Attend community events</b> Outreach (email, Website or community events) to different cultural events (Hispanic, Native American, African American, etc. - Maybe sponsor a multi-cultural partial day gathering to gather input and give out information (a fair of sorts) You could ask for volunteers to help - like from this outreach!</p>	9/10/2013 8:41 AM
339	<p><b>Active in community</b> <b>Libraries, faith comm.</b> In person presence at various community based meetings/gatherings (PTA meetings, neighborhood association meetings, houses of worship, Last Thursday booth, Rotary Club meetings, etc.).</p>	9/9/2013 9:10 PM
340	<p><b>Active in community</b> get out in their commuunities.</p>	9/9/2013 1:00 PM
341	<p><b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Participating in cultural events, reaching out to churches, always have a public presence during large public gatherings.</p>	9/8/2013 8:57 PM
342	<p><b>email</b> online communications</p>	9/7/2013 7:53 AM
343	<p><b>miscellaneous</b> As a white person, I'm not sure if my input is useful to this discussion.</p>	9/6/2013 11:32 PM

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344	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> I think finding effective people in different cultural and ethnic groups to bring info to those that might not otherwise receive it makes sense, ie religious leaders in communities that have strong religious communities.	9/5/2013 9:04 PM
345	<b>miscellaneous</b> Not sure	9/5/2013 4:17 PM
346	<b>miscellaneous</b> Inform the public first about Metro, it's goals, and functions. I dont know anything about it!	9/5/2013 12:49 PM
347	<b>miscellaneous</b> <b>multiple channels</b> surveys, electronic comment forms	9/4/2013 9:45 PM
348	<b>Active in community</b> <b>miscellaneous</b> With over 70 languages spoken at David Douglas school, East Portland is the most diverse place in all of Oregon. Simply having a greater presence in East Portland by investing in and manifesting a positive vision for Metro properties in the area, could begin to create a meaningful relationship with this amazingly diverse population.	9/4/2013 7:30 PM
349	<b>alternative formats</b> <b>Build relationships CBO's</b> <b>multiple channels</b> specific outreach to organizations that serve communities of color, such as IRCO, local CDCs, SEI etc. Outreach at PCC campuses, especially in classes related to what METRO does. Snappy youtube videos that can be "liked" and passed around.	9/4/2013 4:31 PM
350	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>Translation</b> Providing materials and phone support in other languages. Doing outreach at community centers and through employment groups.	9/4/2013 1:54 PM
351	<b>Libraries, faith comm.</b> Reach them through their faith-based networks.	9/4/2013 12:43 PM
352	<b>miscellaneous</b> I am not certain since as a PTO member & board member of the neighborhood association I am struggling with a good answer to this as well.	9/4/2013 10:05 AM
353	<b>alternative formats</b> <b>multiple channels</b> Having multiple "ways" folks can interact with the Metro council. (Print, meetings, voice, write in...)	9/3/2013 4:31 PM
354	<b>Build relationships CBO's</b> More advertisement or pass the news through community center to pass around the news.	9/3/2013 3:20 PM
355	<b>Advertise</b> <b>multiple channels</b> Advertise public meetings in community newspapers, The Oregonian, & the Portland Tribune. Also TV newscasts (5 p.m., 6 p.m., 8 p.m., 10 p.m., & 11 p.m.)	9/3/2013 2:28 PM
356	<b>Status quo</b> I do not see that METRO needs to do anymore in this matter.	9/3/2013 2:16 PM
357	<b>Attend community events</b> Attend cultural festivals, booths at farmers markets and county fairs, etc..	9/3/2013 1:47 PM
358	<b>Active in community</b> <b>multiple channels</b> contact people thru mailings, signage in community centers and places where different cultures meet.	9/3/2013 7:16 AM
359	<b>Active in community</b> <b>alternative formats</b> <b>Build relationships CBO's</b> <b>multiple channels</b> events like we had in St. Johns to celebrate the seaport and the event metro puts on for raptor day reach large populations. Seaport is very diverse. I guess partnering with other agencies such as POP to share your messages. then tell them how to get involved	9/2/2013 10:20 PM
360	<b>multiple channels</b> Multiple methods of surveys (mail, online, collection locations convenient to public transit users, etc.)	9/2/2013 7:53 PM
361	<b>Build relationships CBO's</b> Engage via their community leaders.	9/2/2013 5:32 PM
362	<b>Active in community</b> Perhaps going into communities and starting a dialog with people from your target groups	9/1/2013 2:10 PM
363	<b>miscellaneous</b> Write everything in English	9/1/2013 9:15 AM
364	<b>miscellaneous</b> .	9/1/2013 7:30 AM
365	<b>Active in community</b> <b>multiple channels</b> <b>Translation</b> Mailers in different languages, surveying outside of grocery stores and other public places	8/31/2013 6:11 PM
366	<b>Active in community</b> <b>Build relationships CBO's</b> Go into neighborhoods and schools and churches and have face to face meetings, assemblies and social hours. Talk to adult workers at Boys and Girls Clubs, find out what keeps diverse interface from happening.	8/31/2013 12:29 PM
367	<b>multiple channels</b> Make the Opt-In information more publicly available. Conduct random phone surveys.	8/31/2013 8:24 AM
368	<b>miscellaneous</b> Be transparent. All too often government agencies have hidden agenda.	8/30/2013 9:27 PM

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369	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> Metro could use different fora to contact people such as newspapers, mass mailing, email, social media. It might also work to contact community organizations (granges, home owner associations, VFW, Kiwanis, Rotary and the like) as well as unions. Posting in Community Center newsletters and bulletin boards and churches (including mosques and synagogs) might be a big help too. I don't know how public schools would react but asking them to participate in getting the word out might also help now that school is back in session.	8/30/2013 2:58 PM
370	<b>Advertise</b> Use neighborhood papers & email for info spreading	8/30/2013 10:03 AM
371	<b>Active in community</b> Hold community input meetings in different neighborhoods.	8/29/2013 8:05 PM
372	<b>alternative formats</b> coffee klatsches or bike tours of metro properties?	8/29/2013 7:44 PM
373	<b>Active in community</b> Metro in the past has made a decision then went out to the public to implement it without first getting the cultural/social concerns first before making a decision. Newell creek as one.	8/29/2013 9:52 AM
374	<b>Hire diverse staff</b> <b>miscellaneous</b> Have employee resource groups.	8/29/2013 8:46 AM
375	<b>Active in community</b> Go to the neighborhoods and chat.	8/28/2013 6:43 PM
376	<b>Translation</b> Supply communations in different languages.	8/28/2013 6:42 PM
377	<b>Status quo</b> email surveys work just fine	8/28/2013 5:27 PM
378	<b>Status quo</b> None. Metro's actions should be taken with no regard whatsoever to these differences. All should be treated the same.	8/28/2013 5:26 PM
379	<b>Attend community events</b> Get booths at the different home buying fairs for latinos and african americans.	8/28/2013 3:16 PM
380	<b>miscellaneous</b> Why differentiate between cultures?	8/28/2013 1:58 PM
381	<b>Status quo</b> I'm not sure what different cultures has to do with Metro. I would suggest you look at people as a whole and not put them in groups based on color of skin or cultural background.	8/28/2013 12:54 PM
382	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> Develop ties to religious organizations which are connected to different cultures. Often churches, temples, mosques are centers to which immigrants (recent or past) congregate and support..	8/28/2013 11:55 AM
383	<b>multi-cultural newspapers</b> <b>multiple channels</b> Ensure advertise events / opportunities in places specifically where different cultures /backgrounds gather or read. Specific newsletter, community organizations, neighborhoods, etc.	8/28/2013 9:21 AM
384	<b>Active in community</b> go out in the community	8/28/2013 8:41 AM
385	<b>Translation</b> more bilingual	8/27/2013 8:18 PM
386	<b>alternative formats</b> <b>miscellaneous</b> maybe do what TVPRD does-have events at neighborhood parks. these are attended by the neighbors, so you could hold them in diverse neighborhoods. They have plant identification, scavenger hunts, also receive suggestions (such as increase drinking fountains in public spaces) etc.	8/27/2013 8:01 PM
387	<b>Advertise</b> Advertise widely (TriMet?) that these opportunities are available.	8/27/2013 6:23 PM
388	<b>miscellaneous</b> Start by considering a novel concept: they're Americans. They're not "cultures".	8/27/2013 4:42 PM
389	<b>Hire diverse staff</b> <b>miscellaneous</b> <b>Translation</b> As a Caucasian person with little expertise in diversity issues, I cannot speak with an authoritative voice. So all that I can suggest is a general increase in civic engagement on all levels of the decision making process. Perhaps creating materials in different languages would help people for whom English is a second language. Create a representative committee with an advisory/consultative role to assist Metro.	8/27/2013 3:46 PM
390	<b>Active in community</b> <b>Build relationships CBO's</b> engage with community organizations—engage people where they live and gather	8/27/2013 3:31 PM
391	<b>miscellaneous</b> Construct surveys that are actual surveys of what people are thinking instead of choices between X and Y—a kind of questioning which gives the impression that the decision has already been made.	8/27/2013 2:51 PM
392	<b>alternative formats</b> Recognize that people with time to attend a meeting (especially between 9 and 5 weekdays) are not representative of the whole.	8/27/2013 1:22 PM
393	<b>alternative formats</b> Where possible, meeting people where they are makes reaching diverse folks more likely. Holding meetings online, in different neighborhoods, at local watering holes, etc.	8/27/2013 12:17 PM



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394	<b>multiple channels</b> Hold informational or opinion gathering meetings in non-traditional settings such as restaurants or stores. Away from governmental offices that are hard to get to. Also hold similar meetings at various times in the same local area.	8/27/2013 12:13 PM
395	<b>incentives</b> I don't know how to engage people other than myself. I know that offering food and child care when events are happening tends to bring more people to events.	8/27/2013 11:11 AM
396	<b>alternative formats</b> <b>miscellaneous</b> Go to all the restaurants in the area and have them learn recycling. Many restaurants do not recycle and if they do, they don't do it correctly.	8/27/2013 10:57 AM
397	<b>Build relationships CBO's</b> Approach community and neighborhood organizations DIRECTLY: send letters asking for representatives to attend. Ask those representatives to survey their own members for issues input, and ensure all meeting times and agendas are posted at all n'hood websites and bulletin boards so others can take part. Ask n'hood reps to post yard signs with meeting times, locations, etc.	8/27/2013 10:43 AM
398	<b>Active in community</b> Be willing to show up in predominantly low income areas. St. Johns is a very diverse community, and I doubt if anyone here has ever heard of Metro.	8/27/2013 9:56 AM
399	<b>alternative formats</b> Ensure communications are in a variety of formats	8/27/2013 9:34 AM
400	<b>alternative formats</b> <b>miscellaneous</b> <b>Translation</b> Improve website through simplifying the organization of pages and providing easy access to language translations.	8/27/2013 9:26 AM
401	<b>Advertise</b> <b>alternative formats</b> <b>miscellaneous</b> <b>multiple channels</b> Brief, concise Internet and post-card communications about events, issues. Continue on-line opportunities for input. Consider live-streaming important meetings, discussions. Citizens could help develop criteria to define "important".	8/27/2013 9:25 AM
402	<b>Build relationships CBO's</b> Partner with community groups serving those populations that you want to reach.	8/27/2013 9:03 AM
403	<b>Translation</b> Literature in different languages; notice posting in community circles.	8/27/2013 8:36 AM
404	<b>alternative formats</b> <b>miscellaneous</b> Citizens with easy access to the internet and computers are easy to engage. I don't know how to engage with citizens who do not have easy access to the internet, but I suspect that will be your challenge. We don't want only the well-off to have input in the process.	8/27/2013 7:38 AM
405	<b>Active in community</b> <b>Advertise</b> <b>alternative formats</b> <b>miscellaneous</b> <b>multiple channels</b> In-person community outreach at different cultural events and community centres. An email campaign alone will not reach many of those in the community who most need and deserve a voice in the decision making processes. This is essential to make initial contact. "Cold call" outreach- whether by actual calling or by email, will be met with mistrust or scepticism, or just dismissed outright as yet another scam or purposeless intrusion, or another attempt to imply some kind of empowerment in community affairs that proves to be a hollow promise.	8/27/2013 12:09 AM
406	<b>Build relationships CBO's</b> Engage community organizations such as the Urban League and IRCO.	8/26/2013 10:33 PM
407	<b>alternative formats</b> <b>Build relationships CBO's</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> <b>Translation</b> Solicit feedback through a variety of mediums--"advertise" the opportunity to provide feedback through local radio ads, postcard mailings, ads in local free magazines (those for families, for example), and in the local newspapers. Have an option for automated phone surveys instead of just online (where someone can call in and answer the questions). Have round table community meetings to solicit feedback, possibly with translators.	8/26/2013 9:51 PM
408	<b>alternative formats</b> <b>miscellaneous</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> <b>Translation</b> Ask questions and seek answers in layman's terms. Provide translations and or interpreters and actively "advertise" the input opportunities through user-friendly mediums. Make it clear why it matters!	8/26/2013 7:32 PM
409	<b>Advertise</b> <b>Attend community events</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> Need more info sent out either email, postings on boards, community events.	8/26/2013 6:44 PM
410	<b>miscellaneous</b> Simply offer to engage everyone.	8/26/2013 6:36 PM
411	<b>Build relationships CBO's</b> talk to community leaders	8/26/2013 6:31 PM
412	<b>Attend community events</b> different venues (go where people from different cultures or backgrounds gather)	8/26/2013 6:11 PM
413	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>incentives</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> Meetings with groups from places of worship. Listening sessions on a weekend at a neighborhood shopping area, perhaps with small freebies.	8/26/2013 6:02 PM
414	<b>Advertise</b> <b>multiple channels</b> Mailings, such as a newsletter, or short tv spots during news programs, information posted in parks	8/26/2013 5:45 PM

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415	<b>Attend community events</b> Set up a table at local free events, such as Farmers Markets and events at the library. The table can have surveys and an employee to answer questions.	8/26/2013 5:07 PM
416	<b>Status quo</b> If people want to be involved, they will be. No need for chasing after them.	8/26/2013 4:52 PM
417	<b>Build relationships CBO's</b> Working with the various cultural and ethnic outreach agencies, churches and social service and programs that have ongoing connections with these people.	8/26/2013 4:29 PM
418	<b>miscellaneous</b> Yes, Metro should lay-off half of its workforce and stop meddling in our lives!	8/26/2013 4:24 PM
419	<b>miscellaneous</b> <b>Translation</b> Make information accessible, community-friendly language, translated if appropriate, show relevance to their lives, be clear how what they have to say will change anything, meet them on their turf - be sensitive to their time, and if appropriate, to their cultural backgrounds.	8/26/2013 4:12 PM
420	<b>Active in community</b> <b>multiple channels</b> Outreach at a variety of venues, including local parks.	8/26/2013 4:06 PM
421	<b>Build relationships CBO's</b> Reach out to community organizations that organize with people of color and ask them how or provide them with your information	8/26/2013 4:00 PM
422	<b>Build relationships CBO's</b> Lots of partnerships with community organizations. Be proactive and invite their involvement. Reach out to churches, neighborhood community groups, schools, arts organizations, the library.	8/26/2013 3:32 PM
423	<b>Build relationships CBO's</b> Involve different populations by working with existing organizations that already interact with them to leverage their relationships and the trust they've already established. If possible, identify and interact w/ the people who are considered leaders in these communities (particularly if immigrants). This isn't an easy process.	8/26/2013 3:26 PM
424	<b>Active in community</b> <b>Advertise</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>miscellaneous</b> <b>multiple channels</b> Reach out through community organizations as well as traditional media. Visits by individual Councilors or staff can be extremely effective in letting people feel they are empowered.	8/26/2013 3:16 PM
425	<b>Active in community</b> <b>alternative formats</b> Have Open Houses and similar functions that people can attend and learn. A topic of interest is needed for this however.	8/26/2013 1:06 PM
426	<b>Attend community events</b> <b>Build relationships CBO's</b> Maybe talk to people in schools or other community organizations?	8/26/2013 11:26 AM
427	<b>Build relationships CBO's</b> Reach out to the existing neighborhood organizations to encourage them to seek out folks not usually participating in civic life. Give those organizations a solid argument for why it's in their interest to do so.	8/26/2013 10:23 AM
428	<b>Build relationships CBO's</b> Connect through the faith-based community, and social or other community organizations.	8/26/2013 9:48 AM
429	<b>Translation</b> Provide information in Spanish or other languages.	8/26/2013 9:39 AM
430	<b>alternative formats</b> <b>miscellaneous</b> Based on my experience, many people don't participate unless it directly affects them in a negative way. And that's when they might get involved. Perhaps one way to change that is for Metro to get involved at school level where children learn to be involved - as long as they can see that their involvement effects changes - that might be key.	8/26/2013 9:31 AM
431	<b>Active in community</b> <b>miscellaneous</b> You have to leave the downtown core and visit people in the suburbs. When you do, you have to listen and respect differing points of view. Not everyone - for example - believes subdivisions with large backyards and attached garages are horrible. Not everyone believes bicycling is an inherently good form of transportation. Not everyone is willing to spend millions of tax dollars promoting the latest environmental fad.	8/26/2013 9:22 AM
432	<b>Build relationships CBO's</b> Work with local community centers and small organizations and non-coms	8/26/2013 9:12 AM
433	<b>Advertise</b> <b>multiple channels</b> Send emails and/or postcards in the mail letting people know about public hearings/meetings, at least 3 weeks in advance.	8/26/2013 8:29 AM
434	<b>alternative formats</b> <b>miscellaneous</b> <b>multiple channels</b> Engage them in their comfort zone. Which might not be online.	8/26/2013 7:22 AM
435	<b>Active in community</b> Go to where people from different cultures and backgrounds get together. Find out what they are reading.	8/26/2013 4:47 AM
436	<b>alternative formats</b> Not all cultures & backgrounds have internet access, and some of us do not have cell phones so written & mailed surveys may need to be tried.	8/26/2013 12:09 AM
437	<b>alternative formats</b> Take surveys of bus, streetcar and MAX riders as they are on the vehicle or waiting at the stop.	8/25/2013 10:29 PM



# Metro Public Engagement Guide survey

438	<b>miscellaneous</b> Be sure to make known to the general public what the issues are, what decisions that need to be made and be sure that open meetings are held in central locations.	8/25/2013 10:17 PM
439	<b>Advertise</b> <b>multiple channels</b> Have all information on website, send out emails, have signs on buses and max	8/25/2013 6:14 PM
440	<b>miscellaneous</b> I don't know.	8/25/2013 5:50 PM
441	<b>Build relationships CBO's</b> Outreach in partnership w/culturally specific community groups and non-profits and let them be the experts in how to create legitimate and appropriate ways to interact and get feedback.	8/25/2013 5:45 PM
442	<b>Attend community events</b> Community event ambassadors	8/25/2013 4:54 PM
443	<b>Active in community</b> <b>alternative formats</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Speak at where they gather, maybe ask to speak at churches or neighborhood meetings, have multilingual people go	8/25/2013 4:48 PM
444	<b>alternative formats</b> gain a greater understanding of what various identity groups would like to gain from interacting with metro and communicate clearly how their engagement can help attain these goals and needs	8/25/2013 3:20 PM
445	<b>alternative formats</b> hold meetings in various places at different times of the week (don't forget people who do shift work)	8/25/2013 3:08 PM
446	<b>Active in community</b> <b>Advertise</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> <b>multiple channels</b> <b>Translation</b> Making sure information is sent out to churches, libraries, schools, in multiple languages. Not just via internet.	8/25/2013 2:09 PM
447	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> <b>Translation</b> Solicit input in languages other than English and use methods other than internet so that more low-income and minority people can provide information. Maybe this can be done via the public libraries, the schools or churches and community organizations.	8/25/2013 1:28 PM
448	<b>Attend community events</b> local events; issue oriented entertainments for children at summer free-lunch sites?	8/25/2013 10:50 AM
449	<b>miscellaneous</b> Be transparent. Be honest. Encourage everyone to participate. Listen to everyone.	8/25/2013 10:01 AM
450	<b>Status quo</b> Speak English, the rest will take care of itself ... Regardless of background, either you care enough to participate or you don't ...	8/25/2013 9:37 AM
451	<b>Active in community</b> have personnel interacting face to face in culturally different neighborhoods and communities.	8/24/2013 10:45 PM
452	<b>miscellaneous</b> Make sure it's clear how their input will impact the decision.	8/24/2013 10:42 PM
453	<b>alternative formats</b> Surveys, focus groups with leaders and members of target groups	8/24/2013 10:16 PM
454	<b>Attend community events</b> <b>Build relationships CBO's</b> Contact neighbourhood and minority organizations. Post surveys in public places such as libraries.	8/24/2013 9:00 PM
455	<b>Status quo</b> Clearly we are all Americans so I do not see the need to engage any specific culture.	8/24/2013 8:01 PM
456	<b>Active in community</b> <b>Attend community events</b> <b>Libraries, faith comm.</b> Go to them. Have representatives in the community at events. Job fairs, school outings, church socials, etc. Get out there.	8/24/2013 7:12 PM
457	<b>miscellaneous</b> WIIFM	8/24/2013 7:04 PM
458	<b>Attend community events</b> have town hall meetings in the outer neighborhoods	8/24/2013 6:44 PM
459	<b>Translation</b> Advertise for public meetings and forums for comment on issues affecting people at local supermarkets, grocery stores, libraries, etc, where families frequent and will be likely to see them. Post in various languages as applicable.	8/24/2013 5:39 PM
460	<b>Advertise</b> <b>Advertise on radio</b> <b>multiple channels</b> ads on radio and TV to encourage people and news stories.	8/24/2013 5:26 PM
461	<b>Hire diverse staff</b> Employ people who are of different cultures so that Metro can talk to them.	8/24/2013 5:18 PM
462	<b>Status quo</b> I think Metro provides plenty of opportunities for people to be involved.	8/24/2013 12:41 PM
463	<b>alternative formats</b> provide people info as to what Metro does and is—perhaps in utility billing	8/24/2013 12:31 PM
464	<b>miscellaneous</b> these surveys are good although a random or balanced poll would likely provide greater validity in obtaining accurate opinions	8/24/2013 11:50 AM
465	<b>miscellaneous</b> don't really know other than trying.	8/24/2013 10:54 AM

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466	<b>alternative formats</b> Get the Oregonian to have a special section for Metro, even if it is once a week. Tell people how they can be involved and what is going on.	8/24/2013 10:54 AM
467	<b>miscellaneous</b> Only one that I know of is this one....the Opt in Panel. Thus...improvements can be made.	8/24/2013 10:50 AM
468	<b>alternative formats</b> <b>Attend community events</b> <b>Libraries, faith comm.</b> <b>Translation</b> Ask key people from the community to participate, provide opportunities for feedback through neighborhood resources. Also, Multnomah county libraries might be good place for engagement as the branches actively engage the local community through culturally relevant programming and by providing people who speak the languages of the community members (Spanish, Russian, Vietnamese, Chinese)	8/24/2013 10:42 AM
469	<b>multiple channels</b> Providing a variety of places and ways in which people can voice their opinions.	8/24/2013 10:40 AM
470	<b>Attend community events</b> Tables at community events, even venues downtown, Pioneer square and out in suburbs.	8/24/2013 10:26 AM
471	<b>miscellaneous</b> email surveys are good, but please leave them active longer - I don't always get to email soon enough	8/24/2013 10:16 AM
472	<b>miscellaneous</b> Organizations like Metro need to be proactive to make sure all views are being represented. Holding a 'public' hearing is not sufficient. Most of the public is busy with family and other concerns. The hearings tend to be dominated by activists who would be heard from in any event.	8/24/2013 9:52 AM
473	<b>miscellaneous</b> When they say they don't want light rail, listen to them!	8/24/2013 9:45 AM
474	<b>multiple channels</b> <b>Translation</b> multi-lingual ad spots on public radio	8/24/2013 9:31 AM
475	<b>miscellaneous</b> Just advertise the need - people have a responsibility too.	8/24/2013 9:25 AM
476	<b>miscellaneous</b> Ridiculous question	8/24/2013 8:25 AM
477	<b>Attend community events</b> <b>Libraries, faith comm.</b> Have tables at all neighborhood fairs and city functions. Recruit volunteers at community centers, churches and neighborhood houses.	8/24/2013 8:05 AM
478	<b>Active in community</b> <b>alternative formats</b> <b>Libraries, faith comm.</b> Visit neighborhoods where people from different cultures or backgrounds live, their places of worship, their internet groups on social media.	8/24/2013 7:34 AM
479	<b>alternative formats</b> Sorry - young people don't read newspapers so maybe the only way is on their Smart Phones.	8/24/2013 7:06 AM
480	<b>miscellaneous</b> I like these online surveys. It's a good way for me to interact and have my voice heard without having to go to any more meetings!	8/24/2013 6:20 AM
481	<b>Active in community</b> <b>Attend community events</b> Go to community events and recruit face-to-face.	8/23/2013 10:40 PM
482	<b>Translation</b> Get information to culturally diverse neighborhoods in their language	8/23/2013 10:32 PM
483	<b>multi-cultural newspapers</b> Try to get announcements in community newspapers.	8/23/2013 10:07 PM
484	<b>Active in community</b> Have neighborhood meetings.	8/23/2013 9:15 PM
485	<b>miscellaneous</b> Phone surveys	8/23/2013 8:17 PM
486	<b>Build relationships CBO's</b> partnering with culturally specific non-profits, like El Programa Hispano to provide meetings/focus groups with food and childcare provided.	8/23/2013 8:10 PM
487	<b>Build relationships CBO's</b> Make presentations to neighborhood associations.	8/23/2013 7:52 PM
488	<b>alternative formats</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> <b>Translation</b> distribute information to school newsletters and local church groups in their language.	8/23/2013 7:49 PM
489	<b>Active in community</b> Personal contact?	8/23/2013 6:53 PM
490	<b>Status quo</b> The online surveys have worked well for me.	8/23/2013 6:52 PM
491	<b>miscellaneous</b> Metro staff and policy-makers have their own goals and agenda. It matters not in the least what the citizens have to say. You do not listen and certainly don't put your "grand" ideas to a vote of the citizens, so what - you want me tell you how you can help me feel better about your grand ideas? Let us vote on your grand ideas.	8/23/2013 6:31 PM
492	<b>miscellaneous</b> I am not in favor of teaching in foreign languages nor trying to meld 50 different cultures into an impossible happy result.	8/23/2013 5:45 PM
493	<b>Active in community</b> Go to the people. Don't just rely on surveys.	8/23/2013 5:32 PM

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494	<b>Active in community</b> <b>Build relationships CBO's</b> The elected leaders could - on their own and directly - meet with representatives of such groups. Don't make this complicated, it need not be.	8/23/2013 4:51 PM
495	<b>alternative formats</b> <b>miscellaneous</b> Appoint a person from each to s panel meeting every three months.	8/23/2013 4:13 PM
496	<b>Status quo</b> I don't know if any action is needed to deal with this issue.	8/23/2013 3:44 PM
497	<b>Active in community</b> Hold events in different parts of the region.	8/23/2013 3:36 PM
498	<b>miscellaneous</b> Unknown	8/23/2013 3:26 PM
499	<b>Active in community</b> <b>alternative formats</b> <b>miscellaneous</b> Putting more effort into reaching out to those communities, and expanding methods of input so those who are not available during meeting hours are still able to provide comment (for example, expanding online input opportunities)	8/23/2013 2:56 PM
500	<b>miscellaneous</b> Continue the surveys	8/23/2013 2:45 PM
501	<b>Build relationships CBO's</b> Contract with groups that are connected with vulnerable populations for outreach.	8/23/2013 2:30 PM
502	<b>Active in community</b> Initially it will probably take a lot of foot work and being willing to go to where the people are.	8/23/2013 2:26 PM
503	<b>Active in community</b> Take meetings into communities-- and discuss things of interest to them.	8/23/2013 12:34 PM
504	<b>Attend community events</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> <b>Translation</b> Offer information in various languages, engage local services to spread the word, like libraries.	8/23/2013 12:23 PM
505	<b>Hire diverse staff</b> <b>Translation</b> make people available who speaks lots of different languages	8/23/2013 12:11 PM
506	<b>Advertise</b> <b>multiple channels</b> advertisements on TV	8/23/2013 12:10 PM
507	<b>Attend community events</b> <b>multiple channels</b> Social media, town hall discussion, attending local meetings (e.g. chamber of commerce, city commission etc)	8/23/2013 12:01 PM
508	<b>Attend community events</b> Meet them at community events wher they live	8/23/2013 11:51 AM
509	<b>Attend community events</b> <b>Hire diverse staff</b> <b>miscellaneous</b> <b>Translation</b> Engage ethnic and cultural groups at every social event such as italy or brew craft or engage in quick interfaces via kiosks at OMSI or Oregon Zoo with a friendly multilingual presence.?	8/23/2013 11:21 AM
510	<b>Attend community events</b> Go to as many varied community regions and events as possible	8/23/2013 11:17 AM
511	<b>Status quo</b> That shouldn't be an issue - Metro works for the entire community and not single our specific socio-economic groups.	8/23/2013 11:17 AM
512	<b>miscellaneous</b> free events	8/23/2013 11:05 AM
513	<b>miscellaneous</b> Euro-American/Anglo Metro staff can go through anti-oppression and anti-racism training. There may already be a great understanding at Metro about white privilege, but talking about race out loud is still so often seen as taboo. Learning through the exceptionally uncomfortable process of ones own internal bias (we may say/think we are color blind, but humans self-categorize significantly when issues aren't discussed). We can know how to act, react, respond politically, but real change starts with real knowledge. Staff need to go through this type of training and minority staff should also participate, but with differing frameworks. As a minority myself it can be very disempowering and challenging to have clear and courageous conversations around race around people in the dominant culture that have not yet experienced race and oppression in similar ways. Starting from here, staff can have a better understanding of how to engage people honestly and with integrity, those from different cultures or backgrounds in planning and the decision making process.	8/23/2013 11:01 AM
514	<b>miscellaneous</b> Offer surveys and point out that it can be as important as voting in broadcasting one's point of view.	8/23/2013 11:00 AM
515	<b>alternative formats</b> <b>miscellaneous</b> if more of your meetings were outside of working hours it would be helpful	8/23/2013 10:54 AM
516	<b>Active in community</b> <b>Advertise</b> <b>alternative formats</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> Publicize public meetings via flyers posted at public libraries, city halls, advance press releases/public announcements to community newspapers, local radio stations, etc. These meetings should be held regularly throughout the Metro region (see response to Question 3) and NOT limited to downtown PDX.	8/23/2013 10:45 AM
517	<b>miscellaneous</b> Don't know	8/23/2013 10:24 AM
518	<b>Build relationships CBO's</b> Find people within the desired cultural group who could serve as ambassadors from Metro to the remainder of the group.	8/23/2013 9:50 AM

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519	<b>Active in community</b> Engage in outreach to minority organizations and outer-Portland neighborhood groups.	8/23/2013 9:47 AM
520	<b>miscellaneous</b> They can start by letting everyone know you need each culture to contribute to this to make it work. Ask what they can contribute, how and why, that we are all part of the bigger picture.	8/23/2013 9:31 AM
521	<b>Build relationships CBO's</b> <b>Translation</b> specific invitations to leaders of other cultures to participate; links to explanations in other languages	8/23/2013 9:29 AM
522	<b>miscellaneous</b> By asking questions that are relevant to the unique situation of each group of people.	8/23/2013 8:59 AM
523	<b>Build relationships CBO's</b> <b>Translation</b> Offer opportunities to provide feedback in multiple languages, collaborate with existing organizations that provide outreach/support for people from specific cultural groups	8/23/2013 8:47 AM
524	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>Translation</b> Establish relationships with opinion leaders in underrepresented communities, provide translated materials, and have a presence at appropriate venues within those cultures.	8/23/2013 8:41 AM
525	<b>Advertise</b> <b>multiple channels</b> Promote public awareness through newspapers, TV, Radio and personal contact such as this email survey. Ask people to talk to their neighbors.	8/23/2013 8:40 AM
526	<b>Advertise</b> <b>miscellaneous</b> <b>multiple channels</b> Use the news to get out the word about events etc. People actually do watch our local news.	8/23/2013 8:39 AM
527	<b>alternative formats</b> You need to determine how different cultures & groups like to receive information and how they like to participate. Not everyone will find your website & want to take an online survey.	8/23/2013 8:22 AM
528	<b>miscellaneous</b> There is a letter coming to you from the Boring CPO I would suggest that you read it and reply.	8/23/2013 8:12 AM
529	<b>alternative formats</b> <b>miscellaneous</b> use social media to reach out	8/23/2013 8:00 AM
530	<b>Active in community</b> <b>alternative formats</b> <b>Libraries, faith comm.</b> <b>Translation</b> The trouble here is with volunteer bias: you're more likely to get higher income, higher education people to fill out the surveys online. So make it easier for other demographics: offer surveys at libraries in multiple languages; offer surveys at Pioneer Square; see if you can go into the workplace.	8/23/2013 7:36 AM
531	<b>Active in community</b> More outreach on a local level. go to them do not expect them to come to you	8/23/2013 7:24 AM
532	<b>miscellaneous</b> dont know	8/23/2013 7:15 AM
533	<b>Build relationships CBO's</b> Reach out to ethnic organizations in the area, like the Syrian-Lebanese-American Club of Portland.	8/23/2013 6:47 AM
534	<b>Active in community</b> <b>Attend community events</b> Not everyone is engaged via the internet. I think Metro could make good use of community centers and schools and senior centers to hold "town halls" or distribute paper surveys to be dropped in boxes.	8/23/2013 6:29 AM
535	<b>alternative formats</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> Connect through an easily accessible location such as a public library.	8/23/2013 5:33 AM
536	<b>Active in community</b> <b>Advertise</b> <b>Attend community events</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> Great question...do you know your current success rate on achieving diversity in your feedback process? Maybe you need to set up information tables at various neighborhood fairs or in local libraries/groceries/etc of underserved areas. Maybe you need to reach beyond the online surveys, if that would help you in getting more diverse opinions (in other words, supplementing them with some non-web-based alternative). But it's hard to say until you know how diverse your current respondents are.	8/23/2013 5:16 AM
537	<b>Translation</b> Offer surveys in multiple languages.	8/23/2013 12:19 AM
538	<b>Build relationships CBO's</b> soliciting feedback from ethno-centric sites	8/22/2013 11:24 PM
539	<b>Advertise</b> <b>miscellaneous</b> <b>multiple channels</b> Advertise on Tri-Met and in 7-11's, or Plaid Pantry.	8/22/2013 11:13 PM
540	<b>Hire diverse staff</b> Have them deal with people who look like them	8/22/2013 10:56 PM
541	<b>multiple channels</b> Outreach and gather feedback via different channels, other than the internet	8/22/2013 10:38 PM
542	<b>miscellaneous</b> Surveys, emails	8/22/2013 10:22 PM
543	<b>miscellaneous</b> <b>Status quo</b> internet, such as this questioner	8/22/2013 10:13 PM
544	<b>Active in community</b> <b>Attend community events</b> Invite them to Metro. Or visit the different neighborhood association meetings.	8/22/2013 9:58 PM
545	<b>miscellaneous</b> don't know	8/22/2013 9:32 PM

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546	<b>Build relationships CBO's</b> Work with non profit groups that represent them.	8/22/2013 9:31 PM
547	<b>Attend community events</b> Public forums in neighborhood centers across the community.	8/22/2013 9:31 PM
548	<b>miscellaneous</b> ASK	8/22/2013 9:13 PM
549	<b>alternative formats</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>miscellaneous</b> Co-sponsor meetings with community organizations representing different groups - don't expect them to come to you or take your surveys	8/22/2013 8:48 PM
550	<b>alternative formats</b> <b>Build relationships CBO's</b> Announce & recruit through Neighborhood Coalitions of Portland	8/22/2013 8:40 PM
551	<b>incentives</b> Sponsor free movies	8/22/2013 8:32 PM
552	<b>miscellaneous</b> I am probably the wrong person to answer that question being white and middle class (and old).	8/22/2013 8:21 PM
553	<b>miscellaneous</b> surveys are great	8/22/2013 8:14 PM
554	<b>Advertise</b> Use cable TV and advertise it.	8/22/2013 7:54 PM
555	<b>alternative formats</b> <b>miscellaneous</b> use open house meetings and invite everybody	8/22/2013 7:53 PM
556	<b>incentives</b> Child care!	8/22/2013 7:16 PM
557	<b>Advertise</b> <b>multiple channels</b> advertise the surveys to a wider audience	8/22/2013 7:14 PM
558	<b>Attend community events</b> <b>incentives</b> pay them to attend focus groups go where they congregate already	8/22/2013 7:00 PM
559	<b>Advertise</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> Like when companies recruit to achieve diversity, you need to get the word out in different types of media: pick news sites that have high Latino or Black readership. Same with putting your name in newspapers. Spread out which kinds of papers you choose.	8/22/2013 6:47 PM
560	<b>miscellaneous</b> Advertise the role of Metro ..... I moved here from a locale with only city and county governments ... it has taken some time to figure out why Metro exists and what the role played by Metro	8/22/2013 6:38 PM
561	<b>miscellaneous</b> Develop a culture that actually shows they are interested in varying opinions, rather than just wanting to hear from the left.	8/22/2013 6:15 PM
562	<b>alternative formats</b> local small grass root forum...informal park/street contacts	8/22/2013 5:59 PM
563	<b>miscellaneous</b> Ask what is important to them. What is important to their heritage/culture.	8/22/2013 5:56 PM
564	<b>Advertise</b> <b>multiple channels</b> increase/advertise for more community involvement	8/22/2013 5:56 PM
565	<b>miscellaneous</b> Get rid of Jeff Cogen	8/22/2013 5:51 PM
566	<b>Active in community</b> Visit people at their work place, school, or grocery store and ask them about how they get around, ask about what would make getting around easier for them, and what is working well.	8/22/2013 5:45 PM
567	<b>miscellaneous</b> <b>multi-cultural newspapers</b> Ads in Newspapers. At an outdoor public event have volunteers get peoples email address to participate. Ads on web sites like "Travel Portland"	8/22/2013 5:44 PM
568	<b>Active in community</b> <b>Advertise</b> <b>Attend community events</b> <b>multiple channels</b> Blogs, emails, mass mailings attend neighborhood meetings, newspapers, TV local news, local talk shows, radio, public service announcements on TV/radio!	8/22/2013 5:35 PM
569	<b>Advertise</b> <b>Advertise on radio</b> <b>multiple channels</b> I'm afraid I have no more knowledge than you have about that. Metro communicates with persons of my culture pretty well; I know how to get the information I want. Maybe advertise on radio stations, or try to get announcements on KBOO's ethnic programs.	8/22/2013 5:24 PM
570	<b>Active in community</b> <b>Attend community events</b> Have easily accessible forums where people can meet with Metro personnel - perhaps tables set up in Pioneer Square downtown or other general meeting areas for each community.	8/22/2013 5:09 PM
571	<b>Attend community events</b> Go to events or host meetings/events in neighborhoods that are home to cultures not usually engaged.	8/22/2013 5:08 PM
572	<b>miscellaneous</b> Make sure they are aware of the opportunity to participate and their participation is welcomed and encouraged. Strength in diversity.,	8/22/2013 5:06 PM
573	<b>miscellaneous</b> Public relations effort	8/22/2013 5:01 PM
574	<b>Active in community</b> <b>alternative formats</b> Get out of your usual comfortable places.	8/22/2013 4:59 PM



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575	<b>miscellaneous</b> ?	8/22/2013 4:54 PM
576	<b>miscellaneous</b> listen to opposing views and maybe enact some of them.	8/22/2013 4:54 PM
577	<b>Status quo</b> Public outreach through social media and email seem to be effective for me personally. I think the opt-in says it all, people have to feel compelled to engage, it has to be a two-way street.	8/22/2013 4:37 PM
578	<b>Active in community</b> <b>Attend community events</b> <b>Translation</b> I do believe the Metro produces materials in multiple languages, if not, it should. Metro should organize meetings that affect a neighborhood, in that neighborhood.	8/22/2013 4:29 PM
579	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> It's a difficult but important task.. for a start, you may have to "go where the people are," i.e., get on the agenda at Urban League meetings, IRCO gatherings, the Persian Festival, "Colored Pencil" night, Ecumenical Ministries, Sisters of the Road (these are a few examples) and be prepared to ask and listen to various groups' ideas about outreach within their communities. OptIn is great but way too upper-middle-class white a sample.	8/22/2013 4:26 PM
580	<b>Active in community</b> Go to those people?	8/22/2013 4:22 PM
581	<b>Active in community</b> <b>Town halls</b> Hold town hall mtgs in areas that are disproportionately non-Caucasian.	8/22/2013 4:09 PM
582	<b>Attend community events</b> Have a presence at relevant festivals, markets, events.	8/22/2013 3:59 PM
583	<b>miscellaneous</b> Make information more readily available.	8/22/2013 3:51 PM
584	<b>miscellaneous</b> Invitations to meetings, email, seem to be the ones available.	8/22/2013 3:42 PM
585	<b>Attend community events</b> <b>Hire diverse staff</b> <b>Translation</b> Translated materials, participated in events sponsored by various cultural organizations, employ bilingual people to work at above events	8/22/2013 3:28 PM
586	<b>multiple channels</b> Sometimes I think there is too much input which ends up stalling progress. But to answer your question more directly - perhaps using the internet is not going to adequately engage other cultures or backgrounds. How about attending some of the activities of these groups in person?	8/22/2013 3:25 PM
587	<b>Active in community</b> <b>Attend community events</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> Reach out and encourage people of color and the transportation disadvantaged to be on the various committees. That may mean going to and/or setting up fliers at churches, clinics, activity centers, senior centers, boys and girls clubs, transit centers, bus stops, whatever it takes to get the representation.	8/22/2013 3:15 PM
588	<b>Active in community</b> instead of open invitations for groups/cultures to participate, go to those 'under represented' groups/cultures, get to know them and then invite reps to be part of the decision making process. Takes a little more time but you'll find good results.	8/22/2013 3:14 PM
589	<b>Attend community events</b> <b>Build relationships CBO's</b> That's a difficult question. Metro may have to make contact in alternate ways – something other than e-mail and the web – perhaps through community organizations for different cultures.	8/22/2013 3:08 PM
590	<b>Advertise</b> <b>Build relationships CBO's</b> <b>multiple channels</b> Reach out to community and neighborhood groups through various media.	8/22/2013 3:02 PM
591	<b>Attend community events</b> <b>Build relationships CBO's</b> "Town Hall" meetings in affected neighborhoods Booth at the various street/art fairs.	8/22/2013 2:53 PM
592	<b>Active in community</b> <b>alternative formats</b> make sure to hold public forums on upcoming plans	8/22/2013 2:48 PM
593	<b>Translation</b> provide interpreters	8/22/2013 2:37 PM
594	<b>Attend community events</b> <b>Build relationships CBO's</b> By attending different cultural events and having conversations with their organizers.	8/22/2013 2:35 PM
595	<b>Active in community</b> Get out into the community and ask questions.	8/22/2013 2:33 PM
596	<b>miscellaneous</b> See below.	8/22/2013 2:29 PM
597	<b>alternative formats</b> monthly get together?	8/22/2013 2:28 PM
598	<b>miscellaneous</b> I'd say allowing people to sign up on a webpage would make it available.	8/22/2013 2:24 PM
599	<b>Advertise</b> <b>Attend community events</b> <b>multiple channels</b> announce meetings, initiatives, updates etc far and wide and on every platform possible - newspaper, online, social media, neighborhood associations, etc	8/22/2013 2:21 PM
600	<b>alternative formats</b> <b>miscellaneous</b> Open houses and cultural events. The sharing of the arts or food in an event asking for input on planning of projects.	8/22/2013 2:17 PM
601	<b>miscellaneous</b> Do outreach to those communities & organizations	8/22/2013 2:17 PM

# Metro Public Engagement Guide survey

602	<b>miscellaneous</b> Make it easier to know who to go to on a particular issue. It is hard to find out who is responsible (City of Portland, Metro or Mult county) and then what person within those groups	8/22/2013 2:06 PM
603	<b>Active in community</b> <b>alternative formats</b> Parent meetings at schools could reach immigrant parents and non-computer contact for senior citizens,	8/22/2013 2:01 PM
604	<b>multiple channels</b> by holding public meetings and post information near the areas that are going to be effected	8/22/2013 1:57 PM
605	<b>alternative formats</b> Allow senior citizens to access Metro non on line	8/22/2013 1:52 PM
606	<b>Attend community events</b> <b>miscellaneous</b> <b>Translation</b> surveys/notices/emails in multiple languages, opportunities to engage at locations where citizens of different ethnic backgrounds tend to gather or patronize	8/22/2013 1:48 PM
607	<b>miscellaneous</b> L I S T E N. When people say they don't want light rail (Milwaukie) or streetcar )L Oswego, pay attention	8/22/2013 1:37 PM
608	<b>Active in community</b> solicit input in suburban/small town news outlets in order to counteract over-representation of Portland interests	8/22/2013 1:36 PM
609	<b>Build relationships CBO's</b> Contact organizations that specifically target their support efforts for people from different cultures or backgrounds.	8/22/2013 1:31 PM
610	<b>Attend community events</b> Frequent regional meetings that are at a time where eligible, interested voters can attend.	8/22/2013 1:23 PM
611	<b>miscellaneous</b> What do they do...beside the zoo and generate news stories about UGB and control garbage	8/22/2013 1:21 PM
612	<b>alternative formats</b> maybe a presentation in the evenings once a quarter?	8/22/2013 1:14 PM
613	<b>Attend community events</b> Maintain a presence at as many different events as possible.	8/22/2013 1:05 PM
614	<b>miscellaneous</b> be relevant to the people, not just your planners	8/22/2013 1:00 PM
615	<b>miscellaneous</b> <b>multiple channels</b> Many people are not comfortable with computers (older, lower income, less educated) so these online surveys probably do not reach them.	8/22/2013 1:00 PM
616	<b>multiple channels</b> Publicize any decisions/plans that have been affected by citizens.	8/22/2013 12:54 PM
617	<b>Active in community</b> <b>multiple channels</b> Posting info flyers about mtgs in and around apartment complexes and other smaller community centers.	8/22/2013 12:53 PM
618	<b>Active in community</b> <b>Attend community events</b> <b>Libraries, faith comm.</b> <b>Translation</b> Make sure you communicate in languages other than English. Reach out in locations where families congregat-- churches, mosques, etc.	8/22/2013 12:49 PM
619	<b>Attend community events</b> Attend neighborhood community fairs, block parties, farmers markets, etc.?	8/22/2013 12:47 PM
620	<b>Attend community events</b> be at local events(greek fest, cinco de mayo, fiesata italino	8/22/2013 12:44 PM
621	<b>Active in community</b> <b>Attend community events</b> <b>Hire diverse staff</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> A question just about every organization I have been a part of asks. Hiring people from different communities will probably give you your best feedback. Advertise at local libraries and locations with community internet. Maybe a tad sexist, but focus on outreach to women. Generally speaking they tend to be invested in their family/neighborhood wellbeing. Also, plan projects in neighborhoods that have higher percentages of different cultures/backgrounds. Folks of lower economic group may prove difficult to engage simply because they have more pressing things to focus on in a given day.	8/22/2013 12:39 PM
622	<b>Translation</b> Bilingual information for limited English speakers	8/22/2013 12:32 PM
623	<b>miscellaneous</b> Increase accessibility standards	8/22/2013 12:21 PM
624	<b>miscellaneous</b> <b>multiple channels</b> Publicize meetings about ways to stop gentrifying neighborhoods.	8/22/2013 12:11 PM
625	<b>alternative formats</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> Find social organizations and newspapers to get started. If social media (Facebook, Twitter, etc.) are widely used by particular groups, make use of those avenues. For some backgrounds, contributing as an individual may be unwelcome and it would help to identify leaders or religious members of that community who could serve as point persons (conduits) for their group.	8/22/2013 12:10 PM
626	<b>Build relationships CBO's</b> <b>miscellaneous</b> Reach out to their civic groups, high school students, college students. Work with neighborhood police.	8/22/2013 12:02 PM

# Metro Public Engagement Guide survey

627	<b>miscellaneous</b> Promote Opt-In	8/22/2013 11:59 AM
628	<b>Advertise</b> <b>miscellaneous</b> <b>multiple channels</b> More visibility in the media to encourage your target population to become involved.	8/22/2013 11:58 AM
629	<b>miscellaneous</b> Reach out to them - don't be afraid! They won't bite, and I'm sure that some folks would appreciate the attention.	8/22/2013 11:56 AM
630	<b>Active in community</b> <b>Libraries, faith comm.</b> Do more outreach to the various community and cultural groups and their meetings. With the decline of The Oregonian newspaper it is more and more incumbent on Metro to do greater outreach. There is a wealth of civic, community and different cultural groups throughout the Metro area as well as religious groups that should be reached out to.	8/22/2013 11:54 AM
631	<b>Advertise</b> <b>miscellaneous</b> <b>multiple channels</b> Dedicated online survey, info, and forum site. Then widely advertise its existence and importance.	8/22/2013 11:52 AM
632	<b>Attend community events</b> Go to where the people are already gathering.	8/22/2013 11:43 AM
633	<b>Build relationships CBO's</b> I'm not sure - maybe work with various community organizations that represent different cultures and backgrounds - ie Black Parent Initiative, Impact NW, etc.	8/22/2013 11:42 AM
634	<b>Advertise</b> <b>multiple channels</b> Random pr strategies. Interesting notice on street poles near comers and bus stops to promote a new initiative could catch eyes of people you don't usually reach	8/22/2013 11:40 AM
635	<b>miscellaneous</b> involve local high schools	8/22/2013 11:38 AM
636	<b>Status quo</b> My impression is that you're doing pretty well in using different kinds of media to inform as many people as possible.	8/22/2013 11:37 AM
637	<b>Active in community</b> Go to them: door to door or in places people of the neighborhood gather: churches, coffee shops, grocery stores or bars!	8/22/2013 11:32 AM
638	<b>Advertise</b> <b>miscellaneous</b> <b>multiple channels</b> Include flyers in our garbage bills with requests for feedback on proposed decisions. I don't really see why it is important to make sure different cultures and backgrounds are sought out. Aren't we all just citizens of the Portland metro area and isn't that the culture from which you should seek engagement?	8/22/2013 11:30 AM
639	<b>Advertise</b> <b>Attend community events</b> <b>multiple channels</b> Not knowing what all current actions are, I think the organization should be: publicizing in major media vehicles that reach local minority groups; outreach through on site presence at events sponsored by local minority groups.	8/22/2013 11:28 AM
640	<b>Active in community</b> <b>alternative formats</b> <b>Libraries, faith comm.</b> Maybe offer public meetings in places where they meet as a community - like churches, social clubs or community centers.	8/22/2013 11:24 AM
641	<b>miscellaneous</b> <b>multiple channels</b> Develop resident advisory councils in the different quadrants of the city and recruit through community groups, churches and neighborhood associations.	8/22/2013 11:23 AM
642	<b>Status quo</b> Opt In seems like a great option	8/22/2013 11:22 AM
643	<b>multi-cultural newspapers</b> <b>multiple channels</b> publish articles in community newspapers and provide info to neighborhood schools	8/22/2013 11:15 AM
644	<b>Build relationships CBO's</b> <b>miscellaneous</b> Outreach and awareness through ethnic organizations and schools.	8/22/2013 11:12 AM
645	<b>miscellaneous</b> Form committees and advertise for volunteers from diverse groups. These volunteers can act as "representatives" from their communities and build METRO a ready base of informed citizens.	8/22/2013 11:12 AM
646	<b>multi-cultural newspapers</b> Advertise meetings in the other newspapers that serve various ethnicities	8/22/2013 11:09 AM
647	<b>miscellaneous</b> stick with the majority opinion	8/22/2013 11:08 AM
648	<b>Active in community</b> <b>miscellaneous</b> reach out to everyone... Send fliers home with kids at school announcing the events... Word of mouth gets around better and cheaper... Don't make it a cultural thing tho... Celebrate every one... Diversity... Not "Hey, we're having something for the Hispanic history" or "this is a celebration for black history month".. Make it every ones history...	8/22/2013 11:08 AM
649	<b>Build relationships CBO's</b> <b>Translation</b> Provide information & opportunities for engagement in a variety of languages. Build partnerships with liaisons in various communities & perform outreach in culturally appropriate ways.	8/22/2013 11:06 AM
650	<b>miscellaneous</b> Dont always pt people into groups, it just divides us more.	8/22/2013 11:04 AM



# Metro Public Engagement Guide survey

651	<b>miscellaneous</b> <b>Status quo</b> This opt-in panel is an excellent way for Metro to engage citizens in decision-making. Reaching out to more citizens to participate this way could be a convenient way for folks of all stripes to weigh in.	8/22/2013 11:03 AM
652	<b>Status quo</b> none	8/22/2013 11:02 AM
653	<b>Advertise</b> <b>multiple channels</b> Post in newspapers (Oregonian, Tribune, WWeek) Post on FB, twitter, email PSA on TV during the news. Billboards, Busses..	8/22/2013 10:59 AM
654	<b>miscellaneous</b> Consider diversity in committee appointments.	8/22/2013 10:53 AM
655	<b>Active in community</b> They need to be aware of this feedback program. Figure out how to make them aware of the option.	8/22/2013 10:46 AM
656	<b>Attend community events</b> In the 1970s (if memory serves), Metro sponsored World Music Festivals in Waterfront Park. Metro reached out to the many ethnic culture associations in the area and the result was performances of music and dance that really brought people together.	8/22/2013 10:44 AM
657	<b>Hire diverse staff</b> actually hire them	8/22/2013 10:44 AM
658	<b>Translation</b> Language is a problem for some people and they do not relate to the problems/issues that my effect them.	8/22/2013 10:42 AM
659	<b>miscellaneous</b> Dont make distinctions for race/etc. Just treat everyone the same. I think targeted ads are divisive and constantly remind people about minor differences that are really petty.	8/22/2013 10:40 AM
660	<b>miscellaneous</b> After moving from an Ohio city three years ago, I'm thrilled with the communications and outreach that Metro does. I am constantly astonished by the communication and outreach that Metro does.	8/22/2013 10:36 AM
661	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>miscellaneous</b> Attend Latino festivals. Meet with Latino leaders. <a href="http://www.centrocultural.org/">http://www.centrocultural.org/</a> <a href="http://www.beavertonhc.org/">http://www.beavertonhc.org/</a>	8/22/2013 10:34 AM
662	<b>miscellaneous</b> Why is this important?	8/22/2013 10:32 AM
663	<b>Active in community</b> open houses with opportunities to comment on what needs to be done as well as on Metro's own proposals	8/22/2013 10:32 AM
664	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>Translation</b> Get the message out there in different languages. Contact churches and community or neighborhood associations.	8/22/2013 10:31 AM
665	<b>Active in community</b> <b>Attend community events</b> Well, surveys are a good start, but you could also have someone out among the masses at places like transit centers or something.. Or hand out pamphlets about the current survey?	8/22/2013 10:22 AM
666	<b>miscellaneous</b> This should not be a goal of Metro. Government agencies should strive to be color blind. If you are setting up different actions to deal with different cultures and backgrounds you are by definition a racist and a divider. Treat all people exactly the same way, regardless of culture, background, race, sexual orientation, etc.	8/22/2013 10:22 AM
667	<b>Attend community events</b> <b>Libraries, faith comm.</b> door to door surveys? letters? attend festivals highlighting their cultures - IE the polish festival coming up.	8/22/2013 10:22 AM
668	<b>Active in community</b> <b>multiple channels</b> hold public forums, schedule focus groups with specific communities	8/22/2013 10:20 AM
669	<b>Libraries, faith comm.</b> Not sure. Go to churches and ask for input??	8/22/2013 10:17 AM
670	<b>Advertise</b> <b>multiple channels</b> Something on the news. If it is in the paper, don't see it.	8/22/2013 10:14 AM
671	<b>miscellaneous</b> We are all supposed to be Americans. The sooner we stop all this hyphenated stuff the better off we will be.	8/22/2013 10:12 AM
672	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>miscellaneous</b> reach out families through school/parent contacts; reach out to the elderly through retirement communities; reach out to students through high schools and universities	8/22/2013 10:11 AM
673	<b>alternative formats</b> neighborhood meetings at convenient hours, with documented results provided back to the group as follow up.	8/22/2013 10:11 AM
674	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> People are so busy, it seems the best way is to go where people meet including school events, church events, and immigrant community centers.	8/22/2013 10:10 AM
675	<b>alternative formats</b> <b>Attend community events</b> bring to neighborhood monthly meetings, questions in Oregonian, Portland Tribune, ask 3 questions, cut and send in. Tri met buses, lots of discussions on buses.	8/22/2013 10:09 AM

# Metro Public Engagement Guide survey

676	<b>Active in community</b> have open houses	8/22/2013 10:09 AM
677	<b>Attend community events</b> Participate in more Community events, street fairs etc.	8/22/2013 10:09 AM
678	<b>miscellaneous</b> Fire Jim Middaugh	8/22/2013 10:08 AM
679	<b>Active in community</b> <b>miscellaneous</b> Neighborhood meetings, community outreach programs, adult education sites, should all have information available and periodic meet and greet opportunities.	8/22/2013 10:07 AM
680	<b>Active in community</b> <b>miscellaneous</b> Sending email surveys and holding public meetings.	8/22/2013 10:06 AM
681	<b>Active in community</b> <b>alternative formats</b> <b>Attend community events</b> <b>incentives</b> <b>miscellaneous</b> <b>multiple channels</b> Perhaps there could be more than one way to engage people. For example, there could be an online questionnaire with a first deadline and smaller meetings at locations that are more frequented by marginalized populations, such as senior living communities or organizations. Also provide meetings at public schools with high disadvantaged populations, perhaps during school hours while children are still at school, or for working parents and community members, in the evening with childcare provided. Then, perhaps if open-house meetings are successful, the feedback from online and from the smaller meetings could be discussed at the open-house meeting. Try to encourage one person from each small meeting to represent the group at the open-house. It would be interesting to see if the opinions would be different with each type of outreach.	8/22/2013 10:05 AM
682	<b>miscellaneous</b> Be willing to take advice, not merely listen to it.	8/22/2013 10:05 AM
683	<b>Active in community</b> <b>Attend community events</b> Get on the streets and in neighborhoods, physically. Attend local Saturday markets and neighborhood fairs. Lots of the people you don't think you interact with aren't actively seeking out Metro and would not stumble upon it in their daily activities, especially outside of electronic communication.	8/22/2013 10:03 AM
684	<b>miscellaneous</b> If by different cultures you mean ethnic minorities, people seem to become interested in issues when either their rights or money are affected.	8/22/2013 9:57 AM
685	<b>Attend community events</b> Be present at local town hall meetings. Have a table setup for people to stop by ask questions, pickup information.	8/22/2013 9:51 AM
686	<b>Attend community events</b> Visit community centers, such as East Portland Community or IRCO, where immigrants spend a lot of time.	8/22/2013 9:45 AM
687	<b>multiple channels</b> Different *kinds* of communication is vital. Many of us don't have the time to visit a live event to give feedback. Sometimes the only free time I have is at 11:00 p.m. on a weeknight.	8/22/2013 9:44 AM
688	<b>Active in community</b> <b>Attend community events</b> Meet them where they meet. Go to their venues for dialogues. They're not going to come to public fora.	8/22/2013 9:44 AM
689	<b>miscellaneous</b> Why are you worried about people's "cultures" and "backgrounds" so much? People who want to be engaged will be engaged. Those who don't won't. Stop fixating on people's differences.	8/22/2013 9:39 AM
690	<b>miscellaneous</b> Dissolve. We don't need Metro - too many layers of government in this area! And corresponding taxes!	8/22/2013 9:38 AM
691	<b>Advertise</b> <b>multiple channels</b> There are a number of seniors out there who do not use the new technology, but who continue to read the newspaper. I think an appeal should be made through that media in order to include this population who has so much to say after a lifetime of experiencing change. Also, post notices in areas where certain ESL speakers gather—as in community centers, etc.,to include them and let them know their comments are important as well.,	8/22/2013 9:34 AM
692	<b>Active in community</b> <b>multi-cultural newspapers</b> <b>Translation</b> Post multi lingual information at all Metro parks & other areas. Advertise in local non english newspapers.	8/22/2013 9:33 AM
693	<b>miscellaneous</b> I have lived in other countries. I ask why you think it is not foreign peoples' responsibility to learn about their new country? I have always learned the local language and tried to integrate myself to their cultures. I believe they have that same responsibility.	8/22/2013 9:33 AM
694	<b>Active in community</b> Public forums	8/22/2013 9:27 AM
695	<b>Active in community</b> Spend WAY more time in East Portland engaging.	8/22/2013 9:24 AM
696	<b>Attend community events</b> <b>Libraries, faith comm.</b> go out to community meetings, faith-based orgs, street fairs, other culturally-specific arenas. know the language.	8/22/2013 9:22 AM
697	<b>miscellaneous</b> Don't know	8/22/2013 9:19 AM
698	<b>Active in community</b> <b>Libraries, faith comm.</b> <b>Translation</b> translations of the guide. Put the guide where people of different cultures congregate. Distribute through schools and churches.	8/22/2013 9:17 AM

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699	<b>Advertise</b> <b>alternative formats</b> <b>multiple channels</b> <b>Translation</b> Most people from other cultures do not know Metro exists or what it is. Reaching them where they use Metro facilities is likely the most direct route to a connection. In addition, print materials, signage, and "info-mercials" in the language of the culture on television/other screen would connect. Good luck!	8/22/2013 9:17 AM
700	<b>Active in community</b> Have Metro Councilors and senior staff spend more time "on the ground" in neighborhoods and communities. Make it more real. Ask what people want.	8/22/2013 9:16 AM
701	<b>Active in community</b> <b>miscellaneous</b> Do site specific outreach for neighborhoods that are under-served by access to computers. Perhaps offer a more thorough orientation on process and communication for groups not previously engaged in decision making processes.	8/22/2013 9:15 AM
702	<b>miscellaneous</b> demonstrate interest by hosting meetings and events throughout the city; seek out and place people from different cultures on boards where their opinions make a difference and are not just placeholders; engage in processes that are familiar to different cultures and not just force them to adopt our white-committee-oriented tradition of doing public business.	8/22/2013 9:15 AM
703	<b>miscellaneous</b> <b>multiple channels</b> Make sure that community organizations have access to how everyone in the area can make their voices heard. Have signs inside/outside buses and trolleys to let passengers know how they can speak up and be heard	8/22/2013 9:10 AM
704	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Identify and connect with volunteer/religious organizations that support different cultures/backgrounds	8/22/2013 9:06 AM
705	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Participate in neighborhood association meetings and various church and civic groups. For example, our association is Wilkes East.	8/22/2013 9:04 AM
706	<b>Build relationships CBO's</b> this city is one of encouraged engagement. Since it is in our culture, simply reaching out is enough. I would do it thru neighborhood and business orgs.	8/22/2013 9:03 AM
707	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> specifically create planning related events that happen at churches, schools, and community groups	8/22/2013 9:02 AM
708	<b>miscellaneous</b> It doesn't work to publish notices in several languages if translators aren't present. But more ESL classes would be even better to fully engage people.	8/22/2013 9:02 AM
709	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> door to door visits, church outreach, connect with cultural centers & immigrant groups	8/22/2013 9:02 AM
710	<b>Advertise</b> <b>Build relationships CBO's</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> <b>Translation</b> Publicize engagement opportunities such as this in multiple languages, use cultural focused local newspapers, radio stations, etc. Provide translation, use staff who are a part of those communities to do focus groups, etc.	8/22/2013 9:01 AM
711	<b>incentives</b> bribes	8/22/2013 9:00 AM
712	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Meet people where they are: post notices in churches, mosques, etc. to ensure reaching different populations. In Portland, use Neighborhood Association system which is doing similar outreach all the time.	8/22/2013 9:00 AM
713	<b>Advertise</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> <b>Translation</b> Spanish and other language surveys, advertised in language media.	8/22/2013 9:00 AM
714	<b>multi-cultural newspapers</b> Multi-lingual newsletters would be very helpful.	8/22/2013 8:59 AM
715	<b>Build relationships CBO's</b> <b>multiple channels</b> Engage leaders of those communities, provide information through media that reach those communities	8/22/2013 8:58 AM
716	<b>alternative formats</b> <b>Attend community events</b> <b>Translation</b> Hold more meetings that look like this: <a href="http://portlandafoot.org/2013/05/bus-riders-unite-names-east-portlands-three-most-ridiculously-bad-bus-stops/">http://portlandafoot.org/2013/05/bus-riders-unite-names-east-portlands-three-most-ridiculously-bad-bus-stops/</a> I don't even know if this is the best example, but I was so impressed when I read this blog post. Go to the neighborhood, make it easy to get to, schedule so working folks can attend, provide childcare, provide food, accommodate languages other than English, and engage with people face-to-face.	8/22/2013 8:56 AM
717	<b>Attend community events</b> <b>multi-cultural newspapers</b> presence at neighborhood meetings; advertisements in culturally specific newspapers	8/22/2013 8:55 AM
718	<b>Build relationships CBO's</b> Reaching out to various organizations that serve people of different cultures. Work with the leaders of such organizations and solicit their help in getting the people they serve involved.	8/22/2013 8:55 AM
719	<b>miscellaneous</b> Make Metro's decision making process more transparent.	8/22/2013 8:54 AM
720	<b>miscellaneous</b> interactive website/library and school drop boxes for questionnaires or suggestions	8/22/2013 8:53 AM

# Metro Public Engagement Guide survey

721	<b>miscellaneous</b> Make civic organizations aware of Opt In and the opportunity to actively provide ideas and suggestions related to decisions impacting their lives.	8/22/2013 8:51 AM
722	<b>Active in community</b> <b>Attend community events</b> Go to places or meetings that they attend.	8/22/2013 8:49 AM
723	<b>miscellaneous</b> I don't think you need to do more than you are doing now. Don't waste resources on a non-problem.	8/22/2013 8:47 AM
724	<b>Advertise</b> <b>multiple channels</b> Information on local TV and radio channels about when meetings will be held and their primary agenda. Make sure there are items of interest to various groups in each agenda	8/22/2013 8:47 AM
725	<b>Status quo</b> Doing a great job right now.	8/22/2013 8:44 AM
726	<b>alternative formats</b> <b>miscellaneous</b> Hold meetings in places that are diverse culturally and geographically; use language that is culturally sensitive and easily understood; provide information in different formats for people without access to computers or with disabilities, for example; be sensitive to time constraints of individuals; ask people their opinions directly; report back on how their opinions and comments were acted upon; include, don't just inform, from beginning to end.	8/22/2013 8:44 AM
727	<b>Build relationships CBO's</b> First try to find folks from within those communities to help you fashion a program that speaks to those communities. What works for the african-american community, will not work for the latino community, or for the eatem european community. In my expereince land use, transportation and natural resource planning do not resonate with these cultures. In my opinon what will resontate with them is actions that lead to a safe community with real economic opportunity.	8/22/2013 8:44 AM
728	<b>miscellaneous</b> Make sure the info is widely publicized.	8/22/2013 8:43 AM
729	<b>Active in community</b> <b>Hire diverse staff</b> <b>Translation</b> Find someone who speaks the language to engage people where they hang out. Go to neighborhood meetings, talk to people on the street. Everyone else talks to people on the street.	8/22/2013 8:42 AM
730	<b>Hire diverse staff</b> Ensure it's staff reflects the community -- which is becoming more diverse	8/22/2013 8:40 AM
731	<b>Active in community</b> <b>Libraries, faith comm.</b> <b>Translation</b> Many people from diverse backgrounds don't attend council meetings or feel that they are welcome parts of the government process. I think you need to meet these people where they are, such as public libraries (perhaps work with the libraries to plan gatherings or set up informational booths), places where families go, community colleges, etc. Perhaps a laptop kiosk at the library with a permanent link to a survey that people can take without being a member of Opt In? Have it available in Spanish as well as English.	8/22/2013 8:38 AM
732	<b>Build relationships CBO's</b> Neighborhood associations/groups, chamber of commerces, business associations, and CDC's	8/22/2013 8:37 AM
733	<b>Translation</b> Not that I necessarily want it but one thing I can think of is to have written items be bilingual	8/22/2013 8:34 AM
734	<b>miscellaneous</b> I think you are going to far to be politically correct. The people who want to be engaged are engaged. Others will not engage, but complain after the fact no matter what you do.	8/22/2013 8:30 AM
735	<b>Build relationships CBO's</b> <b>multiple channels</b> Use social media... perhaps try to get on talk shows like OPB's "Think Out Loud"... form/cultivate relationships with community groups that focus on specific cultural groups (i.e. Partners In Diversity, etc)	8/22/2013 8:28 AM
736	<b>miscellaneous</b> listen to feedback of all groups	8/22/2013 8:26 AM
737	<b>miscellaneous</b> Why bother? You're involved in mission creep and have way over stepped your initial agenda as outlined for a Metropolitan Government.	8/22/2013 8:24 AM
738	<b>miscellaneous</b> Have people in different cultures and backgrounds paticipate for decision making	8/22/2013 8:24 AM
739	<b>Translation</b> Translation of information into other languages to include immigrant groups.	8/22/2013 8:24 AM
740	<b>Build relationships CBO's</b> Make presentation to community groups, neighborhood associations, etc.	8/22/2013 8:20 AM
741	<b>miscellaneous</b> I don't think you should have to take any extra action if you're open & available to all residents, regardless of ethnicity. Why give other cultures preferential treatment in this process? They can make the choice to get involved just like the rest of us.	8/22/2013 8:19 AM
742	<b>Attend community events</b> <b>Build relationships CBO's</b> Does Metro have direct contact with neighborhood associations? If not, some sort of liaison opportunity may exist where Metro employees periodically attend local meetings and report back to Metro officials.	8/22/2013 8:17 AM
743	<b>miscellaneous</b> Take into consideration which minorities may be affected by certain processes and actively strive to engage communities	8/22/2013 8:14 AM

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744	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> Someone from Metro has to go to them through an agency or a network valuable and important to them, to stage a town hall type meeting or information sharing presentation and/or (better yet) interactive and empowering event.	8/22/2013 8:12 AM
745	<b>miscellaneous</b> <b>Translation</b> Use multilingual surveys? I really don't know. I have found that a lot of people of different cultures have little interest in planning and decision making processes.	8/22/2013 8:11 AM
746	<b>miscellaneous</b> #1 metro needs to listen at meeting, most people feel the idea is set in stone long before public in put is ask for. Doesn't matter who you are if you already shut out.	8/22/2013 8:11 AM
747	<b>Attend community events</b> Townhalls in neighborhoods.	8/22/2013 8:10 AM
748	<b>alternative formats</b> Public neighborhood meetings	8/22/2013 8:10 AM
749	<b>Advertise</b> <b>multiple channels</b> perhaps notification of meeting, survey opportunities, etc, could be like ads on public transport? post info on how to get involved on busses, Max trains, Street cars.	8/22/2013 8:08 AM
750	<b>Active in community</b> Meet out in my outer east neighborhood--Gateway area. Lots of different cultures here and the refugee center	8/22/2013 8:06 AM
751	<b>miscellaneous</b> Continue to expand the online survey program	8/22/2013 8:05 AM
752	<b>miscellaneous</b> Articles in papers, websites about stuff and surveys..	8/22/2013 8:02 AM
753	<b>alternative formats</b> Go to where people live and engage at times that are convenient to them and in appropriate languages. Listen rather than merely in form.	8/22/2013 8:00 AM
754	<b>miscellaneous</b> See below	8/22/2013 8:00 AM
755	<b>Libraries, faith comm.</b> <b>Translation</b> Better outreach with both languages and possibly in their churches	8/22/2013 7:59 AM
756	<b>miscellaneous</b> it's still vague to most people what metro governs and when to contact them for input. for example, if i have a comment on my city's proposed downtown development plan near MAX, do i contact the city or metro.	8/22/2013 7:57 AM
757	<b>Active in community</b> <b>Build relationships CBO's</b> Reach out through specific community groups and do neighborhood outreach	8/22/2013 7:57 AM
758	<b>Build relationships CBO's</b> <b>miscellaneous</b> Make sure to spend time and energy talking and soliciting information from groups and organizations that have a collective voice. I think at times we ask too many un-informed individuals.	8/22/2013 7:56 AM
759	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Work through religious and non-profit organizations	8/22/2013 7:56 AM
760	<b>miscellaneous</b> No input here.	8/22/2013 7:56 AM
761	<b>Active in community</b> <b>miscellaneous</b> Do you currently do TV spots to advertise wanting people's feedback? Maybe also having staff available at Metro places, (i.e. Blue Lake Park, Oxbow Park) with surveys to engage people who may not have access to computers, or who won't fill out a survey once they've left the park? Surveys could even be given out to people in the park to be filled out by the person and returned to staff before they have left the park.	8/22/2013 7:51 AM
762	<b>miscellaneous</b> I think the email process is an excellent way to engage folks.	8/22/2013 7:49 AM
763	<b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Meet them where they are to invite their feedback (community events, churches, neighborhood associations, via community-based orgs., libraries, community centers)	8/22/2013 7:48 AM
764	<b>Active in community</b> more local meetings in communities	8/22/2013 7:47 AM
765	<b>Attend community events</b> <b>miscellaneous</b> <b>Translation</b> online surveys work well. But also have folks of different cultures and backgrounds taking short surveys live and in person at various cultural events, fairs, markets, etc. I am envisioning a three to five question survey, Then hand the survey-taker a card or flyer in their native language and English directing them to sign up for Opt-In surveys (assuming these are or would be available in more than just English and Spanish)	8/22/2013 7:46 AM
766	<b>Attend community events</b> Attend community events	8/22/2013 7:43 AM
767	<b>miscellaneous</b> Realize that many people don't have internet and many busy people don't take internet surveys. Ask one or 2 question surveys, in different media.	8/22/2013 7:39 AM
768	<b>miscellaneous</b> I have no suggestions for different actions than Metro is already taking. Metro can provide the opportunities for engagement, but they cannot force people to become engaged.	8/22/2013 7:39 AM
769	<b>miscellaneous</b> Not focus on a select group of special interest groups (i.e. Bicyclists or members of only 1 or 2 minority groups or alternate life styles). There are a lot of groups that are unheard.	8/22/2013 7:35 AM



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770	<b>miscellaneous</b> Irrelevant. Metro does what it wants regardless of what we the people want, cultures and backgrounds aside. Example? Convention center, convention center expansion, convention center hotel. There are many many more.	8/22/2013 7:33 AM
771	<b>Libraries, faith comm.</b> <b>miscellaneous</b> Online engagement through community sources would give more people access. Libraries, employment offices, kiosks located in high foot traffic areas.	8/22/2013 7:32 AM
772	<b>Active in community</b> <b>alternative formats</b> More meetings in the neighborhoods with an open question period. The meetings should be on Saturdays to allow working people to participate.	8/22/2013 7:29 AM
773	<b>miscellaneous</b> <b>Translation</b> Reaching out (making information, dates etc. available) isn't necessarily enough if there are cultural or language barriers. Need to know how to best communicate, make process and outcomes relevant.	8/22/2013 7:26 AM
774	<b>miscellaneous</b> Metro seems to fall into "group-think" frequently, inviting only those who agree with them to the table. Be sure to invite contrarians to the table (like Cascade Policy Institute, Tom Cox).	8/22/2013 7:26 AM
775	<b>Hire diverse staff</b> <b>Translation</b> Have staff from those different cultures/backgrounds. Materials in multiple languages.	8/22/2013 7:23 AM
776	<b>Attend community events</b> <b>Libraries, faith comm.</b> Go where they are--churches, farmers markets, neighborhood meetings . . .	8/22/2013 7:16 AM
777	<b>miscellaneous</b> Dissolve and let local governments take over its functions. Diversity is more likely to happen locally.	8/22/2013 7:14 AM
778	<b>Active in community</b> Person to person contact in different neighborhoods especially in under represented neighborhoods.	8/22/2013 6:57 AM
779	<b>miscellaneous</b> Not sure	8/22/2013 6:52 AM
780	<b>Active in community</b> Public forums and town meetings in affected areas asking for input	8/22/2013 6:52 AM
781	<b>Advertise</b> <b>multiple channels</b> Billboards; advertisements. Throw concert in Metro parks; make it obvious that its a Metro event.	8/22/2013 6:47 AM
782	<b>Translation</b> Bi- or multi- lingual information posted and accessible for discussion.	8/22/2013 6:43 AM
783	<b>miscellaneous</b> Tough question. Why don't you ask a professional?	8/22/2013 6:36 AM
784	<b>Attend community events</b> Town hall meetings	8/22/2013 6:30 AM
785	<b>Advertise</b> <b>multiple channels</b> Tell your story in the Oregonian	8/22/2013 6:25 AM
786	<b>miscellaneous</b> Don't know	8/22/2013 6:21 AM
787	<b>miscellaneous</b> more electronic means to interact	8/22/2013 6:17 AM
788	<b>Advertise</b> <b>multiple channels</b> Television is still probably the best way to reach out to a diverse audience. Segment appearances on local television news shows or PSA ads on local channels will reach the most people - from those who see it, then subsequent word of mouth.	8/22/2013 6:08 AM
789	<b>miscellaneous</b> more online options like facebook advertising	8/22/2013 6:03 AM
790	<b>Attend community events</b> Be present at community events to explain exactly who Metro is.	8/22/2013 5:57 AM
791	<b>miscellaneous</b> Metro needs to recognize that many people do not share Metro's liberal, eco-fanatic attitude. Your "public input" is loaded with members of radical activist groups and does NOT accurately represent the views of the population at large.	8/22/2013 5:53 AM
792	<b>miscellaneous</b> make the Internet FREE for all people. Those without access are lagging farther behind each day.	8/22/2013 4:53 AM
793	<b>Attend community events</b> <b>miscellaneous</b> attend community and/or neighborhood meetings are minutes of your meetings available on line	8/22/2013 4:17 AM
794	<b>Attend community events</b> Metro needs to get on the agenda of meetings that already taking place in different areas of the community	8/22/2013 3:36 AM
795	<b>Active in community</b> Engage those cultures or backgrounds where they are, don't rely on Internet surveys for everything	8/22/2013 3:20 AM
796	<b>Active in community</b> <b>Attend community events</b> <b>Libraries, faith comm.</b> Hold meetings in diffent neighborhoods. Churches, pubs, clubs you may be metro a government but if you want input you have to meet people where they meet.	8/22/2013 3:10 AM
797	<b>alternative formats</b> <b>Libraries, faith comm.</b> Offering more varied meeting times and locations, distributing info about Opt-In (web panel) to local libraries,	8/22/2013 1:48 AM

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798	<b>Translation</b> Update the website to include portions of important information available in the major languages of the region's inhabitants	8/22/2013 1:23 AM
799	<b>Translation</b> I guess it would need to be multi lingual, although I feel that if people are going to live here they should learn to read and speak American English.	8/22/2013 1:18 AM
800	<b>Active in community</b> <b>alternative formats</b> <b>Translation</b> Various locations and languages.	8/22/2013 1:16 AM
801	<b>miscellaneous</b> Listen to what the people that live in the community have to say.	8/22/2013 12:52 AM
802	<b>Advertise</b> <b>multiple channels</b> Advertise! Use all kinds of media, especially tv. Otherwise, people just don't know. Also, get. Wes story about wat you do onto the channel 12 news.	8/22/2013 12:44 AM
803	<b>miscellaneous</b> You won't engage everyone. Been on the NA board 10 yrs and we could not get participation from other cultures. Its their own fault. They come here not speaking English and it is the primary language here. And they have an attitude that they deserve anything handed to them, so I don't feel sorry for them.	8/22/2013 12:29 AM
804	<b>miscellaneous</b> I was on meting when representative explain what metro to do for community	8/22/2013 12:27 AM
805	<b>miscellaneous</b> Tamp down the bureaucratic face of METRO and cultivate this message: we are a super-regional organization that makes the urban experience more humane.	8/22/2013 12:27 AM
806	<b>miscellaneous</b> You can appoint a highly visible citizen's advisory panel.	8/22/2013 12:18 AM
807	<b>Active in community</b> canvassing	8/21/2013 11:50 PM
808	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Connect with community leaders (via NPO/NGOs, press, social media, spiritual organizations, etc.).	8/21/2013 11:48 PM
809	<b>alternative formats</b> Evening meetings	8/21/2013 11:39 PM
810	<b>Advertise</b> <b>multiple channels</b> realize that one central approach will not yield good engagement from everyone	8/21/2013 11:23 PM
811	<b>Active in community</b> Public neighborhood meetings	8/21/2013 11:22 PM
812	<b>miscellaneous</b> Start at schools to engage young people whose backgrounds may prohibit them from learning how to engage in local politics at home.	8/21/2013 11:17 PM
813	<b>miscellaneous</b> I don't know	8/21/2013 11:11 PM
814	<b>Town halls</b> Perhaps a town hall type webcast	8/21/2013 11:05 PM
815	<b>Attend community events</b> go to different cultural events	8/21/2013 11:05 PM
816	<b>miscellaneous</b> Make sure that all citizens understand how Metro impacts their life, if we don't know or understand what you do then we do not understand how/why we should participate	8/21/2013 11:05 PM
817	<b>Build relationships CBO's</b> Work with specific cultural groups who can raise issues for their members and also connect Metro directly to those people.	8/21/2013 11:05 PM
818	<b>miscellaneous</b> important to demonstrate how your comments influence decisions at Metro. How do our comments influence you? Are there any particular comments that have had any influence on your actions?	8/21/2013 11:03 PM
819	<b>Attend community events</b> Metro counselors meet with neighborhood groups, open houses	8/21/2013 10:59 PM
820	<b>Attend community events</b> <b>Libraries, faith comm.</b> Do outreach through community providers such as churches, schools, or community events that are known to attract diversity (Italian Fair, Cinco de Mayo, Pride, Chinese New Years, etc.)	8/21/2013 10:57 PM
821	<b>Libraries, faith comm.</b> For African American community, through the churches, Albina Ministrial. For Latino community, through the schools but I don't know what PPS and David Douglas policies are.	8/21/2013 10:55 PM
822	<b>miscellaneous</b> Depends on the process.	8/21/2013 10:50 PM
823	<b>Active in community</b> <b>Attend community events</b> Obviously not every one has access to the internet. Local parks, festivals, etc. need to have Metro presence to talk with folks in their place of residence, community.	8/21/2013 10:48 PM
824	<b>miscellaneous</b> Not a clue	8/21/2013 10:46 PM
825	<b>Active in community</b> <b>Translation</b> Offer information in the native language in areas. Hold community meetings and post the information in the community.	8/21/2013 10:44 PM
826	<b>miscellaneous</b> RESPOND in such a way that the person requesting KNOWS	8/21/2013 10:43 PM

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827	<b>Active in community</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> widen approaches - depending on importance of issues. Social media methods seem to be the current successful means, but may need paper surveys sent home from schools or places of worship to reach broader ethnicities or even door to door surveys	8/21/2013 10:40 PM
828	<b>Advertise</b> <b>multiple channels</b> Keep inviting a variety of groups and use many channels and modes to publicize the opportunity.	8/21/2013 10:37 PM
829	<b>miscellaneous</b> Make it accessible for working class and low income people.	8/21/2013 10:31 PM
830	<b>Build relationships CBO's</b> Go to where the people are who are most left out of the process. Find real community leaders, and engage them before any decisions are made to help design the public input process. Over sample underrepresented communities to find out what folks really care about. And when you find out, be responsive. People are tired of being asked to give their time just to make public bureaus look good. Listen and then take action. Demonstrate that their opinions are important by investing real resources into their top issues.	8/21/2013 10:30 PM
831	<b>Build relationships CBO's</b> contact leaders in the community	8/21/2013 10:29 PM
832	<b>miscellaneous</b> Have some meetings with a clear purpose.	8/21/2013 10:29 PM
833	<b>miscellaneous</b> technology	8/21/2013 10:29 PM
834	<b>Advertise</b> <b>multiple channels</b> news, kboo, advertisements in and on busses, light rails	8/21/2013 10:26 PM
835	<b>Attend community events</b> <b>Libraries, faith comm.</b> Creating contact points in community environments: libraries, booths/tables with info at free local events	8/21/2013 10:25 PM
836	<b>Attend community events</b> Participate in cultural events	8/21/2013 10:24 PM
837	<b>multiple channels</b> <b>Translation</b> Focus groups, multi-lingual surveys	8/21/2013 10:21 PM
838	<b>Build relationships CBO's</b> work more closely with organizations and people accustomed to dealing across cultural boundaries	8/21/2013 10:19 PM
839	<b>multi-cultural newspapers</b> Advertise in minority publications.	8/21/2013 10:16 PM
840	<b>Hire diverse staff</b> hire staff who aren't all white, middle-aged, and middle-class	8/21/2013 10:16 PM
841	<b>Active in community</b> <b>Attend community events</b> Speak at local clubs, and events.	8/21/2013 10:15 PM
842	<b>miscellaneous</b> Speak ENGLISH. Encourage minorities to assimilate with existing populati0n.	8/21/2013 10:13 PM
843	<b>multi-cultural newspapers</b> advertise in local newspapers run by different groups	8/21/2013 10:12 PM
844	<b>Attend community events</b> <b>Libraries, faith comm.</b> Visit gathering places such as community centers and churches.	8/21/2013 10:12 PM
845	<b>Active in community</b> <b>Attend community events</b> Make efforts to gain communication with and in the various neighborhoods and communities within the city. Go to their areas; host forums in their areas. Make it interesting for them.	8/21/2013 10:11 PM
846	<b>Active in community</b> <b>Libraries, faith comm.</b> Go to the local neighborhoods, schools, churches, mosques, synagogues, etc.	8/21/2013 10:10 PM
847	<b>Build relationships CBO's</b> Work directly with activists from various communities to develop outreach	8/21/2013 10:09 PM
848	<b>multiple channels</b> <b>Translation</b> different languages, various forms of outreach	8/21/2013 10:08 PM
849	<b>Active in community</b> <b>Libraries, faith comm.</b> Spend time in Hillsboro, Oregon, which is a cultural mecca for several different sorts of people. Have meetings there, or events with refreshments and speakers and survey opportunities. You could try the Cultural Center for a meeting or event. Or the Hillsboro Main Library. Great places.	8/21/2013 10:06 PM
850	<b>miscellaneous</b> How about by engaging the electorate, and not by racial profiling?	8/21/2013 10:06 PM
851	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> Outreach activities. Sponsored events. Engage informal leaders in minority communities to gain input/feedback	8/21/2013 10:05 PM
852	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Outreach to cultural centers to discuss with them the best way to reach their constituency, e.g. Churches, and cultural centers.	8/21/2013 10:02 PM
853	<b>alternative formats</b> <b>incentives</b> Make meetings available at various times of the day/days of the week to accommodate people with different child care, elder care, work, school, and other responsibility schedules.	8/21/2013 10:01 PM



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854	<b>Attend community events</b> <b>miscellaneous</b> Continue to survey socio-economic and demographic backgrounds to make sure you are getting a broad range of individuals. Reach out to different/diverse groups at their local meetings to take a survey.	8/21/2013 10:00 PM
855	<b>miscellaneous</b> Have an election to vote people in and out of Metro	8/21/2013 9:58 PM
856	<b>miscellaneous</b> Citizens should engage with their local government regardless of their individual backgrounds. It is not the role of Metro to seek out disengaged individuals.	8/21/2013 9:50 PM
857	<b>multiple channels</b> Community outreach. You can't do it all on the web.	8/21/2013 9:50 PM
858	<b>Build relationships CBO's</b> getting the word out at different population specific service providers.	8/21/2013 9:50 PM
859	<b>Advertise</b> <b>multiple channels</b> Mailings	8/21/2013 9:48 PM
860	<b>Advertise</b> <b>miscellaneous</b> <b>multiple channels</b> mail survey ads to high minority neighborhoods	8/21/2013 9:47 PM
861	<b>miscellaneous</b> why should it?	8/21/2013 9:46 PM
862	<b>miscellaneous</b> Make it seem like you'll listen and really consider the view and suggestions of the minority, or the people who actually have to pay taxes for the services provided.	8/21/2013 9:45 PM
863	<b>Active in community</b> <b>miscellaneous</b> Go to where they gather. Speak to them one-on-one. Do you have any examples of where their participation helped them get what they wanted – this may be why they don't get involved.	8/21/2013 9:43 PM
864	<b>miscellaneous</b> Reach out to the general public. It is filled with people of different cultures and backgrounds.	8/21/2013 9:42 PM
865	<b>miscellaneous</b> stop what they are doing	8/21/2013 9:40 PM
866	<b>miscellaneous</b> Americans have values of freedom and liberty. Color or race or heritage is not important in government. We need to be free to each be ourselves.	8/21/2013 9:39 PM
867	<b>Build relationships CBO's</b> <b>multiple channels</b> Engagement needs to happen at the local level. Harness the intuitions and connections of local community leaders. Use the most innovative tools to connect with communities.	8/21/2013 9:39 PM
868	<b>Active in community</b> <b>Attend community events</b> Go to where the people are...on the street taking the public transit, at events, Farmer's Markets, parks, etc Educate them about why Metro planning matters: in ads, in the schools, offering training and workshops, etc	8/21/2013 9:39 PM
869	<b>Active in community</b> <b>Build relationships CBO's</b> <b>miscellaneous</b> Difficult for me to say. I guess it starts with outreach to first educate them what Metro does and why it exists. However, especially in immigrant communities, there will be a high level of distrust in anything to do with government and this might manifest in fear if a member of the family is here illegally. So, I would start by getting staffers out into communities and start building friendships and trust there. Be there to give at first - being there to take will just build the wall higher.	8/21/2013 9:34 PM
870	<b>Active in community</b> <b>alternative formats</b> <b>multiple channels</b> Local forums in accessible places. Regularly scheduled meetings i.e. 2nd Tuesday of month. Send out highlights of upcoming planning issues with Metro magazine	8/21/2013 9:31 PM
871	<b>miscellaneous</b> I'm pretty much a main stream WASP, who is retired with all kinds of time, so I'm not the best one to ask.	8/21/2013 9:31 PM
872	<b>miscellaneous</b> What kind/level of engagement are you really interested in?	8/21/2013 9:29 PM
873	<b>Attend community events</b> <b>Libraries, faith comm.</b> Be available at community activities and centers (schools, houses of worship, street fairs, etc)	8/21/2013 9:28 PM
874	<b>Translation</b> Give information and literature in different languages.	8/21/2013 9:26 PM
875	<b>Active in community</b> <b>miscellaneous</b> <b>multiple channels</b> Opt In is good. Neighborhood open houses. Take comments on your website. Interviews on the streets. Informational booths at local events.	8/21/2013 9:24 PM
876	<b>miscellaneous</b> Listen, rather than think that you have the solutions.	8/21/2013 9:24 PM
877	<b>miscellaneous</b> Sorry, I don't have specifics, but you need to find ways to reach ALL socioeconomic levels.	8/21/2013 9:22 PM
878	<b>Advertise</b> <b>multiple channels</b> I did not know that Metro had a Facebook page or offered email updates until I went to the Metro web page. It was a bit hard to see; maybe make them more prominent. Publicize the your social media on garbage bills, etc.	8/21/2013 9:22 PM
879	<b>Advertise</b> <b>multiple channels</b> Show that their opinion matters in ads on buses, free papers etc.	8/21/2013 9:21 PM

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880	<b>miscellaneous</b> You need to realize that the most vocal are usually the minority wanting to impose their will on everybody. Put items on the ballot.	8/21/2013 9:20 PM
881	<b>Translation</b> Provide survey's in other languages.	8/21/2013 9:18 PM
882	<b>alternative formats</b> <b>Translation</b> Print meeting information in other languages. Hold meetings at night & in various regions of METRO	8/21/2013 9:17 PM
883	<b>miscellaneous</b> don't know	8/21/2013 9:15 PM
884	<b>miscellaneous</b> Put a "question of the week" or month on each bus and train, let people answer via mobile device. Lots of different cultures etc use transit.	8/21/2013 9:12 PM
885	<b>miscellaneous</b> Disseminate information earlier in the decision making process	8/21/2013 9:12 PM
886	<b>miscellaneous</b> Boy if you don't know how to do this you are in deep trouble. Metro needs to go out into communities, seek out people and work with them.	8/21/2013 9:11 PM
887	<b>Active in community</b> <b>alternative formats</b> Perhaps an open forum where people are invited to give their input.	8/21/2013 9:05 PM
888	<b>miscellaneous</b> more surveys	8/21/2013 9:04 PM
889	<b>miscellaneous</b> ask the different people what they need at a gathering	8/21/2013 9:03 PM
890	<b>multiple channels</b> Put out obvious public notices for upcoming public comment opportunities. Don't bury it deep down in the public notice part of the paper, where nobody will see or read it.	8/21/2013 9:01 PM
891	<b>Active in community</b> <b>Build relationships CBO's</b> <b>Hire diverse staff</b> <b>Libraries, faith comm.</b> <b>Translation</b> Cultural groups tend to be insular and self-isolate (we have adopted Russian children, and so we have come to know the Russian community somewhat). I think this is going to be a challenge. Metro will need on-the-ground personnel with relevant languages reaching out in person through churches, temples, mosques, ethnic grocery stores, ethnic restaurants, social clubs. And the folks you are engaging are going to have to feel that it is relevant and worthwhile for them to engage. They might be suspicious that Metro has an ulterior motive, so be prepared, know their issues, and ask good questions.	8/21/2013 8:59 PM
892	<b>miscellaneous</b> Highlight efforts to include these groups in your communication	8/21/2013 8:55 PM
893	<b>miscellaneous</b> Keep EVERYTHING in English. Don't waste money on printing and signage in multiple languages.	8/21/2013 8:55 PM
894	<b>miscellaneous</b> None, treat everyone equally.	8/21/2013 8:53 PM
895	<b>Active in community</b> Accessibility...be more visible to marginalized communities.	8/21/2013 8:53 PM
896	<b>multi-cultural newspapers</b> Put the surveys in the local papers with call in options.	8/21/2013 8:52 PM
897	<b>multi-cultural newspapers</b> Multilingual outreach and materials. Advertising to pocket market shares. Diverse presentation formats. Outreach to community based organizations serving key identity markets (lgbt, various ethnicities, elder communities, etc).	8/21/2013 8:52 PM
898	<b>miscellaneous</b> Why bother? Metro doesn't listen to the public anyway. Metro is too big and too impersonal to meet the needs of anyone on a community level.	8/21/2013 8:51 PM
899	<b>Attend community events</b> Connect with them at different cultural events or neighborhoods.	8/21/2013 8:50 PM
900	<b>miscellaneous</b> I still struggle seeing communication from Metro. As a "regular" citizen, it's hard for me to pick out Metro communications, so it's hard for me to tell you what you might do differently.	8/21/2013 8:49 PM
901	<b>multiple channels</b> Make opportunities available through mail, phone, computer, etc.	8/21/2013 8:49 PM
902	<b>Translation</b> Need more than just Spanish as a language other than English on signs and web site	8/21/2013 8:48 PM
903	<b>miscellaneous</b> Actually listen to those who aren't wealthy..	8/21/2013 8:48 PM
904	<b>miscellaneous</b> I don't know	8/21/2013 8:45 PM
905	<b>alternative formats</b> Recruit focus groups to get informed input. Use some kind of voting system to let everyone have an opinion.	8/21/2013 8:42 PM
906	<b>Build relationships CBO's</b> Include representatives from various business/community groups in panels/discussions. Give them time to go away, talk to community members, & bring new perspectives into discussions.	8/21/2013 8:42 PM
907	<b>Advertise</b> <b>multiple channels</b> Public service announcements or mailings or in the town newsletters or an article in the newspaper.	8/21/2013 8:42 PM

# Metro Public Engagement Guide survey

908	<b>Active in community</b> Publicize and hold meetings in communal settings where people from different backgrounds or cultures congregate - such as churches or community centers in East Portland.	8/21/2013 8:41 PM
909	<b>miscellaneous</b> don't know	8/21/2013 8:37 PM
910	<b>Build relationships CBO's</b> Metro needs to engage with leaders of groups, such as the Latino Network and then establish collaborative plans with the leaders on the best approaches to seek input from their constituents. This type of engagement is a two-way street and takes time to cultivate trusting relationships. Most cultural groups don't respond well to being asked "cold" about planning and government decision-making. There needs to be context setting conversations with the community and a basis for trust.	8/21/2013 8:36 PM
911	<b>alternative formats</b> <b>miscellaneous</b> more outreach to neighborhoods with diverse populations; meetings held in those neighborhoods, e.g. east Portland	8/21/2013 8:34 PM
912	<b>miscellaneous</b> Learning about their cultures and how they communicate and interact	8/21/2013 8:33 PM
913	<b>Active in community</b> <b>miscellaneous</b> Ask them. Don't just assume that writing in a different language will engage them. Also don't use a survey like this. Get on the street and ask.	8/21/2013 8:33 PM
914	<b>miscellaneous</b> Maybe REALLY LISTEN to people ... and not just have 'things' planned and do what you want anyway...	8/21/2013 8:32 PM
915	<b>Advertise</b> <b>multiple channels</b> <b>Translation</b> Put signs up on trimet and the max asking people of different cultures and backgrounds to participate, in their language, ie spanish, russian, nepalese, indian or whatever is the newest immigrant group.	8/21/2013 8:32 PM
916	<b>Active in community</b> Hold outreach events in communities	8/21/2013 8:31 PM
917	<b>Advertise</b> <b>multiple channels</b> <b>Translation</b> Don't just rely on the internet or smart phones - not everyone has access to them. Put announcements in local newspapers, flyers on buses and MAX, notices on TV and radio. Include other languages in the announcements. Let people know that their voice counts.	8/21/2013 8:31 PM
918	<b>miscellaneous</b> Nothing touches us more than recycling. Engage us in this, as in current paralysis with taking of plastic bags. We must be informed of changes in processes and policies, and needed changes in our actions.	8/21/2013 8:26 PM
919	<b>miscellaneous</b> DISOLVE	8/21/2013 8:25 PM
920	<b>Active in community</b> Perhaps door to door surveys in the communities where these people are concentrated to ascertain their transportation destinations and the daily timing of their needs.	8/21/2013 8:25 PM
921	<b>Hire diverse staff</b> hire representatives of many cultures to ask for advice from a variety of groups of people	8/21/2013 8:23 PM
922	<b>miscellaneous</b> I don't know.	8/21/2013 8:23 PM
923	<b>Advertise</b> <b>multiple channels</b> <b>Status quo</b> continue what they have been doing, newspaper, surveys, news reports, internet etc	8/21/2013 8:19 PM
924	<b>miscellaneous</b> Not sure	8/21/2013 8:17 PM
925	<b>Translation</b> Have an option to take surveys in different languages.	8/21/2013 8:15 PM
926	<b>Active in community</b> Outreach with different groups of people are essential. Face to face meetings and door to door interactions help bridge the gap.	8/21/2013 8:15 PM
927	<b>miscellaneous</b> If people are not interested, there is little to be done.	8/21/2013 8:14 PM
928	<b>Active in community</b> <b>miscellaneous</b> Post notices and/or have meetings where a variety of cultures are represented---	8/21/2013 8:13 PM
929	<b>miscellaneous</b> Make it less bureaucratic...and please remember that not all of us are 20-somethings riding bicycles!	8/21/2013 8:12 PM
930	<b>miscellaneous</b> provide a reason why people should care	8/21/2013 8:12 PM
931	<b>miscellaneous</b> Take seriously God Fearing, White, Working, CONSERVATIVE, Males who want to be left alone and want to keep their hard earned tax dollars, instead of pushing Metros internal Big Government agenda.	8/21/2013 8:10 PM
932	<b>miscellaneous</b> It's important to have a wide cultural and socio-economic representation via meetings, surveys, and planning committees, and leadership roles with particular attention to historical considerations, and how decisions impact the recent past and current cultural identities of each region.	8/21/2013 8:10 PM
933	<b>multiple channels</b> Notify people of options for providing input and getting involved	8/21/2013 8:09 PM

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934	<b>Active in community</b> I don't know, imagine you would have to go into different communities and try to meet the people in person, community forums in the community with a spokesperson from the community	8/21/2013 8:09 PM
935	<b>miscellaneous</b> The key is ease of access for the group--through the group's key organizations, preferred methods of communication. For me, it was email, not meetings.	8/21/2013 8:09 PM
936	<b>Active in community</b> I fear it's going to take one on one contact.	8/21/2013 8:06 PM
937	<b>Active in community</b> <b>Advertise</b> <b>alternative formats</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> <b>multiple channels</b> <b>Translation</b> Post opportunities for engagement in e-newsletters like those produced in the Oregon Health Authority's Office of Equity & Inclusion, community papers that are both cultural in nature but all that are freely available in the community such as The Asian Reporter, The Leader (The Oregonian's Beaverton area newspaper), Portland Mercury, or even trying to get a front page, top-half/before the fold story about the need for engagement by all in the community, contact the statewide professional organizations, community organizations to include encouragement to participate in their print & e-newsletters, and have a presence on the websites of all cities associated with Metro to have an info link or tab for how to get involved. Outreach to communities through community meetings in schools, community centers, or elsewhere that are easily accessible by public transit and welcoming of families and public and private organizations alike so maybe during the day and weekend/evening community meetings, as well as having a table or flyering at community festivals and events including street festivals, First Thursdays, beer/wine/food festivals, multiple language materials and interpreters available at the meetings, and posting on Trimet transit vehicles and stops.	8/21/2013 8:02 PM
938	<b>alternative formats</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> Continue to provide access to meetings for people who use public transportation and those with disabilities. Be aware that many people don't have computer/internet access. In order to reach those without, perhaps you can give out info to the children through the schools. You can post notices in public meeting places: restaurants, stores, churches and clubs.	8/21/2013 8:00 PM
939	<b>Advertise</b> <b>Advertise on radio</b> <b>multiple channels</b> use a variety of methods - online, radio, public events, etc.	8/21/2013 8:00 PM
940	<b>miscellaneous</b> <b>Translation</b> Continue the web surveys. It is possible that you might contact various organizations that serve different cultures, asking people to sign up for e-mail with surveys. I hope your surveys have the option of different languages. Perhaps they do, I automatically chose English.	8/21/2013 7:58 PM
941	<b>Active in community</b> <b>multiple channels</b> Do TV ad, go door to door especially in areas that might not be aware of program	8/21/2013 7:58 PM
942	<b>Active in community</b> Get out of the office and ask people. Go to a cross sample of neighbors and engage people.	8/21/2013 7:57 PM
943	<b>Translation</b> Multiple language communications	8/21/2013 7:56 PM
944	<b>Active in community</b> <b>alternative formats</b> <b>Attend community events</b> Provide public forums, community engagement activities that reach out to the Hispanic, African, etc. and seniors and people with disabilities using available organizations (i.e. Immigrant Refugee Community Organization, State of Oregon/Multnomah County buildings, community colleges, senior centres. Have fun activity tables for children, such as fingerpainting etc. so that people can bring their kids w/out worrying about childcare.	8/21/2013 7:55 PM
945	<b>Build relationships CBO's</b> Develop relationships with organizations representing or composed of different communities.	8/21/2013 7:52 PM
946	<b>miscellaneous</b> Come talk to them at their workplace about what metro is and what you are trying to accomplish	8/21/2013 7:52 PM
947	<b>Build relationships CBO's</b> Invest in building the capacity of community-based agencies, so that they can assist their members to participate in your processes. Be transparent. Use plain language.	8/21/2013 7:52 PM
948	<b>Attend community events</b> <b>Build relationships CBO's</b> reach out to events, activities, leaders, groups, and participants in these cultures and different backgrounds and ask their input and specifically invite them to comment, participate and share opportunities for involvement together	8/21/2013 7:50 PM
949	<b>Translation</b> surveys in different languages	8/21/2013 7:49 PM
950	<b>Build relationships CBO's</b> Connect with organizations whose primary membership are of people of under-represented cultures or backgrounds.	8/21/2013 7:48 PM
951	<b>miscellaneous</b> Different cultures and backgrounds of people really don't matter. We all speak as Americans.	8/21/2013 7:48 PM
952	<b>Active in community</b> hit the suburbs	8/21/2013 7:46 PM

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953	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Work at it. Work with organizations, schools, churches, whatever it takes.	8/21/2013 7:43 PM
954	<b>miscellaneous</b> Provide weekly briefs on policy initiatives via email	8/21/2013 7:42 PM
955	<b>miscellaneous</b> Try and use informal methods to get the word out.	8/21/2013 7:42 PM
956	<b>Active in community</b> <b>miscellaneous</b> Have more employees who do outreach be from these "different cultures". Offer education and outreach to kids who live in areas of diversity.	8/21/2013 7:41 PM
957	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Outreach to cultural comm based organic like bilingual churches and food coops	8/21/2013 7:41 PM
958	<b>miscellaneous</b> Listen	8/21/2013 7:39 PM
959	<b>Advertise</b> <b>multiple channels</b> reaching out through different media	8/21/2013 7:35 PM
960	<b>Attend community events</b> <b>Libraries, faith comm.</b> Be proactive about going to places where people of color are already gathered - church meetings, schools, etc.	8/21/2013 7:34 PM
961	<b>miscellaneous</b> These surveys are certainly one useful action.	8/21/2013 7:32 PM
962	<b>Advertise</b> <b>multiple channels</b> Work with local media to publicize various feedback techniques, including links on their websites, take advantage of social media, etc.	8/21/2013 7:32 PM
963	<b>Active in community</b> <b>miscellaneous</b> do extra outreach in a variety of ways to people of different cultures. Provide appropriate background information so the process is easy to understand and not bureaucratic. Address what the benefits are to participating.	8/21/2013 7:30 PM
964	<b>miscellaneous</b> Let us know what Metro is, what it does, what it doesn't do, and how or if we can become involved with it. Broad emails like this would help!	8/21/2013 7:29 PM
965	<b>miscellaneous</b> no ideas	8/21/2013 7:29 PM
966	<b>Active in community</b> <b>Translation</b> Communicating to people in their native language; visiting communities to talk about issues directly affecting them.	8/21/2013 7:28 PM
967	<b>alternative formats</b> <b>miscellaneous</b> In our area I believe the only place that involves all ethnic groups are the schools so I would try to get on the agenda of PT meetings.	8/21/2013 7:28 PM
968	<b>miscellaneous</b> Lots of outreach into such communities.	8/21/2013 7:26 PM
969	<b>miscellaneous</b> Include minorities on advisory board, so that all neighborhoods can trouble shoot how best to recycle and, use public transport, what works and why.	8/21/2013 7:24 PM
970	<b>Advertise</b> <b>miscellaneous</b> <b>multiple channels</b> Well publicized public meetings in diverse neighborhoods.	8/21/2013 7:24 PM
971	<b>Active in community</b> <b>alternative formats</b> <b>Attend community events</b> <b>miscellaneous</b> Public forums Outreach through schools, employers, service agencies, churches, etc	8/21/2013 7:22 PM
972	<b>Build relationships CBO's</b> Find and engage with leaders in each cultural community and neighborhood to enable them to know what Metro is doing and invite their participation.	8/21/2013 7:22 PM
973	<b>Advertise</b> <b>multiple channels</b> Advertise in Willamette Week and the Oregonian	8/21/2013 7:21 PM
974	<b>miscellaneous</b> why are we dealing with different cultures. Those who wish to keep their culture should be free to do so in their homes with family and friends. Last time I checked this is the United States of America, State of Oregon which has its own culture. People came here because they wanted to be part of that culture, if they did not then they should have stayed in their native lands.	8/21/2013 7:19 PM
975	<b>miscellaneous</b> Allow for more write-in answers. You may find that people don't think or believe the way you guide them into through preset answers. Even if you just use "Other" as a choice, you can determine if enough "others" exist to make a separate survey on that topic with write-in answers.	8/21/2013 7:18 PM
976	<b>miscellaneous</b> Nothing. Diversity promotes separateness. At some point, people need to take responsibility for their own engagement in our community.	8/21/2013 7:17 PM



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977	<p><b>alternative formats</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>miscellaneous</b>  <b>multiple channels</b> <b>Translation</b> get volunteer translators to translate all relevant materials; code websites to be accessible to those whose only internet access is via phone (including Cricket/Virgin/Tracphone/other prepaid services with less-than-smart phones with partial web access); outreach: be at cultural/nonprofit/other groups' fundraising events with native speakers engaging potential participants. Go to sites with different demographics, such as Meals on Wheels People congregate dining sites - Rockwood and Cherry Blossom Centers are highly diverse, as you would expect in those areas. Extrapolate from that: go to other social service agencies' service sites that serve diverse groups, like IRCO, Catholic Charities El Programa Hispano, Human Solutions Rockwood Center</p>	8/21/2013 7:16 PM
978	<p><b>Build relationships CBO's</b> METRO representatives at cultural events, for instance like the Woodburn Latino Festival.</p>	8/21/2013 7:15 PM
979	<p><b>miscellaneous</b> Disband in 15 languages</p>	8/21/2013 7:15 PM
980	<p><b>Active in community</b> <b>Attend community events</b> Be at neighborhood meetings in areas past SE 52nd</p>	8/21/2013 7:15 PM
981	<p><b>Active in community</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> This is a guess...outreach to schools, churches, and community centers; engage children, which will in turn engage parents more easily, especially if they speak different languages or are in lower income brackets. Do a better job of informing people what Metro is, and what Metro does.</p>	8/21/2013 7:14 PM
982	<p><b>Attend community events</b> <b>Translation</b> Brochure and website in different languages. Have speakers go out to civic and cultural events/organizations</p>	8/21/2013 7:12 PM
983	<p><b>miscellaneous</b> Nothing special...it's up to them if they want to be citizens of this country.</p>	8/21/2013 7:10 PM
984	<p><b>Translation</b> Hire translators to go with Metro staff to local schools on Parent Nights and cooperate with churches in Community Outreach Programs.</p>	8/21/2013 7:10 PM
985	<p><b>miscellaneous</b> No idea</p>	8/21/2013 7:09 PM
986	<p><b>Build relationships CBO's</b> identify and consult with neighborhood and community leaders, official or un-official</p>	8/21/2013 7:08 PM
987	<p><b>Active in community</b> this is tough. I guess, since much of Portland is ghettoized it seems like regional meetings involving local people might work, but I know the problems of getting attendance at meetings</p>	8/21/2013 7:08 PM
988	<p><b>miscellaneous</b> No clue</p>	8/21/2013 7:07 PM
989	<p><b>miscellaneous</b> Facebook and email work for me and probably other gen x folks.</p>	8/21/2013 7:07 PM
990	<p><b>miscellaneous</b> By making sure that consultants and people involved in information gathering do marginalize participants by discounting or dismissing participants' contributions.</p>	8/21/2013 7:06 PM
991	<p><b>miscellaneous</b> Outreach.</p>	8/21/2013 7:06 PM
992	<p><b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Work thru their churches and other community/culture activities</p>	8/21/2013 7:06 PM
993	<p><b>miscellaneous</b> What ever actions you are using for the public at large.</p>	8/21/2013 7:03 PM
994	<p><b>Build relationships CBO's</b> <b>multiple channels</b> I think metro needs more active outreach in community newspapers and neighborhood assn. meetings</p>	8/21/2013 7:02 PM
995	<p><b>Build relationships CBO's</b> Work with community based agencies who are positioned within those communities and trusted by those populations. Help make sure they are equipped to gather valid and reliable data that can inform Metro decisions.</p>	8/21/2013 7:01 PM
996	<p><b>miscellaneous</b> Engage through Social Media ie: Facebook &amp; Twitter</p>	8/21/2013 6:55 PM
997	<p><b>Status quo</b> Metro already does a very good job to engage different cultures and backgrounds</p>	8/21/2013 6:54 PM
998	<p><b>Advertise</b> <b>alternative formats</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> <b>multiple channels</b> you probably already: announce meetings in community newspapers &amp; church/synagogue/mosque newsletters and post where homeless persons likely to see notices (Sisters of the Road, eg.) ; have meetings in places that feel culturally safe, at times of day/week that people are available. post notices at Q center, colleges</p>	8/21/2013 6:54 PM
999	<p><b>Attend community events</b> send people out to festivals, farmers markets, etc. in ALL areas</p>	8/21/2013 6:53 PM
1000	<p><b>Active in community</b> Invite them to express their views online or at a neighborhood meeting</p>	8/21/2013 6:52 PM
1001	<p><b>Translation</b> Distribute information in other languages, have translators at meetings.</p>	8/21/2013 6:52 PM
1002	<p><b>miscellaneous</b> Mail info about opportunities &amp; goings on to our complete area of service.</p>	8/21/2013 6:50 PM

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1003	<b>Advertise</b> <b>multiple channels</b> Announcements in the MAX, bus, etc about upcoming meetings	8/21/2013 6:49 PM
1004	<b>miscellaneous</b> Show evidence that their input will turn into meaningful results. Be accountable to the needs and values they articulate, in a tangible way. Complete the feedback loop.	8/21/2013 6:49 PM
1005	<b>alternative formats</b> Provide culturally appropriate programming	8/21/2013 6:47 PM
1006	<b>Translation</b> Provide info in all the languages spoken by citizens in Metro region.	8/21/2013 6:47 PM
1007	<b>miscellaneous</b> Cultures/backgrounds/race should NOT be a factor in engaging citizens.	8/21/2013 6:45 PM
1008	<b>Attend community events</b> Go to neighborhood association meetings	8/21/2013 6:45 PM
1009	<b>Active in community</b> Go to different neighborhoods and find out how they gather and process information about community	8/21/2013 6:45 PM
1010	<b>Active in community</b> <b>miscellaneous</b> keep interacting with the public via surveys, person to person	8/21/2013 6:43 PM
1011	<b>miscellaneous</b> Have informational meeting or send written information on how to access the web site or to get their information so you email them.	8/21/2013 6:42 PM
1012	<b>Active in community</b> <b>Attend community events</b> Perhaps having information/resources visible at street fairs/community events in diverse neighborhoods, not just inner SE/NE/SW/NW	8/21/2013 6:41 PM
1013	<b>Advertise</b> <b>multiple channels</b> Use the media	8/21/2013 6:40 PM
1014	<b>Active in community</b> <b>miscellaneous</b> Try learning what is needed and wanted by citizens with various cultures & backgrounds	8/21/2013 6:40 PM
1015	<b>miscellaneous</b> Utilizing an ambassador to neighborhoods who don't know what metro is or what metro is doing for their community.	8/21/2013 6:38 PM
1016	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Meet us/them where we are, e.g., neighborhoods, clubs, congregations, sports events, etc. Then nurture the relationships -- not just a one time thing, to be sure.	8/21/2013 6:37 PM
1017	<b>miscellaneous</b> appealing to their cultural roots to draw them into conversations	8/21/2013 6:36 PM
1018	<b>miscellaneous</b> Cease operations	8/21/2013 6:36 PM
1019	<b>Active in community</b> Metro seems to keep a pretty low profile and few people know exactly what it is. I think the more visible you are the more people will know you are looking for input.	8/21/2013 6:36 PM
1020	<b>Build relationships CBO's</b> Build relationships with leaders of nonprofits representing those populations and have them help metro organize community listening sessions.	8/21/2013 6:35 PM
1021	<b>Attend community events</b> Localize outreach at community events	8/21/2013 6:35 PM
1022	<b>miscellaneous</b> Listen. Do not push your agenda.	8/21/2013 6:35 PM
1023	<b>alternative formats</b> Get employers involved.	8/21/2013 6:31 PM
1024	<b>Active in community</b> Maybe an interactive kiosk that might highlight the ways Metro interacts in that community and ways to get involved.	8/21/2013 6:30 PM
1025	<b>Advertise</b> <b>multiple channels</b> More advanced notice of meetings with reminders.	8/21/2013 6:30 PM
1026	<b>alternative formats</b> <b>Translation</b> Provide an online resource (ideally a printable PDF) which neighborhood associations and community organizations can print and distribute in their local communities. The PDF could consist of ways which illustrates the benefits of participation ("help shape local laws") and could be available in several language formats.	8/21/2013 6:30 PM
1027	<b>miscellaneous</b> Not Metro's job. Metro was established to reduce redundancy in the tri county area. Not to run the zoo, not to take over garbage collection, nor interact with people. They proved they are just another layer of government instead. Abolish Metro!	8/21/2013 6:25 PM
1028	<b>Active in community</b> Do you mean various cultures and backgrounds? Otherwise, i would ask, cultures and backgrounds different from what? If you mean various, I would think you'd want to get out of the office and off the internet and go see what people from various cultures and backgrounds are doing.	8/21/2013 6:23 PM
1029	<b>miscellaneous</b> N/A	8/21/2013 6:21 PM
1030	<b>Advertise</b> <b>multiple channels</b> information meetings; surveys; websites; brochures; contact information	8/21/2013 6:19 PM



# Metro Public Engagement Guide survey

1031	<b>miscellaneous</b> It would be great to see Metro hire some people who have real world business experience. Metro bends over backwards to be sure the dialog is completely diverse, but the reality is someone other than progressive think tank babies need to shape the future of our region. Decisions are being made now that are not at all grounded in the economic costs or consequences, which will eventually lead to disaster.	8/21/2013 6:19 PM
1032	<b>alternative formats</b> <b>Attend community events</b> <b>Libraries, faith comm.</b> <b>multiple channels</b> <b>Translation</b> neighborhood meetings, information pamphlets in target languages, interpreters at meetings and on phone, outreach in cooperation with libraries and school meetings.	8/21/2013 6:15 PM
1033	<b>Advertise</b> <b>Attend community events</b> <b>multiple channels</b> advertisements in willamette weekly or the mercury with info to website occasional small information booths at area farmer's markets with info on current projects or short surveys	8/21/2013 6:14 PM
1034	<b>miscellaneous</b> Quit Hyphenating -Americans and make us all Americans once again as long as we are legal US Citizens	8/21/2013 6:14 PM
1035	<b>Advertise</b> <b>multiple channels</b> Put announcements of engagements at major bus stops.	8/21/2013 6:13 PM
1036	<b>multiple channels</b> I am almost 57 years old and have multiple sclerosis. Interacting with governmental agencies and other organizations via the internet is the best way for me.	8/21/2013 6:13 PM
1037	<b>multiple channels</b> <b>Translation</b> I think leaflets in the mail are the best way for me to be engaged. I guess you'd have to have it be in many languages in order for it to be accessible to everyone... Not sure if that is helpful. Sounds expensive. But I bet there are grants out there for that kind of thing...getting the translation to other languages and then the printing as well.	8/21/2013 6:13 PM
1038	<b>alternative formats</b> Series of public hearings getting opinions, tabulating the opinions, and finally the decisions made on the questions asked in the first of the series. Tabulate the opinions obtained in the various locations where hearings were held.	8/21/2013 6:12 PM
1039	<b>miscellaneous</b> Quit putting people into groups and just call them people.	8/21/2013 6:11 PM
1040	<b>alternative formats</b> Meetings on evenings and weekends.	8/21/2013 6:10 PM
1041	<b>Build relationships CBO's</b> Reach out and establish relationships with community associations so you know when and where they are meeting and can alert them to any new Metro efforts.	8/21/2013 6:10 PM
1042	<b>alternative formats</b> Online correspondence	8/21/2013 6:09 PM
1043	<b>miscellaneous</b> Deport all illegals from Oregon!	8/21/2013 6:08 PM
1044	<b>Attend community events</b> Hold hearing in city council chambers outside of Portland.	8/21/2013 6:07 PM
1045	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Contact religious leaders of Muslim, Jewish and Christian denominations.	8/21/2013 6:07 PM
1046	<b>Translation</b> Language translation services, oral info for non readers and hearing impaired, specific outreach to the poor	8/21/2013 6:05 PM
1047	<b>Advertise</b> <b>multi-cultural newspapers</b> <b>multiple channels</b> <b>Translation</b> Advertise Opt-In availability and accessing it, in the various ethnic newspapers in Portland, in the languages the papers are written in.	8/21/2013 6:05 PM
1048	<b>Active in community</b> Knock on doors.	8/21/2013 6:05 PM
1049	<b>miscellaneous</b> Not sure	8/21/2013 6:03 PM
1050	<b>miscellaneous</b> Don't worry about it.	8/21/2013 6:01 PM
1051	<b>miscellaneous</b> Support only the lowest needs and not everything under the sun based on inputs from people and not directions that Metro wants to go.	8/21/2013 6:00 PM
1052	<b>Advertise</b> <b>multiple channels</b> radio/tv PSAs	8/21/2013 6:00 PM
1053	<b>miscellaneous</b> Act on their desires.	8/21/2013 6:00 PM
1054	<b>Active in community</b> <b>Attend community events</b> Go to their neighborhoods, cultural events, schools, apartment buildings, senior centers,	8/21/2013 5:58 PM
1055	<b>miscellaneous</b> stop being total idiots what brain dead person thinks that removing traffic lanes makes communities more viable, any normal function human will understand that it will force the traffic into residential streets	8/21/2013 5:57 PM
1056	<b>incentives</b> Offer free food at meetings.	8/21/2013 5:57 PM
1057	<b>miscellaneous</b> I have no idea.	8/21/2013 5:57 PM

# Metro Public Engagement Guide survey

1058	<b>miscellaneous</b> People interesting in participating will do so. Trying to force the issue will be counterproductive.	8/21/2013 5:57 PM
1059	<b>miscellaneous</b> Hold elections (yes, elections) in sub-county areas, and pay attention! Holding Metro wide elections submerges the needs and desires of most of Metro, in favor of PDX.	8/21/2013 5:57 PM
1060	<b>miscellaneous</b> Don't know	8/21/2013 5:56 PM
1061	<b>Attend community events</b> <b>Build relationships CBO's</b> Attend or meet with cultural clubs.	8/21/2013 5:55 PM
1062	<b>Active in community</b> <b>Attend community events</b> Metro meetings out in the community, Commissioners at neighborhood meetings, put out an "RFP"-- this time a request for people to participate more fully in Metro	8/21/2013 5:54 PM
1063	<b>Translation</b> Is the survey done in other languages? That could help	8/21/2013 5:54 PM
1064	<b>miscellaneous</b> not sure	8/21/2013 5:54 PM
1065	<b>miscellaneous</b> work from voter registration and property tax records	8/21/2013 5:54 PM
1066	<b>Active in community</b> <b>Build relationships CBO's</b> <b>Translation</b> Focus groups with translators One-on-one relational meetings (based on community organizing model). Engage with existing groups (churches, school PTAs, community groups).	8/21/2013 5:52 PM
1067	<b>Build relationships CBO's</b> Make contact with community leaders and include them in meetings and presentations.	8/21/2013 5:51 PM
1068	<b>miscellaneous</b> Make downtown more attractive by getting rid of the road warriors. Then have more public activities that engage people.	8/21/2013 5:51 PM
1069	<b>Active in community</b> Hold meetings in neighborhoods	8/21/2013 5:51 PM
1070	<b>multiple channels</b> Keep in mind that a large population works in Portland and lives in Vancouver. When you ask questions make the answers ones that Vancouver and greater-Metro-area people can participate in. For example, a recent question asked how long I lived in Portland. Well, I don't. But I've worked in Portland for 15 years. Also, people are really busy. Engage them in simple, short surveys that can be completed on an iPad or smart phone.	8/21/2013 5:50 PM
1071	<b>miscellaneous</b> internet surveys	8/21/2013 5:49 PM
1072	<b>miscellaneous</b> Include them	8/21/2013 5:49 PM
1073	<b>Libraries, faith comm.</b> <b>multiple channels</b> Post notices in local community centers, colleges, libraries.	8/21/2013 5:48 PM
1074	<b>Attend community events</b> Participate in community events that attract specific populations, link with their community leaders and get their suggestions, go door to door and have a presence where they live, shop, leave their children...	8/21/2013 5:48 PM
1075	<b>miscellaneous</b> I believe there is a agenda at the top of metro that is different than what the people want and anything that is against that agenda will not be heard.	8/21/2013 5:48 PM
1076	<b>miscellaneous</b> Community activity engagement	8/21/2013 5:47 PM
1077	<b>alternative formats</b> Public meetings in many locations at hours when people are not at work and at local sites.	8/21/2013 5:47 PM
1078	<b>Translation</b> Printing materials and videos in other languages might help, if you don't do that already.	8/21/2013 5:47 PM
1079	<b>miscellaneous</b> our concern should be to reach different cultures or backgrounds in direct proportion to what percent of the overall population they represent otherwise you skew the data.	8/21/2013 5:47 PM
1080	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> <b>miscellaneous</b> Include the process in school Civics instruction Lectures to PTA's, church social groups, neighborhood associations etc.	8/21/2013 5:47 PM
1081	<b>multiple channels</b> Expand use of email and networking sites on internet	8/21/2013 5:47 PM
1082	<b>Build relationships CBO's</b> reach out to community leaders and not just the usual people/organizations	8/21/2013 5:46 PM
1083	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> Go to the specific neighborhood community centers for Q & As.	8/21/2013 5:45 PM
1084	<b>Attend community events</b> Get involved in events that already draw a wide variety of community attendance -- the summer is filled with farmer's markets, street fairs, events in pioneer square, sunday parkways, festivals, and so on. A booth at one of these could prove to be a simple way to encourage involvement.	8/21/2013 5:45 PM

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1085	<b>Active in community</b> <b>multiple channels</b> Make sure you're reaching people where they are, like community/cultural centers and in ways that are easily accessible. It may not always be via the internet or if so it might be through certain social media sites. Community colleges are good venues and you can often link up with students and staff through being speakers or tabling at events	8/21/2013 5:44 PM
1086	<b>multiple channels</b> send a sase + survey to their home address	8/21/2013 5:44 PM
1087	<b>miscellaneous</b> Do you contact groups in all areas and cultures to find people for the planning and decision-making process?	8/21/2013 5:42 PM
1088	<b>multiple channels</b> Seems like the social networks would pull in some, and attempting to engage using other languages would as well.	8/21/2013 5:42 PM
1089	<b>miscellaneous</b> make a national language	8/21/2013 5:42 PM
1090	<b>Build relationships CBO's</b> reach out to community non-profits	8/21/2013 5:42 PM
1091	<b>Active in community</b> Come to the neighborhoods that make up Metro	8/21/2013 5:41 PM
1092	<b>Active in community</b> Small to medium community meetings.	8/21/2013 5:41 PM
1093	<b>miscellaneous</b> Sorry, we never use public transport as it is not convenient for us. If there were a bus stop close by, we would do so, but understand that this is not financially feasible for Metro.	8/21/2013 5:41 PM
1094	<b>Active in community</b> Make access to the process convenient. Have meetings at the local level in neighborhoods where projects are being planned	8/21/2013 5:40 PM
1095	<b>miscellaneous</b> I am not sure it is necessary to do anything outside of your normal processes.	8/21/2013 5:39 PM
1096	<b>Attend community events</b> <b>Translation</b> Provide information in different languages and/or make presentations/materials available to key organizations that different cultural groups belong to. Have a presence at cultural and neighborhood events.	8/21/2013 5:39 PM
1097	<b>miscellaneous</b> Target different neighborhoods	8/21/2013 5:38 PM
1098	<b>Active in community</b> neighborhood meetings	8/21/2013 5:38 PM
1099	<b>Active in community</b> town hall meetings in a variety of locations	8/21/2013 5:38 PM
1100	<b>Build relationships CBO's</b> Check-ins with neighborhood associations.	8/21/2013 5:37 PM
1101	<b>Active in community</b> A one size fits all document may meet the letter of the law, but if you really want to engage people, this takes some groundwork meeting people in the various communities and working within their community.	8/21/2013 5:37 PM
1102	<b>miscellaneous</b> 3 question surveys	8/21/2013 5:37 PM
1103	<b>miscellaneous</b> Lower there water bills. Across the board, any cultural group in Portland will tell you that and property taxes that don't reflect the home value.	8/21/2013 5:37 PM
1104	<b>miscellaneous</b> Actual pay attention to these surveys. Remember when our mayor was an honest crook. He did not lie toPortlanders. In last forty years mayors have been more liars the honest people.	8/21/2013 5:36 PM
1105	<b>Build relationships CBO's</b> Use community groups and their leaders to guide and do outreach in specific cultural, socio-economic groups.	8/21/2013 5:36 PM
1106	<b>Active in community</b> In person outreach	8/21/2013 5:36 PM
1107	<b>multiple channels</b> <b>Town halls</b> Phone surveys; email surveys; open houses; town halls.	8/21/2013 5:36 PM
1108	<b>Active in community</b> <b>Libraries, faith comm.</b> <b>Translation</b> Community outreach and town halls, perhaps at faith centers or grocery stores, where people may feel more comfortable voicing opinions among peers. Facilitators must speak the language and understand the culture of the folks you meet with in order for you to obtain appropriate input.	8/21/2013 5:36 PM
1109	<b>Advertise</b> <b>multiple channels</b> You need to advertise, perhaps in the newspaper or on the side of the bus or MAX about that is to me decided and when. If there are organizations that represent folks that could be interested, contacting them and asking them to send folks would work too. In time, you could accumulate a list of who to contact about what and that would be very valuable.	8/21/2013 5:36 PM
1110	<b>multiple channels</b> Do not only do these web surveys.	8/21/2013 5:36 PM
1111	<b>Active in community</b> Go to them.	8/21/2013 5:36 PM
1112	<b>multi-cultural newspapers</b> Identify media sources that are culture specific (e.g. Japanese language newspaper) to reach different audiences.	8/21/2013 5:36 PM
1113	<b>miscellaneous</b> invite them to attend meetings.	8/21/2013 5:35 PM

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1114	<b>miscellaneous</b> ?	8/21/2013 5:35 PM
1115	<b>Active in community</b> Town hall meetings. Go to the people	8/21/2013 5:35 PM
1116	<b>alternative formats</b> More online and text-based things.	8/21/2013 5:35 PM
1117	<b>miscellaneous</b> the opt-in survey is a good start	8/21/2013 5:34 PM
1118	<b>alternative formats</b> Make these surveys available other than just online.	8/21/2013 5:33 PM
1119	<b>Active in community</b> OPEN FORUM AND THE ABILITY OF THE COMMISSION TO LISTEN	8/21/2013 5:32 PM
1120	<b>multiple channels</b> Internet, Surveys, Mailings, Forums	8/21/2013 5:31 PM
1121	<b>multiple channels</b> Public meetings. Online chat rooms.	8/21/2013 5:30 PM
1122	<b>Build relationships CBO's</b> <b>Libraries, faith comm.</b> Go to organizations that are made up of people from different cultures – churches, IRCO, etc.	8/21/2013 5:30 PM
1123	<b>Active in community</b> Go to them! Via neighborhoods, schools, etc.	8/21/2013 5:29 PM
1124	<b>miscellaneous</b> Local governments waste too much time and money seeking input. Residents have an obligation to be part of their democracy. If they're not willing to make a call, send an email or attend a meeting, so be it.	8/21/2013 5:29 PM
1125	<b>Translation</b> I like bilingual outreach, I like Explorando Columbia Slough, multi-language signs.	8/21/2013 5:09 PM
1126	<b>miscellaneous</b> Not sure. Never interacted with Metro.	8/21/2013 4:33 PM
1127	<b>miscellaneous</b> The "dis-interested majority" - not "uninterested", but those whose only direct dog in a fight is that they live in and care about their community - are left out in the push to include "stakeholders." The definition of "stakeholder" needs to be expanded. Advocates with a specific "stake" dominate - and stymie - public process. Representatives of the public-at-large - those who ultimately live with the consequences of civic decision-making - are left out of the process. Unaffiliated citizens who care about their community should comprise a significant component of civic engagement efforts, which too often are dominated by the paid staff of specific interests, insuring stalemate and ineffective compromise.	8/20/2013 5:15 PM
1128	<b>Active in community</b> <b>Attend community events</b> <b>Build relationships CBO's</b> Utilize residents and community groups to monitor new policies, programs and plans - especially multi-jurisdictional plans. Assess the decision-making process itself to assure greater transparency and inclusion of the communities "from different cultures or backgrounds" in decision-making process. Establish an oversight committee to ensure community leadership, ownership, oversight and participation early and throughout Metro's process (from communities of color, low-income communities, and other vulnerable groups). Ensure community leadership and authentic participation by earmarking dollars to fund community leadership in processes relevant to Metro's public engagement goals. Examples include offering honoraria to compensate low-income, communities of color, and other populations that do not typically participate in public involvement efforts led by government.	8/20/2013 4:27 PM
1129	<b>alternative formats</b> <b>multiple channels</b> Adopt additional outreach/contact methods that interact directly with the people from different cultures & backgrounds. Meet them where they shop and live; teach them why & how their views are important; realize their language and cultural comfort zones and help them "express" out their boxes.	8/20/2013 10:44 AM
1130	<b>Hire diverse staff</b> Invest in more culturally diverse staff. Engage communities in their native language and in their communities.	8/20/2013 10:21 AM
1131	<b>Build relationships CBO's</b> provide opportunities to speak with decision makes.	8/19/2013 10:06 AM
1132	<b>Translation</b> Multilingual outreach can be combined with neighborhood based meetings to elicit participation, however, the community feedback should not be distorted to over represent the solicited groups.	8/19/2013 10:06 AM
1133	<b>miscellaneous</b> Continue surveys and focus onocket areas of underserved	8/19/2013 9:51 AM
1134	<b>Active in community</b> Get out on the street and out of the ivory towerd.	8/19/2013 9:29 AM
1135	<b>Active in community</b> <b>Libraries, faith comm.</b> Go to where they are – community groups, churches, community events.	8/19/2013 8:20 AM
1136	<b>Active in community</b> Go to the people.	8/16/2013 3:40 PM
1137	<b>Active in community</b> <b>Hire diverse staff</b> to continue reaching out to communities they historically have not and hire frokls from those communities	8/16/2013 2:04 PM
1138	<b>Active in community</b> Go where they are gathered throughout the Metro area.	8/16/2013 12:40 PM

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1139	<b>Build relationships CBO's</b> Identify Title VI groups at the outset of any planning effort. Work with community groups to determine the best methods of reaching Title VI groups (often these methods may differ from non-Title VI outreach).	8/16/2013 9:48 AM
1140	<b>Build relationships CBO's</b> relationships	8/14/2013 5:15 PM

### Q3 What actions would you recommend Metro take to make sure engagement opportunities are accessible for everyone in the region?

Answered: 1,062 Skipped: 402

#	Responses	Date
1	<b>mailers</b> Identify monthly mailings done by utilities and others and include simple but eye-catching information pieces without jargon as inserts.	9/29/2013 6:11 PM
2	<b>Different locations/times</b> <b>mutliple channels</b> Give adequate notice of meetings and similar opportunities. Give public transportation information for meetings. Publicize websites, of course, but also in libraries for people without home computers. Schedule at various times, keeping in mind both people's work schedules and reluctance of some people to go out after dark. Neighborhood locations.	9/29/2013 3:38 PM
3	<b>clear messaging</b> <b>misc.</b> Be more open, and do not hold outcome based meetings.	9/27/2013 4:45 PM
4	<b>email/ internet/ Opt in</b> <b>mutliple channels</b> Frequent community, mail, and online forums. Again--Those who care will take the time to participate. Those who don't should have little voice.	9/27/2013 8:02 AM
5	<b>social media</b> Since Metro is televised, what about an opportunity for live social media engagement, maybe through skype or twitter. Using tools that people use to communicate today.	9/26/2013 4:25 PM
6	<b>Different locations/times</b> <b>mutliple channels</b> Use multiple ways to communicate. Make sure events, meetings are throughout the Metro area.	9/26/2013 9:37 AM
7	<b>attend community events</b> <b>region-public places/mtgs</b> Go where the people are... grocery stores, family events, etc.	9/25/2013 11:56 PM
8	<b>Mentor/internships youth</b> <b>misc.</b> It is important that people have a voice and that channels be in place for citizens to express opinions, concerns etc. It seems to me Metro does a rather good job in reaching out, but there's a limit to what it can do in that regard: ultimately, individuals must themselves have a minimum of awareness and initiative. Perhaps Metro could find ways of engaging school-age populations so that they may become active members of the community.	9/25/2013 8:28 AM
9	<b>partner w/ organizations</b> I live in an apartment. I think outreach could be done through companies that manage apartments and especially through schools in areas where onput from community is low.onput frm	9/23/2013 2:28 PM
10	<b>misc.</b> <b>region-public places/mtgs</b> include sidewalk surveys to ensure those missed by online surveys are included.	9/23/2013 10:22 AM
11	<b>assign staff to regions</b> <b>misc.</b> Be more visible. Create community liaisons that live in different regions that can interact with the community on a daily basis.	9/23/2013 9:52 AM
12	<b>research</b> I'm no expert on accessibility. Seems easy enough to answer to this question though, with all we currently know about making events accessible.	9/23/2013 9:13 AM
13	<b>attend community events</b> <b>email/ internet/ Opt in</b> <b>partner w/ organizations</b> <b>region-public places/mtgs</b> Libraries are accessible & computers are FREE. Online is easy, quick, & doable IF ppl know about it. At Farmers' Markets, a table/booth with info. Keep doing what you are doing. Word of mouth. Community Education English as a Second Language classes. Church officials.	9/22/2013 1:25 PM
14	<b>misc.</b> ?	9/22/2013 1:07 PM
15	<b>misc.</b> Tax The People More And They Will Pipe up	9/22/2013 12:07 PM
16	<b>billboards</b> <b>Flyers</b> <b>partner w/ organizations</b> <b>region-public places/mtgs</b> Use mass transportation, multi-cultural centers, newspapers, and billboards for advertising.	9/22/2013 11:13 AM
17	<b>childcare/incentives</b> <b>email/ internet/ Opt in</b> <b>mutliple channels</b> Solicit input through multiple channels - email, in-person meetings, informational "town hall" style events timed so that people with various employment or child-care needs can attend.	9/21/2013 5:33 PM
18	<b>Listen to community</b> Include contact info on all publications, ads, etc. Make sure people know someone is actually looking at their contributions.	9/21/2013 3:20 PM
19	<b>misc.</b> see #2	9/21/2013 1:34 PM



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20	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> Advertise in all available venues, including the smallest local community news papers, church bulletins, anywhere folks get together i.e. senior centers, child care facilities large and small groceries. Get creative and think outside the box	9/20/2013 4:15 PM
21	<b>Different locations/times</b> <b>misc.</b> <b>region-public places/mtgs</b> <b>research</b> <b>Translation</b> See #2, plus, Metro needs to engage with community where they live, whether that be in N. Portland, Hillsboro, or Oregon City. Additionally, the needs of differently abled residents need to be considered. Are all venues for public engagement activities accessible? Are language services offered? these should also be considered in written, or electronic communication or engagement efforts.	9/19/2013 5:37 PM
22	<b>billboards</b> <b>email/ internet/ Opt in</b> <b>misc.</b> Advertise on buses/trains/city locations where people who use Metro are likely to be. The Get Involved section on the Metro website is a good checkbox item.	9/19/2013 5:09 PM
23	<b>misc.</b> <b>mutiple channels</b> <b>region-public places/mtgs</b> Post literature at the public library and encourage participation. Post where the PC's are located and train the staff to assist patrons.	9/19/2013 1:21 PM
24	<b>attend community events</b> <b>Different locations/times</b> <b>misc.</b> <b>near transit</b> <b>region-public places/mtgs</b> Schedule information-gathering meetings and hearings to allow for input from those with non-traditional or variable work schedules (i.e. at a variety of days and times), and at transit-accessible locations throughout the region. Consider establishing dedicated electronic or staffed kiosks at public locations -- libraries, malls, community centers -- throughout the area. (Perhaps staffed kiosks could be hosted partly or entirely by volunteers, operated temporarily to promote input on specific projects, or focused on specific subject matter. For example, an information post could be created at or near Lloyd Center to disseminate information about recycling issues, one at Portland Farmers Market might focus on current urban growth issues, and so on.	9/19/2013 10:32 AM
25	<b>misc.</b> <b>mutiple channels</b> Central web page to explain metro. Press releases to coverage ni community newspapers and social organization calendars.	9/18/2013 9:06 PM
26	<b>near transit</b> make sure that the event is accessible with public transprotation	9/18/2013 6:51 PM
27	<b>mutiple channels</b> offer 3 ways to provide feedback -- write-in, F2F & web. Figure out which pathways folks are using & slant in that direction -- but don't drop.	9/18/2013 3:58 PM
28	<b>Different locations/times</b> various locations	9/18/2013 1:04 PM
29	<b>region-public places/mtgs</b> Set up at libraries with a staff member asking people short, general questions about topics. Keeping it simple and just asking their opinions will keep it non-threatening (i.e. "are you selling something?") and will get their more immediate first opinion. Don't bore them with explaining what you're doing and why you're doing it. It's alienating...but you can ask if they'd like more information. : )	9/18/2013 12:19 PM
30	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> same as above - variety of media	9/18/2013 12:12 PM
31	<b>partner w/ organizations</b> Communicate through neighborhood associations	9/17/2013 11:04 PM
32	<b>Listen to community</b> <b>mailers</b> <b>misc.</b> <b>phone outreach/surveys</b> Reply back to people that make suggestions, provide feedback and numbers, offer town-hall meetings, send out mailers.	9/17/2013 1:35 PM
33	<b>misc.</b> I don't know	9/16/2013 6:54 PM
34	<b>misc.</b> Be sure to include east county in your meeting plans.	9/16/2013 12:47 PM
35	<b>Different locations/times</b> <b>near transit</b> More public meetings in accessible areas. By accessible I mean places on bus and train lines if within Multnomah and Washington County.	9/16/2013 12:40 PM
36	<b>misc.</b> I think they are	9/15/2013 9:20 PM
37	<b>misc.</b> Promote them widely. Take steps beyond just the normal, easy to miss, hard to find public meeting notices.	9/15/2013 7:15 PM
38	<b>email/ internet/ Opt in</b> internet surveys should be project specific- & links accurate. Example, the engagement guide is not where it says above, but as <a href="http://library.oregonmetro.gov/files/public_engagement_guide_public_review.pdf">http://library.oregonmetro.gov/files/public_engagement_guide_public_review.pdf</a>	9/15/2013 7:04 PM
39	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>email/ internet/ Opt in</b> <b>mailers</b> <b>social media</b> Having as much publicity about what opportunities exist - web page, news stories, social media.	9/15/2013 4:13 PM
40	<b>misc.</b> Manage Metro like a business instead of a charity.	9/15/2013 2:47 PM
41	<b>Mentor/internships youth</b> <b>research</b> Look at the cencus for the area and set a percentage goal according to its distribution. Use college interns to do the work	9/15/2013 10:12 AM
42	<b>mutiple channels</b> Different types of advertisment, different ways of getting the word out. Actively reaching out to any segments that do not seem to have a lot of representation.	9/14/2013 8:56 PM



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43	<b>region-public places/mtgs</b> The libraries seem to be a good resource for community engagement.	9/14/2013 10:34 AM
44	<b>Flyers</b> <b>mailers</b> Possibly mailed flyers	9/14/2013 9:19 AM
45	<b>advertise on radio</b> <b>advertise on TV</b> Public service spots on regional radio and tv outlets.	9/14/2013 7:07 AM
46	<b>mailers</b> utility bill inserts, just almost everyone has a utility bill	9/13/2013 8:44 PM
47	<b>advertise in paper</b> <b>advertise on TV</b> Advertise engagement opportunities in newspapers, tv. etc. with information on how to respond to survey.	9/13/2013 7:46 PM
48	<b>advertise on TV</b> <b>social media</b> public announcements, on TV or social media like Facebook	9/13/2013 5:23 PM
49	<b>advertise in paper</b> <b>mailers</b> Put info in the small neighborhood papers Notices on the water or waste bill of how to sign up for Opt In	9/13/2013 2:16 PM
50	<b>misc.</b> Encourage job growth outside of close-in Portland.	9/13/2013 1:54 PM
51	<b>misc.</b> I don't know what else you can do.	9/13/2013 1:54 PM
52	<b>partner w/ organizations</b> Work with community based organizations that work with communities of color and immigrant and refugee communities to have a diverse perspective.	9/13/2013 10:55 AM
53	<b>misc.</b> Not sure. The word "Engagement" seems confusing.	9/13/2013 9:29 AM
54	<b>email/ internet/ Opt in</b> My preference is for opt-in.	9/13/2013 6:16 AM
55	<b>misc.</b> get more colors on metro paint-a nice sunny yellow	9/12/2013 11:30 PM
56	<b>status quo</b> what they have been doing.	9/12/2013 11:16 PM
57	<b>misc.</b> None	9/12/2013 10:55 PM
58	<b>region-public places/mtgs</b> Community talks and programs, targeted to neighborhoods that historically have had the least participation.	9/12/2013 10:47 PM
59	<b>clear messaging</b> Make materials understandable and relate the messages/issues to their lives so they have a reason to want to get engaged.	9/12/2013 8:40 PM
60	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> advisements	9/12/2013 8:33 PM
61	<b>Different locations/times</b> Provide meaningful opportunities in their communities.	9/12/2013 8:08 PM
62	<b>region-public places/mtgs</b> Hold town halls around the Metro region.	9/12/2013 8:03 PM
63	<b>misc.</b> <b>partner w/ organizations</b> Engage neighborhoods schools, community college (student leadership programs), look for outreach through social services	9/12/2013 7:46 PM
64	<b>misc.</b> What is the goal? What do you want to do? Why do you want people to know? Seriously. Don't do a bunch of fluffy stuff just to be doing it. Whatever you do should have real meaning behind it. And remember not everyone cares or wants to know what Metro is doing, seriously. And don't just go out there to tell people what to do. That's annoying.	9/12/2013 2:25 PM
65	<b>Translation</b> Language would probably be a first consideration- and doing research on how information is received by various cultures.	9/12/2013 1:15 PM
66	<b>multiple channels</b> On-line systems as well as hard copy outreach.	9/12/2013 12:56 PM
67	<b>Different locations/times</b> have in different neighborhoods	9/12/2013 12:50 PM
68	<b>Different locations/times</b> <b>region-public places/mtgs</b> <b>social media</b> Make surveys available at all locations and events within Metro's purview, i.e. the Zoo, PCPA, etc. Expanding email and social media avenues would be valuable too.	9/12/2013 11:57 AM
69	<b>Different locations/times</b> <b>near transit</b> Make sure information is widely distributed, and meetings are held in convenient locations, accessible from neighborhoods and transit	9/12/2013 11:28 AM
70	<b>Translation</b> Multiple languages.	9/12/2013 10:35 AM
71	<b>Different locations/times</b> Offer in multiple locations on multiple days.	9/12/2013 10:07 AM
72	<b>social media</b> maintaining a facebook page	9/12/2013 9:52 AM
73	<b>multiple channels</b> <b>region-public places/mtgs</b> Putting the word out there in various forms, not just on your website - maybe info in public libraries, etc.	9/12/2013 8:36 AM
74	<b>attend community events</b> Set up information booths at back to school nights, at parks and neighborhood festivals etc.	9/12/2013 8:12 AM

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75	<b>misc.</b> Concentrate on jobs and business's. Not bums and thugs taking over the streets.	9/12/2013 7:30 AM
76	<b>mailers</b> All you can do is create an opportunity for folks to get engaged. You can't make people put down the beer, get off the sofa, and care.	9/12/2013 7:06 AM
77	<b>mutiple channels</b> <b>Translation</b> Providing translation of materials and possibly surveys such as this one, making more materials accessible online for citizens who can't make meetings (or like me, who get tired of the same old people coming to meetings to push their pet project). A great example to look at is the Clackamas County TSP...the consulting firm they used had some project materials online that utilized short films to explain the project context, but more importantly had an interactive map where you could post your input on their map in the earlier stages of the planning process (recreating the in-person activity where you put post-its on a wall map to point out problem areas that need addressing).	9/12/2013 6:41 AM
78	<b>misc.</b> You already do but you do not listen except to the fats cats in charge and special interests that want something.	9/12/2013 4:37 AM
79	<b>misc.</b> Fire all the white guys	9/12/2013 12:45 AM
80	<b>misc.</b> <b>Translation</b> Translators & publicity	9/12/2013 12:04 AM
81	<b>childcare/incentives</b> <b>misc.</b> <b>Translation</b> Have information available in appropriate languages and reading levels. Go to the people, not expect them to come to you. Incentivize engagement opportunities with food, gift items, etc.	9/11/2013 10:50 PM
82	<b>childcare/incentives</b> <b>Mentor/internships youth</b> <b>region-public places/mtgs</b> Interview parents at low income schools. Offer food if they come to meetings. Get Tri-met to allow you to ride a variety of routes and interview riders. Interview people in the waiting rooms of DHS and places where folks go to get subsidized utilities.	9/11/2013 10:04 PM
83	<b>misc.</b> YES,,, Try listening to he TRUE disenfranchised ... the 1%!	9/11/2013 9:54 PM
84	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> Web & community meetings	9/11/2013 9:18 PM
85	<b>advertise on radio</b> <b>advertise on TV</b> Continue to use every available form of media. No matter what you do, people will still complain that you didn't inform them.	9/11/2013 8:16 PM
86	<b>partner w/ organizations</b> Partner with community leaders.	9/11/2013 5:52 PM
87	<b>misc.</b> I think you already do a good job in making opportunities available - the bigger problem is that many people don't understand what Metro does -- especially in the area of planning.	9/11/2013 5:43 PM
88	<b>advertise on radio</b> radio ads?	9/11/2013 5:36 PM
89	<b>misc.</b> I would like to see published metrics that show what the community has asked for, vs. what Metro has delivered.	9/11/2013 5:15 PM
90	<b>partner w/ organizations</b> spread news to Neighborhood Coalitions	9/11/2013 4:56 PM
91	<b>mutiple channels</b> Use all forms and forums of reasonable outreach	9/11/2013 4:54 PM
92	<b>misc.</b> See number 2	9/11/2013 4:53 PM
93	<b>expand notice period</b> Reminders of events 4-2-1 week out, at a minimum for planning	9/11/2013 4:33 PM
94	<b>Different locations/times</b> have them at night	9/11/2013 4:27 PM
95	<b>advertise in paper</b> <b>advertise on radio</b> widespread publicity - radio, papers, etc	9/11/2013 3:56 PM
96	<b>research</b> Ask people you want to engage why they *don't* engage.	9/11/2013 3:17 PM
97	<b>region-public places/mtgs</b> Survey library visitors	9/11/2013 3:16 PM
98	<b>Different locations/times</b> Diverse locations and times.	9/11/2013 2:39 PM
99	<b>email/ internet/ Opt in</b> More online interactions	9/11/2013 2:30 PM
100	<b>attend community events</b> See above. Be more present in the community.	9/11/2013 2:18 PM
101	<b>Different locations/times</b> Offer opportunities throughout the Metro region.	9/11/2013 2:17 PM
102	<b>phone outreach/surveys</b> Everyone has a cell phone. That's pretty much the only way these days.	9/11/2013 1:46 PM
103	<b>email/ internet/ Opt in</b> <b>mailers</b> Overall, process should be transparent, posting news on website for upcoming projects and opportunities for self-select optin optys. Perhaps a quarterly postcard mailed to entire region with list of participation optys, and info on where to learn more and where public can go to get more info and express opinions	9/11/2013 1:46 PM

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104	<b>misc.</b> Sometimes places seem really remote and not safe. I wonder if emergency call boxes or something could be placed in various locations along remote places?	9/11/2013 1:26 PM
105	<b>misc.</b> Listen to them! When they say they don't want light rail, don't force light rail on them.	9/11/2013 1:24 PM
106	<b>region-public places/mtgs</b> 'got to groups, reaching out is more than electronic communications, but going to places were groups gather for social events.	9/11/2013 1:06 PM
107	<b>email/ internet/ Opt in</b> <b>misc.</b> With Metro's very long history of disenfranchising groups that it is not interested in (see above) I have no idea. Maybe have meetings at times/locations more accessible to others. And have actual members of Metro actually talk to people not in their special interest groups. Have a way to communicate with them (email or instant messaging?)	9/11/2013 12:58 PM
108	<b>Different locations/times</b> <b>misc.</b> <b>Translation</b> Sign language, accessible locations, diverse outreach.	9/11/2013 12:40 PM
109	<b>misc.</b> Reaching out to communities of color requires effort. Doing things the way you've always done them will obtain the same results. Go where you have not gone before and you will find people interested in participating in your process	9/11/2013 12:22 PM
110	<b>email/ internet/ Opt in</b> I think surveys are useful.	9/11/2013 12:17 PM
111	<b>misc.</b> Outreach programs.	9/11/2013 12:12 PM
112	<b>mailers</b> Include info about upcoming decisions in the garbage and/or the water bill	9/11/2013 10:42 AM
113	<b>advertise in paper</b> <b>attend community events</b> <b>partner w/ organizations</b> <b>region-public places/mtgs</b> visit church gatherings, visit community events, advertise in local and neighborhood papers. Get the info out on neighborhood web sites.	9/11/2013 10:33 AM
114	<b>attend community events</b> <b>billboards</b> <b>near transit</b> <b>region-public places/mtgs</b> Go where the people are, ex: portland harbor partnership outreach the last couple of years. Host in transit-friendly locations. Advance notice through all communication channels available re: email, social media & postings to bulletin boards at facilities with 1 week and 2 day out reminders. Ideally with links or attachments for ".ics" to get full details onto digital Calendars for people who access via modem tools.	9/11/2013 10:30 AM
115	<b>Different locations/times</b> Hold meetings at evenings, on different nights.	9/11/2013 9:50 AM
116	<b>misc.</b> Public meetings	9/11/2013 9:21 AM
117	<b>phone outreach/surveys</b> Create an app	9/11/2013 9:14 AM
118	<b>Translation</b> Translation.	9/11/2013 9:13 AM
119	<b>attend community events</b> I believe I saw them at the Beaverton Saturday Market. Any of these types of events gives access to the public. And since it appears a good share of the different cultures attend Saturday Market, they have the opportunity to view.	9/11/2013 9:09 AM
120	<b>misc.</b> None.	9/11/2013 9:09 AM
121	<b>email/ internet/ Opt in</b> Use the internet	9/11/2013 9:00 AM
122	<b>advertise on TV</b> <b>email/ internet/ Opt in</b> Reach people via the media (TV) and Internet www.nextdoor.com and at other web services, including websites run by Metro	9/11/2013 8:33 AM
123	<b>expand notice period</b> Provide lots of public notification well in advance of any event	9/11/2013 8:20 AM
124	<b>misc.</b> Similar to above.	9/11/2013 7:52 AM
125	<b>advertise in paper</b> place info in neighborhood newspapers.	9/11/2013 7:46 AM
126	<b>clear messaging</b> First don't use intimidating, politically correct language in your communications. Second people tend to use convenient media or word of mouth	9/11/2013 7:30 AM
127	<b>email/ internet/ Opt in</b> I think this survey format is a good start.	9/11/2013 7:25 AM
128	<b>no comment</b> dont know	9/11/2013 7:19 AM
129	<b>near transit</b> accessible facilities on high frequency bus lines	9/11/2013 7:11 AM
130	<b>misc.</b> Keep in mind that not everyone uses hi-tech electronic media.	9/11/2013 7:07 AM
131	<b>misc.</b> You mean these opportunities aren't available now? Open you eyes, PLEASE.	9/11/2013 6:59 AM

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132	<b>Different locations/times</b> <b>misc.</b> <b>region-public places/mtgs</b> 1. Move Metro's offices out of downtown. 2. Hold Metro meetings outside of downtown. 3. Realign Metro Councilor districts so Portland is not superrepresented. Portland influences a majority of Councilors, despite only being 1/3rd of the population. 4. Decouple Metro from TriMet. Formally acknowledge that despite billions in spending, TriMet ridership only makes up less than 5% of travelled trips. Metro needs to accept that endless spending has not altered residents' travel modes or needs.	9/11/2013 6:54 AM
133	<b>advertise in paper</b> <b>attend community events</b> Put an ad in various local news papers asking people to opt in. Do some tabling such as at farmers markets.	9/11/2013 6:29 AM
134	<b>attend community events</b> <b>Mentor/internships youth</b> <b>region-public places/mtgs</b> Hold them in community locations, apartment commons, evening events at schools for families. Conducting programs in schools is an easy way to get information into homes. Having a presence at large scale events to support waste reduction and promote recycling (Farmers Markets, Blues Festival, Rose Festival, Race for the Cure, etc).	9/11/2013 5:50 AM
135	<b>multiple channels</b> Need a multi-pronged approach after best understanding how to reach the different communities.	9/11/2013 5:19 AM
136	<b>misc.</b> Enforce laws to keep rider zones safe and free of gang activity.	9/11/2013 2:48 AM
137	<b>expand notice period</b> Visible and timely announcements of upcoming opportunities	9/11/2013 1:42 AM
138	<b>childcare/incentives</b> offer incentives - maybe a free max ticket?	9/11/2013 12:02 AM
139	<b>multiple channels</b> Different mediums.	9/10/2013 11:54 PM
140	<b>social media</b> Use the social media to reach people more effectively.	9/10/2013 11:51 PM
141	<b>attend community events</b> <b>partner w/ organizations</b> Utilize existing meeting group times. For instance meetings for business people could be early in the morning. Or contact the PBA or Portland Freight Committee to get on their agenda.	9/10/2013 11:50 PM
142	<b>misc.</b> See 2 above.	9/10/2013 11:21 PM
143	<b>multiple channels</b> Advertise	9/10/2013 11:19 PM
144	<b>advertise in paper</b> <b>Flyers</b> <b>region-public places/mtgs</b> Notices in neighborhood newspapers Flyers posted on public bulletin boards, senior centers, etc.	9/10/2013 11:18 PM
145	<b>region-public places/mtgs</b> hold town hall events around the region	9/10/2013 11:09 PM
146	<b>no comment</b> ?	9/10/2013 10:53 PM
147	<b>misc.</b> <b>multiple channels</b> Online initiatives are necessary, but old-fashioned outreach is necessary, too. Either one without the other is bad policy. The traditional "hearing" or "commission" process is a real loser for most people. The only parties benefited by it are those who can afford to pay consultants or staff to sit there doing nothing while the meter runs, or the family goes lonely and unfed. etc. I have come to believe that they are worse than useless, because, by their nature, they preference the input of paid staff in the "revolving door" govt/consulting space.	9/10/2013 10:41 PM
148	<b>misc.</b> None, it would be too costly to try to engage all.	9/10/2013 10:33 PM
149	<b>email/ internet/ Opt in</b> <b>partner w/ organizations</b> You have already started with e-mail notices. Again, I would work with neighborhood associations to begin with.	9/10/2013 10:29 PM
150	<b>misc.</b> See above.	9/10/2013 10:27 PM
151	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> use neighborhood schools as meeting halls. the SUN/SHINE programs already engage lots of multi-cultural families, so they are familiar spaces to lots of people, and are accessible to all. perhaps piggy-backing on school fairs/fun nights with a table of information and snacks.	9/10/2013 10:22 PM
152	<b>Different locations/times</b> <b>near transit</b> Available by public transportation. Reasonable hours and time schedules.	9/10/2013 9:53 PM
153	<b>misc.</b> See above	9/10/2013 9:41 PM
154	<b>Different locations/times</b> Conduct some of the council meetings in local cities.	9/10/2013 9:34 PM
155	<b>expand notice period</b> Make sure they are well publicized. If nobody knows about 'em, nobody is going to participate.	9/10/2013 9:25 PM
156	<b>misc.</b> Again, use of tax payer database	9/10/2013 9:17 PM
157	<b>billboards</b> Billboards seem to be effective for me because I see them everyday and they force me to look as I sit forever in traffic.	9/10/2013 9:11 PM

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158	<b>misc.</b> Same as above	9/10/2013 8:53 PM
159	<b>email/ internet/ Opt in</b> surveys	9/10/2013 8:50 PM
160	<b>childcare/incentives</b> Maybe incentives for surveys work - could you have surveys at street fairs, etc.? That at least engages people on the level of getting them to voice their opinions.	9/10/2013 8:41 PM
161	<b>misc.</b> See above.	9/10/2013 8:30 PM
162	<b>region-public places/mtgs</b> Reach out to all Clackamas and Washington County residents/tax payers instead of the current group of elites who think they know it all.	9/10/2013 8:19 PM
163	<b>email/ internet/ Opt in</b> <b>mailers</b> <b>mutiple channels</b> <b>phone outreach/surveys</b> Offer a variety of ways to be heard: online, phone, e-mail, snail mail, polls local in malls, etc.	9/10/2013 8:15 PM
164	<b>Different locations/times</b> Offer engagement opportunities at varying times to accomodate people with non-traditional 8-5 M-F schedules.	9/10/2013 8:09 PM
165	<b>Translation</b> You could have signs, petitions, announcements and surveys in several languages such as Spanish. Send these surveys in the Spanish language, or at least give that option. You could also encourage citizens to learn to speak Spanish, too.	9/10/2013 8:09 PM
166	<b>Translation</b> Invite everyone; in many languages. Have interpreters available.	9/10/2013 8:02 PM
167	<b>social media</b> Facebook and twitter	9/10/2013 7:54 PM
168	<b>misc.</b> Ask each department to create a plan to reach out to diverse members of the community (transportation, education, land use, etc)	9/10/2013 7:53 PM
169	<b>status quo</b> Continue what is being done now, understanding that not everyone in the region is interested in Metro's activities (although most residents use Metro facilities, such as the zoo and parks)-- just keep trying to let people know that	9/10/2013 7:53 PM
170	<b>mutiple channels</b> use all available communication resources	9/10/2013 7:46 PM
171	<b>advertise in paper</b> Post in paper	9/10/2013 7:37 PM
172	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> Advertise all meetings.	9/10/2013 7:36 PM
173	<b>mailers</b> <b>phone outreach/surveys</b> Many seniors do not use the computer/internet and perhaps there may be a way to engage them on a telephone survey, or a mail survey?	9/10/2013 7:27 PM
174	<b>attend community events</b> <b>Mentor/internships youth</b> <b>misc.</b> I have no idea what this question means. What do you mean by accessible? How is this different from Question 2? Anyway -- go into the schools, get the kids interested at a young age. Have staff at the Metro Parks available to answer questions and get people engaged. The only Metro staff I have ever seen at a Park is at Oxbow during the salmon festival.	9/10/2013 7:25 PM
175	<b>mailers</b> How about a mailer to those who are not able to vote on Metro commissioners but are still stuck with living with Metro decisions . . . folks in rural Clackamas County for example.	9/10/2013 7:24 PM
176	<b>clear messaging</b> <b>email/ internet/ Opt in</b> Better ways of making surveys known via the newspapers and e-mail, tv radio etc. For openers Metor should re-name its itsr mail surveys to be CLEAR that what peopel are receving is an METERO SURVEY or something clear so people will not automatically place incoming e-mail in the span folder. Many people get 100+ e-mails a day from various sources so the Metro survey title/subject needs to stabd out better.	9/10/2013 7:22 PM
177	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>mutiple channels</b> <b>Translation</b> Whatever opportunities or meetings that are available need to be communicated, and repeated on an ongoing basis in as many languages and media as available.	9/10/2013 7:22 PM
178	<b>attend community events</b> Booths at fairs?	9/10/2013 7:16 PM
179	<b>Different locations/times</b> Varied meeting times. Lunch hour. After work. After traditional dinner hour.	9/10/2013 7:09 PM
180	<b>misc.</b> <b>near transit</b> inform people about your role in our community and have meetings in public offices that are ADA compliant and accessible by bus--don't you have a whole department devoted to this?	9/10/2013 7:05 PM
181	<b>misc.</b> I do not know how to do this The target group is so varied in skills, language and interest that I do not know. Sorry	9/10/2013 6:52 PM
182	<b>advertise on TV</b> <b>region-public places/mtgs</b> I am not sure all steps taken so far. Info at public library. running a spot ad around news time. Or having as a media bite with local news channels	9/10/2013 6:46 PM
183	<b>email/ internet/ Opt in</b> have an easily navigable website	9/10/2013 6:42 PM

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184	<b>advertise in paper</b> <b>email/ internet/ Opt in</b> News bulletteens on media websites.	9/10/2013 6:42 PM
185	<b>near transit</b> Have them in areas/buildings along mass transit lines, or easy access from Max or bus lines. Also make sure there is plenty of nearby parking.	9/10/2013 6:38 PM
186	<b>misc.</b> see #2	9/10/2013 6:34 PM
187	<b>misc.</b> N/A	9/10/2013 6:33 PM
188	<b>misc.</b> See above	9/10/2013 6:32 PM
189	<b>Mentor/internships youth</b> <b>misc.</b> Go to schools where they are having an event that parents will attend to provide messaging.	9/10/2013 6:28 PM
190	<b>misc.</b> Opportunities for face to face conversation	9/10/2013 6:26 PM
191	<b>misc.</b> make them aware of opportunities to engage	9/10/2013 6:23 PM
192	<b>Different locations/times</b> Various times to meet with constituents	9/10/2013 6:23 PM
193	<b>advertise in paper</b> <b>advertise on radio</b> Develop a radio presence (KBOO!) at least once/month. Put Metro in the spotlight - small community newspapers, neighborhood associations, etc.	9/10/2013 6:21 PM
194	<b>childcare/incentives</b> Offer small compensation for doing the surveys many people want it for giving up their time doing surveys. For myself having my voice heard and counted is enough and I am very low income but many people don't get that.	9/10/2013 6:20 PM
195	<b>misc.</b> Give people who are not environmentalist a place and forum to talk and be respected and listen to them. I have gone to meetings and listened to nightmare problems people are having with county governments. They and you seem to enjoy making people hurt and holding people back from creating their dreams. I am pretty sure if you ask most people who have families they want to live in safe communities with a yard, not apartments on top of each other. We started out in north Portland with a special loan to get into our first house. We had to be able to afford the payments. We had to qualify with the bank. People need opportunity to have a beginning. We do not need government helping them get into something they cannot afford and losing it, if you are going to help someone, help them help themselves. I am very disappointed in Metro.	9/10/2013 6:08 PM
196	<b>assign staff to regions</b> <b>misc.</b> Open offices in all three counties.	9/10/2013 6:07 PM
197	<b>email/ internet/ Opt in</b> Don't rely on computers to communicate.	9/10/2013 6:01 PM
198	<b>misc.</b> Less talk, more action	9/10/2013 5:59 PM
199	<b>childcare/incentives</b> <b>Different locations/times</b> Schedule meetings at different sites, offer bus passes if needed.	9/10/2013 5:57 PM
200	<b>Different locations/times</b> <b>expand notice period</b> <b>misc.</b> <b>mutliple channels</b> <b>near transit</b> Those already in place - holding meetings in buildings accessible by public transportation, assuring accessibility to people with disabilities, and making sure public meetings are scheduled to allow maximum participation by interested persons - are the key things to do. Making sure your upcoming planning meetings receive the widest possible media coverage is obviously important. Mere public meeting announcements on inside pages of newspapers really isn't enough.	9/10/2013 5:57 PM
201	<b>partner w/ organizations</b> Contact local schools, churches and community centers.	9/10/2013 5:50 PM
202	<b>mutliple channels</b> <b>region-public places/mtgs</b> Have lots of ways to give input. Not just via computer. Have focus groups in neighborhoods or at libraries.	9/10/2013 5:50 PM
203	<b>attend community events</b> Again kiosks were people can be informed and communicate if need be	9/10/2013 5:46 PM
204	<b>Different locations/times</b> <b>region-public places/mtgs</b> Meeting in cities throughout metro, smaller cities too	9/10/2013 5:40 PM
205	<b>expand notice period</b> Publicize meetings times better to people can arrange schedules to attend	9/10/2013 5:38 PM
206	<b>attend community events</b> Opportunities to talk w/ reps at public events. The Aloha celebration had a tent with a giant map that people could discuss the Aloha-Reedville Plan.	9/10/2013 5:35 PM
207	<b>partner w/ organizations</b> Find community contacts for culturally distinct neighborhood groups (neighborhood associations are a start, but still too broad a slice of the Portland population)	9/10/2013 5:26 PM
208	<b>email/ internet/ Opt in</b> I am curious how those who do not use computers have the same opportunity to comment as I do.	9/10/2013 5:19 PM
209	<b>Listen to community</b> <b>misc.</b> <b>mutliple channels</b> more of them, smaller groupings. Encourage elected METRO Councilors to answer their emails. Ignoring them accomplishes nothing.	9/10/2013 5:15 PM



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210	<b>billboards</b> Advertisement... let them know anyone's voice counts...maybe on max/transit stations and other popular areas	9/10/2013 5:06 PM
211	<b>misc.</b> <b>social media</b> Think about it in advance about everything you do. Get the word out through traditional media, social media and political grapevines.	9/10/2013 5:04 PM
212	<b>assign staff to regions</b> <b>misc.</b> Have local folks/POC doing outreach in east-side neighborhoods	9/10/2013 5:02 PM
213	<b>Different locations/times</b> Have meetings in different neighborhoods, esp.the ones most impacted by coming decisions.	9/10/2013 5:00 PM
214	<b>email/ internet/ Opt in</b> Have the central go-to place for information being a website. EVERYONE can have access to the internet - if someone doesn't have a computer or internet connection they can go to the local library.	9/10/2013 4:48 PM
215	<b>partner w/ organizations</b> Better interaction with all parties concerned. Work with different groups, to help them get to the meetings. Perhaps you could work with their social service group to charter a bus to bring interested parties to the meeting	9/10/2013 4:42 PM
216	<b>email/ internet/ Opt in</b> Short quick surveys may get better return rates since long surveys can be too time consuming.	9/10/2013 4:42 PM
217	<b>attend community events</b> <b>region-public places/mtgs</b> Have meetings, or get to know us events at community centers, libraries, parks, schools etc in all the neighborhoods, advertise them in local markets, groceries in addition to libraries and schools, it's all about know ing HOW to get involved . It's sometimes really confusing, even if you are internet literate and already interested in getting involved ..to do so.. so.. you know. not everyone is into FB, Twitter etc either.	9/10/2013 4:40 PM
218	<b>region-public places/mtgs</b> Go to meetings in outer neighborhoods	9/10/2013 4:32 PM
219	<b>attend community events</b> <b>mailers</b> A lot of folks do not use the computer and/or cannot afford same. Old fashion mail is still good, too. Along with a booth at community celebrations.	9/10/2013 4:23 PM
220	<b>misc.</b> What is an engagement opportunity. I have a masters degree and I have no idea what you mean.	9/10/2013 4:21 PM
221	<b>Different locations/times</b> Choose a variety of venues.	9/10/2013 4:18 PM
222	<b>region-public places/mtgs</b> Have them be accessible physically and at the neighborhood levels to get a broad range of constituents	9/10/2013 4:16 PM
223	<b>social media</b> In addition to those suggested in the previous question, use social media. Feedback is instantaneous and can be easily documented.	9/10/2013 4:06 PM
224	<b>email/ internet/ Opt in</b> Accessible web site, identify key strategic stakeholders in the community	9/10/2013 4:05 PM
225	<b>advertise in paper</b> <b>misc.</b> Get somebody from Willamette Week to write an article about your desire to provide engagement opportunities.	9/10/2013 4:03 PM
226	<b>mailers</b> <b>Translation</b> do direct mailings in multiple languages	9/10/2013 4:02 PM
227	<b>email/ internet/ Opt in</b> <b>region-public places/mtgs</b> Maybe make write-in forms available at local libraries or encourage the public to use library internet access to fill out these types of surveys (for those who don't have internet access at home).	9/10/2013 3:59 PM
228	<b>childcare/incentives</b> <b>Different locations/times</b> <b>near transit</b> <b>Translation</b> Locations, easy to access, parking, bus options, daycare. That is a big one. I know that when I had small ones, I could not always attend as I had little ones, and to sit through all that for them, that did nt work	9/10/2013 3:56 PM
229	<b>advertise in paper</b> <b>advertise on TV</b> <b>social media</b> Pubication of it in various ways... for older people, newspaper and TV ads and for younger ones, social media.	9/10/2013 3:53 PM
230	<b>misc.</b> who cares?	9/10/2013 3:53 PM
231	<b>attend community events</b> <b>email/ internet/ Opt in</b> <b>partner w/ organizations</b> Maybe team up with libraries to offer folks computer usage to take the opt-in panel type surveys? Tabling?	9/10/2013 3:53 PM
232	<b>advertise in paper</b> Be aware that 25% of the population do not have smart phones. Another high percentage do not pay much attention to email. Although newspapers are dwindling, they still play an important part in communicating with the technologically disenfranchised. Let's make sure that we are not achieving a disproportionate input from the mostly young owners of techno-toys.	9/10/2013 3:52 PM
233	<b>attend community events</b> <b>region-public places/mtgs</b> Go to where the people are, their neighborhoods, their churches, their stores.... sporting events	9/10/2013 3:45 PM



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234	<b>attend community events</b> Don't just do things online. Try different venues like having a representative at churches or community centers or concerts to connect with people in different ways.	9/10/2013 3:44 PM
235	<b>Translation</b> make sure to receive enough input from various geographic areas, ages, race/ethnicities, provide information in various languages	9/10/2013 3:43 PM
236	<b>attend community events</b> <b>email/ internet/ Opt in</b> <b>partner w/ organizations</b> <b>region-public places/mtgs</b> <b>Translation</b> Find trusted advocacy/neighborhood/church/school groups to help make connections. Use simultaneous translation gadgets at live events; ensure access to all printed materials and web-based surveys by making different language versions available. (For most common second languages in Metro area, e.g. Russian, Vietnamese, Chinese, Spanish.)	9/10/2013 3:41 PM
237	<b>misc.</b> see #2	9/10/2013 3:35 PM
238	<b>research</b> Begin by embracing the cultural values of non-white working class people through research and constant contact with people outside of the Metro Council members who primarily serve a political agenda.	9/10/2013 3:34 PM
239	<b>attend community events</b> Community fairs, ads in local community gathering spots	9/10/2013 3:34 PM
240	<b>Mentor/internships youth</b> <b>partner w/ organizations</b> get on the agenda of cultural groups (arts, church, neighborhood, business cluster orgs, etc) and ask for input in person; publicize that desire for input and "engagement" via various media, ask local school committees to consider participating.	9/10/2013 3:33 PM
241	<b>attend community events</b> Keep doing outreach at events	9/10/2013 3:32 PM
242	<b>region-public places/mtgs</b> find local venues that are accessible to people who are effected	9/10/2013 3:31 PM
243	<b>no comment</b> See above.	9/10/2013 3:31 PM
244	<b>phone outreach/surveys</b> Call people on the phone to request their input.	9/10/2013 3:26 PM
245	<b>misc.</b> Not be overly involved in community life. Government should be to support the will of the people not dictate.	9/10/2013 3:24 PM
246	<b>no comment</b> Not Sure	9/10/2013 3:23 PM
247	<b>attend community events</b> Have booths available at Farmers Markets.	9/10/2013 3:19 PM
248	<b>partner w/ organizations</b> Ask the Diversity people for contacts. Be aware that you will erode trust and hinder present and future participation if you do not follow through with action items, do not communicate, or do what you commit to.	9/10/2013 3:17 PM
249	<b>near transit</b> Hold public meetings in locations that are easily accessible by public transportation.	9/10/2013 3:17 PM
250	<b>partner w/ organizations</b> Engage through other community organizations, churches, housing agencies	9/10/2013 3:17 PM
251	<b>mutliple channels</b> With announcements like the above- maybe have a mini traveling festival throughout the region. Or, each advertisement for a like event could be coupled with reminders that its always the right time to engage the process. With links and contacts etc.	9/10/2013 3:16 PM
252	<b>mutliple channels</b> Use all foms of communications. For example, low income, non-English language people might not have access to the Internet.	9/10/2013 3:15 PM
253	<b>clear messaging</b> <b>expand notice period</b> <b>misc.</b> First, announce the opportunities more broadly and include all nearby neighborhoods that border the topic being discussed. Secondly, learn more about the needs of each community. Thirdly, be conscious of the time volunteers take to give you input – their time is more valuable than that of your staff because they are taking time away from their families. Next, show that you respect the community by honestly explaining your intent and how public input can impact the project. Build the community input in throughout the life of the project.	9/10/2013 3:12 PM
254	<b>email/ internet/ Opt in</b> online presence is where it's at	9/10/2013 3:10 PM
255	<b>door to door</b> Door to door	9/10/2013 3:10 PM
256	<b>Different locations/times</b> varied meeting dates and times	9/10/2013 3:10 PM
257	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> Provide contact information at public transit locations, in buses and on Max. Make sure the libraries within your service area display posters that invite everyone to log on using library computers to visit your site and answer your questionnaires.	9/10/2013 3:05 PM
258	<b>clear messaging</b> Stop the self congratulation at the meetings, and listen to the community rather than yourselves.	9/10/2013 3:05 PM
259	<b>region-public places/mtgs</b> hold activities in various parts of town	9/10/2013 3:04 PM

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260	<b>misc.</b> If people want to participate they can. Going to herculean efforts to 'entice' people to participate is counter productive. The means of contact / communication are available. If people want to use them they can make the effort.	9/10/2013 3:04 PM
261	<b>advertise in paper</b> <b>partner w/ organizations</b> <b>social media</b> Public notices at Metro sites in newspapers, and through online social news media. Use neighborhood organizations to communicate whenever possible.	9/10/2013 2:59 PM
262	<b>research</b> <b>Translation</b> Talk with the minority community leaders using their language,, learn when and where they are comfortable meeting and what issues they are interested in discussing and following.	9/10/2013 2:58 PM
263	<b>Different locations/times</b> <b>region-public places/mtgs</b> Have it in a familiar place Like any High School	9/10/2013 2:51 PM
264	<b>advertise on radio</b> <b>attend community events</b> <b>billboards</b> Radio PSAs, participation at community events, transit ads	9/10/2013 2:50 PM
265	<b>Mentor/internships youth</b> Have a metro day , in social studies class in 6th or 8th grade, and explain to all young citizens why and what Metro is for.	9/10/2013 2:50 PM
266	<b>Different locations/times</b> <b>mutliple channels</b> Timing: not everyone can come during the week, or the day, or the night: multiple points of access should be considered.	9/10/2013 2:48 PM
267	<b>childcare/incentives</b> <b>Different locations/times</b> <b>region-public places/mtgs</b> establish a hotline day that highlights access and gives some free passes (even though it may already be free) for various Metro Parks or events to get the word out	9/10/2013 2:43 PM
268	<b>misc.</b> See above.	9/10/2013 2:43 PM
269	<b>email/ internet/ Opt in</b> Regular email updates/surveys.	9/10/2013 2:43 PM
270	<b>misc.</b> Make sure that all residents in the region get important information. For example, the recycle pamphlet and other pertinent info	9/10/2013 2:42 PM
271	<b>research</b> Basic A/B Testing: Keep trying two methods for each attempt at engagement, and then keep using whichever has better results.	9/10/2013 2:41 PM
272	<b>attend community events</b> Set up informational booths/kiosks at community events throughout the metro area to gather input/feedback and give out info. about Metro-related activities.	9/10/2013 2:41 PM
273	<b>Listen to community</b> Show the people when a suggestion from the community us actually put in place. REALY listen.	9/10/2013 2:40 PM
274	<b>clear messaging</b> Flyers/advertisements that contain just quick basic content	9/10/2013 2:40 PM
275	<b>region-public places/mtgs</b> Go to local community centers, perhaps hold forums in libraries, visit retirement centers - these folks probably have a whole lot they can share since they've already experienced so much through change as a result of growth, economy, etc.	9/10/2013 2:39 PM
276	<b>Flyers</b> <b>Translation</b> print materials ijn languages other than English; distribute them in places they will be picked up and read	9/10/2013 2:37 PM
277	<b>no comment</b> Hjjgcg	9/10/2013 2:37 PM
278	<b>mailers</b> <b>partner w/ organizations</b> Partner with local utilities (like PGE) to provide an insert with a monthly utility bill explaining the access and feedback opportunities	9/10/2013 2:34 PM
279	<b>region-public places/mtgs</b> Have them all over.	9/10/2013 2:34 PM
280	<b>partner w/ organizations</b> City County & rural public notice	9/10/2013 2:33 PM
281	<b>status quo</b> Do what your doing. There is only so far you can go to meet needs that some just don't want to bother with.	9/10/2013 2:30 PM
282	<b>expand notice period</b> see above, plus get it out enough in advance time wise that people have a chance to incorporate into their plans	9/10/2013 2:29 PM
283	<b>misc.</b> Engagement? The time I went to a Metro bus planning meeting, held at Wilson High, the woman with whom I spoke did not even KNOW about the 55 bus. Had no clue? Engagement? Sorry if I sound cynical, but communicating with Metro/Tri Met in the past has been like talking to a brick wall. Thanks. Good luck. Car driver (I've never driven my car more than here, living in Portland, Oregon.)	9/10/2013 2:28 PM
284	<b>misc.</b> Sidewalks placed along Thompson Road from Findley Elementary to Bonny Slope Park would be great.	9/10/2013 2:27 PM
285	<b>region-public places/mtgs</b> Have meetings in the street or some place like Pioneer Courthouse square	9/10/2013 2:26 PM

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286	<b>assign staff to regions</b> <b>misc.</b> Talk to them. IE metro info meetings. Staff in communities that you want to target.	9/10/2013 2:26 PM
287	<b>misc.</b> Allow more public input BEFORE deciding what policies/programs are initiated/changed. Have the public decide the issues..	9/10/2013 2:24 PM
288	<b>misc.</b> Who cares? Tom Hughes is deaf to what the neighbors have to say. All the engagement in the world won't matter if Metro has its mind made up on all matters. Only developers & BTA voices matter.	9/10/2013 2:22 PM
289	<b>email/ internet/ Opt in</b> <b>mailers</b> Mailing and online surveys	9/10/2013 2:20 PM
290	<b>region-public places/mtgs</b> Take into account people who live in areas that are the farthest away And not as heavily populated	9/10/2013 2:20 PM
291	<b>phone outreach/surveys</b> Call people in the area and ask for their opinions	9/10/2013 2:19 PM
292	<b>partner w/ organizations</b> Publicize in neighborhood newsletters and neighborhood associations websites.	9/10/2013 2:18 PM
293	<b>partner w/ organizations</b> We have a lot of community groups in Portland. You folks should be holding meetings and giving speeches once a week. And not just the obvious ones.	9/10/2013 2:18 PM
294	<b>no comment</b> What is an engagement opportunity? Sounds like politically correct speak.	9/10/2013 2:17 PM
295	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> In addition to using the standard approaches of social media, etc, go to the places people gather. Use some of the same techniques marketers do to push their products e.g. the "connector" people within a demographic or group.	9/10/2013 2:15 PM
296	<b>Listen to community</b> <b>mutiple channels</b> Ensure face-to-face and online interaction ability.	9/10/2013 2:15 PM
297	<b>Listen to community</b> Listen closely to the groups you want to consult about when and how to be in communication with their members.	9/10/2013 2:15 PM
298	<b>Flyers</b> flyers at libraries, stores, bus stops and regional parks	9/10/2013 2:15 PM
299	<b>mailers</b> Newsletter	9/10/2013 2:14 PM
300	<b>no comment</b> Not sure	9/10/2013 2:13 PM
301	<b>mutiple channels</b> Say it again and again, every time you speak, to everyone you speak to.	9/10/2013 2:12 PM
302	<b>Mentor/internships youth</b> Find members of local communities who advocate for engagement already. Mentor youth to build long term relationships.	9/10/2013 2:11 PM
303	<b>childcare/incentives</b> <b>Different locations/times</b> Provide child care for community meetings, offer meetings at times that allow people who work other than M-F 9-5 to attend.	9/10/2013 2:10 PM
304	<b>misc.</b> Sinage near points of consideration, such as near willamette falls. (what should we do with it, make your opinion heard type signs)	9/10/2013 2:10 PM
305	<b>Different locations/times</b> have meeting at central locations.	9/10/2013 2:10 PM
306	<b>email/ internet/ Opt in</b> <b>social media</b> Facebook, internet, television, and radio are good ways to inform people of upcoming discussions and debates.	9/10/2013 2:10 PM
307	<b>door to door</b> Door to door survey crews in areas known to have low income and less access to computers	9/10/2013 2:10 PM
308	<b>status quo</b> No "[insert specific race] only" services. Wait, you don't have anything like that. Good - I think you're doing fine in this respect.	9/10/2013 2:09 PM
309	<b>Different locations/times</b> Public meetings in all neighborhoods - maybe at elementary schools.	9/10/2013 2:09 PM
310	<b>advertise on radio</b> <b>advertise on TV</b> radio or tv broadcasting	9/10/2013 2:08 PM
311	<b>Different locations/times</b> <b>near transit</b> Vary the times so not all are during normal work hours. Make them close to public transportation.	9/10/2013 2:07 PM
312	<b>misc.</b> go to CPO meeting.	9/10/2013 2:06 PM
313	<b>status quo</b> Continue with the OPT in!	9/10/2013 2:06 PM
314	<b>no comment</b> see above	9/10/2013 2:05 PM
315	<b>Different locations/times</b> <b>email/ internet/ Opt in</b> Use web-based media like this to allow for working people and families to participate. Use open meeting times for those without online access and more time (such as seniors).	9/10/2013 2:03 PM
316	<b>no comment</b> no idea	9/10/2013 2:02 PM

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317	<b>multiple channels</b> Broad advertisement of public meetings and more surveys like this.	9/10/2013 2:02 PM
318	<b>partner w/ organizations</b> Talk to neighborhood associations to find ideal marketing area.	9/10/2013 2:01 PM
319	<b>misc.</b> Help to improve TriMet by encouraging more buses rather than less, which it seems have been lining the pockets of the higher-ups.	9/10/2013 2:01 PM
320	<b>partner w/ organizations</b> Contact major community groups which appeal to various cultural, racial, immigrant populations congregate...churches, schools, playground groups etc.	9/10/2013 2:00 PM
321	<b>status quo</b> You can only do so much. Most people probably either don't care or are too busy to provide feedback until something annoys them.	9/10/2013 1:58 PM
322	<b>attend community events</b> Job fairs	9/10/2013 1:57 PM
323	<b>misc.</b> flyers in libraries where there a computer stations	9/10/2013 1:56 PM
324	<b>Different locations/times</b> Meetings evenings after 7:00 PM in neighborhoods, not at Metro HQ. Get out of the fortress / castle and meet with the people on their own turf.	9/10/2013 1:56 PM
325	<b>multiple channels</b> Reach people where they 'live' in media	9/10/2013 8:41 AM
326	<b>misc.</b> Brainstorm with Metro community relations/outreach types to come up with ideas.	9/9/2013 9:10 PM
327	<b>email/ internet/ Opt in</b> <b>misc.</b> <b>Translation</b> Have Metro Council candidates reach out to diverse populations during election season, having information on website and paper in various foreign languages.	9/8/2013 8:57 PM
328	<b>email/ internet/ Opt in</b> online communications	9/7/2013 7:53 AM
329	<b>childcare/incentives</b> <b>misc.</b> <b>region-public places/mtgs</b> Perhaps for those without internet access or computers... Metro can arrange for surveys to be advertised via posters at local libraries where people can use the computers/online services there to participate in these surveys. Calling out the raffle prizes could be incentive for folks to participate, too.	9/6/2013 11:32 PM
330	<b>Different locations/times</b> <b>mailers</b> Meetings at different neighborhood locations, at different times of day so everyone has an opportunity to go to them, information in multiple forms; on line, mail and bulletins in mail	9/5/2013 9:04 PM
331	<b>multiple channels</b> Offer multiple ways for people to express their opinions	9/5/2013 4:17 PM
332	<b>multiple channels</b> Advertise BIG	9/5/2013 12:49 PM
333	<b>email/ internet/ Opt in</b> <b>region-public places/mtgs</b> email, library notifications	9/4/2013 9:45 PM
334	<b>attend community events</b> <b>misc.</b> <b>region-public places/mtgs</b> Curated, physical message boards, located at Metro Facilities could help reach those that use the facilities but might not have digital access. These kiosks might include suggestions boxes. A project like this could be an opportunity elevate Metro's design language and reinforce a coherent and positive identity for Metro properties.	9/4/2013 7:30 PM
335	<b>Different locations/times</b> <b>misc.</b> <b>Translation</b> Hold meetings in community buildings in different parts of the region. Have interpreters when appropriate. Auditoriums are often hard for people with mobility issues to deal with.	9/4/2013 4:31 PM
336	<b>misc.</b> Same as above. Seek out group meeting places in which information and news can be posted to cater to underserved populations.	9/4/2013 1:54 PM
337	<b>partner w/ organizations</b> Community outreach workers going to faith-based networks and other voluntary associations for the various ethnic groups.	9/4/2013 12:43 PM
338	<b>email/ internet/ Opt in</b> <b>multiple channels</b> <b>social media</b> Communicate as much as possible - fliers, facebook, e-mails, etc.	9/4/2013 10:05 AM
339	<b>misc.</b> Keeping customer service as a key value as the council looks at the various ways it needs feedback.	9/3/2013 4:31 PM
340	<b>partner w/ organizations</b> Through different cultures community to announce the news and lead the people for this issue.	9/3/2013 3:20 PM
341	<b>Different locations/times</b> <b>misc.</b> Be sure the room locations are ADA accessible & are large enough to hold the number of people expected to attend the meeting. It may vary depending on location & subject of discussion.	9/3/2013 2:28 PM
342	<b>status quo</b> I think METRO is adequately covering this area	9/3/2013 2:16 PM
343	<b>attend community events</b> <b>Translation</b> Recommend local ESL opportunities for equal access to engagement opportunities in english.	9/3/2013 1:47 PM

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344	<b>misc.</b> <b>Translation</b> Make available comment cards that could be sent, or have phone numbers posted where people could call, and have operators who speak other languages.	9/3/2013 7:16 AM
345	<b>misc.</b> same as 2	9/2/2013 10:20 PM
346	<b>misc.</b> see #2	9/2/2013 7:53 PM
347	<b>advertise in paper</b> <b>door to door</b> <b>mailers</b> <b>misc.</b> <b>mutiple channels</b> <b>partner w/ organizations</b> Engage with community leaders, local officials, write a community service article for local papers, contact church leaders, find volunteers for some door-to-door communication, hand out info at Pioneer Square, and otherwise use every affordable, conceivable means.	9/2/2013 5:32 PM
348	<b>region-public places/mtgs</b> Public meetings conducted on a neighborhood basis	9/1/2013 2:10 PM
349	<b>advertise in paper</b> Put it in the newspaper	9/1/2013 9:15 AM
350	<b>misc.</b> .	9/1/2013 7:30 AM
351	<b>attend community events</b> Opportunities to interact with Metro at community events as well as places that people go to that are necessarilly civic events (i.e. public places like grocery stores, hair salons)	8/31/2013 6:11 PM
352	<b>misc.</b> see above	8/31/2013 12:29 PM
353	<b>research</b> Consider mapping your respondnets and see if specific populations are under represented, then you could design strategies to reach those populations.	8/31/2013 8:24 AM
354	<b>clear messaging</b> Be transparent. All too often government agencies have hidden agenda.	8/30/2013 9:27 PM
355	<b>region-public places/mtgs</b> Holding community meetings in regions of Portland as well in adjacent cities would be good to get people to engage.	8/30/2013 2:58 PM
356	<b>advertise in paper</b> <b>Multicultural newspapers</b> <b>Translation</b> Use local non-English publications for spreading info.	8/30/2013 10:03 AM
357	<b>misc.</b> <b>near transit</b> Hold them at places that are accessible by public transportation and are handicap accessible.	8/29/2013 8:05 PM
358	<b>misc.</b> let the public vote on potential projects and regular open houses at completed projects	8/29/2013 7:44 PM
359	<b>focus groups</b> <b>research</b> Put together a design plan then get input and based on input modify, discard or implement. Right now a plan is placed and implemented without much regard. ie the Zoo parking	8/29/2013 9:52 AM
360	<b>Different locations/times</b> Hold evening hearings in different locations.	8/28/2013 6:42 PM
361	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>mailers</b> advertise in newspapers, tv, radio. Post to metro web site. USPS flyers.	8/28/2013 5:27 PM
362	<b>misc.</b> Metro actually gets in the way of engagement. It is an unneeded extra layer of government bureaucracy.	8/28/2013 5:26 PM
363	<b>mutiple channels</b> Advertise like crazy and have an excellent website.	8/28/2013 3:16 PM
364	<b>misc.</b> I would recommend that people NOT engage in any way with Metro. They are UNBELIEVABLY corrupt. The only engagement about Metro would be a petition to completely DEFUND this added nanny state entity.	8/28/2013 1:58 PM
365	<b>misc.</b> <b>region-public places/mtgs</b> Perhaps a mobile presentation. Similar to a bookmobile. Traveling from one outlying neighborhood to another with interactive presentations and activities.	8/28/2013 11:55 AM
366	<b>social media</b> Facebook invites to events	8/28/2013 9:21 AM
367	<b>mutiple channels</b> offer several ways of communication, not everyone has a PC or a phone.	8/28/2013 8:41 AM
368	<b>misc.</b> <b>partner w/ organizations</b> visit churches	8/27/2013 8:18 PM
369	<b>misc.</b> see above	8/27/2013 8:01 PM
370	<b>misc.</b> Possibly take advantage of library computer access	8/27/2013 6:23 PM
371	<b>partner w/ organizations</b> Work with local libraries as venues.	8/27/2013 4:42 PM
372	<b>partner w/ organizations</b> Outreach to nonprofits and other organizations which are in contact with these typically marginalized groups. Working with them to "get the word out" might work best.	8/27/2013 3:46 PM
373	<b>partner w/ organizations</b> ask community members/organizations "who is not at the table?"	8/27/2013 3:31 PM
374	<b>misc.</b> Same as above.	8/27/2013 2:51 PM

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375	<b>misc.</b> <b>region-public places/mtgs</b> Have some meetings in the neighborhoods. Provide ample opportunity for written and online comments and give those equal or more weight than people who go to meetings, participate in advisory groups, etc.	8/27/2013 1:22 PM
376	<b>Different locations/times</b> Make them frequent and in a large number of locations	8/27/2013 12:17 PM
377	<b>email/ internet/ Opt in</b> <b>misc.</b> <b>mutliple channels</b> To get younger persons involved Pass out small reminders of upcoming opportunities at venues that they frequent such as food carts, Crystal Ballroom, and such. Also setup locations for possible video conference. Also setup so it can be accessed via the internet.	8/27/2013 12:13 PM
378	<b>region-public places/mtgs</b> Having events in all the different neighborhoods that Metro effects.	8/27/2013 11:11 AM
379	<b>misc.</b> Go to restaurants and teach how to recycle. Mandate recycling.	8/27/2013 10:57 AM
380	<b>Different locations/times</b> Remember that people work! Many meetings are held in physical locations and at times that make it impossible to attend meetings. Always have numerous times/locations for each big agenda item.	8/27/2013 10:43 AM
381	<b>misc.</b> Refer to the answer to question #2.	8/27/2013 9:56 AM
382	<b>advertise in paper</b> Use local media i.e. weekly papers, newsletters etc	8/27/2013 9:34 AM
383	<b>childcare/incentives</b> <b>Different locations/times</b> <b>partner w/ organizations</b> <b>region-public places/mtgs</b> Identify, approach, and accommodate under-represented stakeholders. Identify stakeholders with assistance of professional mediators/negotiators or similar. Initiate dialogue in the stakeholder's primary medium of communication (most comfortable venue for them, i.e. at attend their meetings at a church, community center, online forum, twitter, facebook, etc.). Accommodate stakeholders in Metro venues with child care, transportation reimbursement, and provide food/drink	8/27/2013 9:26 AM
384	<b>misc.</b> above	8/27/2013 9:25 AM
385	<b>attend community events</b> <b>near transit</b> Get out in the communities - farmers markets, festivals, neighborhood events, Metro parks, Transit Centers	8/27/2013 9:03 AM
386	<b>advertise on radio</b> <b>attend community events</b> Presence in varying communities through public appearance representation (local radio shows, events, etc)	8/27/2013 8:36 AM
387	<b>misc.</b> same answer as #2	8/27/2013 7:38 AM
388	<b>attend community events</b> <b>email/ internet/ Opt in</b> <b>misc.</b> <b>mutliple channels</b> <b>region-public places/mtgs</b> See above. Also provide a variety of ways for community members to supply their input besides email. i.e. by phone, mail, in person, and planned & well publicised contribution opportunities at regional community centres.	8/27/2013 12:09 AM
389	<b>research</b> Conduct intercept studies. Do not rely solely or too heavily on Opt In as it is subject to selection bias.	8/26/2013 10:33 PM
390	<b>misc.</b> See #2.	8/26/2013 9:51 PM
391	<b>focus groups</b> Conduct focus groups on how people would like to be engaged. Seek that input from groups/individuals that aren't currently participating.	8/26/2013 7:32 PM
392	<b>misc.</b> Possibly have a yearly event for families...picnic and/or fun games	8/26/2013 6:44 PM
393	<b>Different locations/times</b> <b>mutliple channels</b> Have a mix of day and evening meetings so that working people can attend; solicit input through online media and e-mail so that people who can't attend meetings (disproportionately parents and the working poor) can submit comments	8/26/2013 6:36 PM
394	<b>region-public places/mtgs</b> get out of portland and big cities	8/26/2013 6:11 PM
395	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>billboards</b> <b>mutliple channels</b> <b>Translation</b> Publicize the option of these e-surveys. Billboards? Radio in Spanish. Univision or Telemundo ads. Postcards for schools to give parents of Somalis, other groups?	8/26/2013 6:02 PM
396	<b>mailers</b> Internet interaction, mailings	8/26/2013 5:45 PM
397	<b>mutliple channels</b> Metro should have plenty of exposure in all the various economic regions of the state. Organization details, goals, contact information listed on all public exposure. Posters, pamphlets included at Human Services Offices and community colleges.	8/26/2013 5:07 PM
398	<b>misc.</b> none	8/26/2013 4:52 PM
399	<b>misc.</b> Not sure.	8/26/2013 4:29 PM



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400	<b>misc.</b> do the leg work. Open house type events are convenient for staff and draw the usual suspects. This is more about turning over other rocks and that takes resources. Broad engagement requires a commitment of resources and it takes establishing and nurturing relationships.	8/26/2013 4:12 PM
401	<b>partner w/ organizations</b> Outreach through community resources such as schools and churches.	8/26/2013 4:06 PM
402	<b>mutliple channels</b> Provide multiple methods for engagement - not everyone has a computer for on-line surveys.	8/26/2013 3:32 PM
403	<b>misc.</b> See my comments above.	8/26/2013 3:16 PM
404	<b>misc.</b> This is a tough question. My guess is to have functions at local schools. I am involved in citizen participation organizations—it is difficult to get people out of their homes, especially shy people.	8/26/2013 1:06 PM
405	<b>Different locations/times</b> Make sure that people who cannot time take off from work are not left about by being flexible on communication method or interview location.	8/26/2013 11:26 AM
406	<b>attend community events</b> Go to existing events like Art in the Pearl, The Blues fest, The Beer Festival, Tuba Christmas, Octoberfest celebrations, Saturday Market, Farmer's Markets. Take a couple of planners, an amload of summary papers on the issues of the moment, and an explanation of how to get past the "gatekeepers"	8/26/2013 10:23 AM
407	<b>mutliple channels</b> Use multiple channels to engage segments of the population	8/26/2013 9:48 AM
408	<b>misc.</b> hold public meetings.	8/26/2013 9:39 AM
409	<b>misc.</b> I think you've done that	8/26/2013 9:31 AM
410	<b>misc.</b> Many many people have simply given up on Metro because input from the public is simply ignored in favor of what the central planners already want in the first place. So you have to start rebuilding trust by not dictating to everyone all the time. How about, just once, Metro takes a position in favor of manufacturing job creation and against an environmentalist position? How about NOT asking for a tax increase, and instead laying off some employees to keep your budget under control?	8/26/2013 9:22 AM
411	<b>expand notice period</b> Send emails and/or postcards in the mail letting people know about public hearings/meetings, at least 3 weeks in advance.	8/26/2013 8:29 AM
412	<b>attend community events</b> Being visible in a wide range of community events.	8/26/2013 7:22 AM
413	<b>misc.</b> yes	8/26/2013 4:47 AM
414	<b>phone outreach/surveys</b> Invitation to phone surveys, bring the info sessions (if any) closer to the people, Places where users already access.	8/26/2013 12:09 AM
415	<b>Different locations/times</b> <b>region-public places/mtgs</b> Central meeting locations and convenient times for the meetings.	8/25/2013 10:17 PM
416	<b>Different locations/times</b> Hold the opportunities in the local neighborhoods - we live east of the Sandy River - so would likely not travel to downtown Portland or the west side.	8/25/2013 9:30 PM
417	<b>mutliple channels</b> Have all information on website, send out emails, have signs on buses and max, place information in all communities	8/25/2013 6:14 PM
418	<b>status quo</b> I think what you're doing is good--using a lot of different avenues to reach people.	8/25/2013 5:50 PM
419	<b>mutliple channels</b> People have to know that theres an opportunity to give input. Then, variety - mail in, web, community meetings, etc.	8/25/2013 5:45 PM
420	<b>Different locations/times</b> <b>mutliple channels</b> <b>Translation</b> If you host meetings have them on evenings or weekends in places accessible by transit, announce them in many languages, address topics that would interest other areas	8/25/2013 4:48 PM
421	<b>mutliple channels</b> publicize engagement opportunities in media outlets geared toward specific identity groups	8/25/2013 3:20 PM
422	<b>region-public places/mtgs</b> <b>social media</b> go to people in their work places, social meetings, neighborhoods	8/25/2013 3:08 PM
423	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> Same as above. I for one am not always at the beck and call of a computer but I do pick up printed information at the library. My greatest source. Also senior centers should have the info.	8/25/2013 2:09 PM
424	<b>misc.</b> See item 2.	8/25/2013 1:28 PM
425	<b>status quo</b> I feel you do a good job with that; some are more accepting of change or have more time to consider programs than others. For me, present level is fine.	8/25/2013 10:50 AM



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426	<b>advertise in paper</b> Make sure to advertise to affected communities in the places where they live.	8/25/2013 10:01 AM
427	<b>advertise in paper</b> Print & TV ads... reminders on local news	8/25/2013 9:37 AM
428	<b>misc.</b> in the end it seems like people who want to be heard will be heard and be involved and those who don't care will never make the time no mater how many opportunities you give them.	8/24/2013 10:45 PM
429	<b>near transit</b> <b>region-public places/mtgs</b> Host them throughout the region. Invest in public transportation that makes more of the region more accessible...	8/24/2013 10:42 PM
430	<b>Different locations/times</b> <b>Translation</b> Provide translation services; schedule meetings during the evening when more people may be available	8/24/2013 10:16 PM
431	<b>Translation</b> Send surveys through the mail. not just computer. Make them bi-lingual: Spanish, English	8/24/2013 9:00 PM
432	<b>social media</b> <b>text messages</b> Advertise on TV. Sent out text messages, Tweet use the local newspapers regarding any relevant information	8/24/2013 8:01 PM
433	<b>misc.</b> Be visible	8/24/2013 7:12 PM
434	<b>billboards</b> Billboards with info on the various contact methods to metro along the 4 major highways in the region for a month. 1 BIG LETTERED board per week per contact method.	8/24/2013 7:04 PM
435	<b>mailers</b> Put information flyers in mailboxes	8/24/2013 6:44 PM
436	<b>Different locations/times</b> Hold public meetings in different neighborhoods where they are accessible (libraries, community centers) and with translators. if there is not already an avenue for people to provide feedback on Facebook there should be.	8/24/2013 5:39 PM
437	<b>region-public places/mtgs</b> be available in grocery stores	8/24/2013 5:26 PM
438	<b>Different locations/times</b> <b>region-public places/mtgs</b> Public meetings at various locations in the Metro area.	8/24/2013 5:18 PM
439	<b>misc.</b> No suggestion.	8/24/2013 12:41 PM
440	<b>region-public places/mtgs</b> library meetings	8/24/2013 12:31 PM
441	<b>advertise in paper</b> announcements in the Oregonian, email notifications, local news outlet announcements	8/24/2013 11:50 AM
442	<b>Different locations/times</b> have meetings at different times w/in a specific area. At easily accessible venues and be prepared to kiss alot of toads, before you find the prince.	8/24/2013 10:54 AM
443	<b>email/ internet/ Opt in</b> The internet seems to be the most popular, wide spread format for information.	8/24/2013 10:54 AM
444	<b>attend community events</b> Attending public events. For example: Farmer's Markets, School Registrations, parades etc. You could have survey takers and public education advocates at a table or booth	8/24/2013 10:50 AM
445	<b>childcare/incentives</b> Possibly childcare and language interpretation at meetings.	8/24/2013 10:42 AM
446	<b>mailers</b> Pre-stamped return envelopes with questionnaires sent to community members.	8/24/2013 10:26 AM
447	<b>misc.</b> unsure	8/24/2013 10:16 AM
448	<b>email/ internet/ Opt in</b> <b>mutliple channels</b> Using as many media outlets as possible, including on-line will help keep public informed on issues. Taking opinions on-line makes it easier for public than having to attend hearings.	8/24/2013 9:52 AM
449	<b>misc.</b> Actually listen, and not just expand their scope of influence.	8/24/2013 9:45 AM
450	<b>advertise in paper</b> ads in local papers, not just fine print notices	8/24/2013 9:31 AM
451	<b>advertise in paper</b> Same - continue to use traditional advertising methods - social media is not for everyone.	8/24/2013 9:25 AM
452	<b>status quo</b> Aren't they currently?	8/24/2013 8:25 AM
453	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>mutliple channels</b> Run spot announcements on TV and radio news programs, in neighborhood newsletters and all local newspapers.	8/24/2013 8:05 AM
454	<b>attend community events</b> <b>mutliple channels</b> Provide a mix of opportunities: in person, online, at festivals, at community centers, etc.	8/24/2013 7:34 AM
455	<b>social media</b> Seems that social media is the fastest way to reach many. But that excludes people with Dumb Phones.	8/24/2013 7:06 AM

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456	<b>email/ internet/ Opt in</b> I dont know what the reach with these online surveys in - or the % response - but it seems that this is a good way to reach more people	8/24/2013 6:20 AM
457	<b>advertise on TV</b> Keep educating people and have information public and available like on TV and newspapers	8/23/2013 10:32 PM
458	<b>advertise on radio</b> PSAs on radio.	8/23/2013 10:07 PM
459	<b>phone outreach/surveys</b> phone surveys	8/23/2013 8:17 PM
460	<b>Different locations/times</b> Hold meetings in a variety of neighborhoods and work with agencies client advocates to get bus tickets to those who need them. Hold at different times like in evening with dinner or Saturday am with brunch.	8/23/2013 8:10 PM
461	<b>social media</b> Better publicize events in media that appeals to east Multnomah County. Use social media to advertise events.	8/23/2013 7:52 PM
462	<b>mailers</b> fliers to our homes because not everybody reads the paper or has email.	8/23/2013 7:49 PM
463	<b>Different locations/times</b> <b>email/ internet/ Opt in</b> vary meeting times and locations so people who work weird shifts or have transportation challenges can make meetings. Make more meetings on-line meetings	8/23/2013 7:03 PM
464	<b>mutiple channels</b> Advertising? Thats a tough one.	8/23/2013 6:53 PM
465	<b>email/ internet/ Opt in</b> The online surveys have worked well for me.	8/23/2013 6:52 PM
466	<b>misc.</b> See above. Let us vote.	8/23/2013 6:31 PM
467	<b>misc.</b> Chances are if people do not read the news or have a computer to read or communicate; then they are not interested - till something happens they don't like.	8/23/2013 5:45 PM
468	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> Give presentations in community centers to inform people that Metro wants to hear from and involve them in the decision-making process.	8/23/2013 5:32 PM
469	<b>misc.</b> See answer to # 2 above.	8/23/2013 4:51 PM
470	<b>misc.</b> Same as above.	8/23/2013 4:13 PM
471	<b>status quo</b> I think Metro is doing a good job. A lot of people don't want to get involved.	8/23/2013 3:44 PM
472	<b>Translation</b> All documents should be in languages that are prevalent in the community	8/23/2013 3:36 PM
473	<b>misc.</b> Unknown	8/23/2013 3:26 PM
474	<b>email/ internet/ Opt in</b> Expanding online input so those who are not available during meeting hours (strange schedules, other geographical areas of the region, etc.) can still provide comment.	8/23/2013 2:56 PM
475	<b>mailers</b> Direct mail or notice sent with voter ballots if allowed	8/23/2013 2:45 PM
476	<b>mutiple channels</b> Multiple attempts, types of venues, languages and culturally effective opprotunities	8/23/2013 2:30 PM
477	<b>region-public places/mtgs</b> Try to take the input opportunities out to where people are	8/23/2013 2:26 PM
478	<b>region-public places/mtgs</b> Take meetings into communities-- and discuss things of interest to them.	8/23/2013 12:34 PM
479	<b>misc.</b> Don't know	8/23/2013 12:23 PM
480	<b>near transit</b> making parking available for everyone	8/23/2013 12:11 PM
481	<b>advertise on radio</b> <b>advertise on TV</b> <b>region-public places/mtgs</b> advertisements on TV and radio, flyers posted in community centers	8/23/2013 12:10 PM
482	<b>email/ internet/ Opt in</b> <b>region-public places/mtgs</b> Have online open forums, request information where people frequent (e.g. libraries, community centers).	8/23/2013 12:01 PM
483	<b>assign staff to regions</b> <b>misc.</b> Have directors assigned to different region to attend events	8/23/2013 11:51 AM
484	<b>attend community events</b> Engaging opportunities at hugely popular social events at Oregon Fair, OMSI, Oregon Zoo would be terrific.	8/23/2013 11:21 AM
485	<b>attend community events</b> Have a presence at a large variety of cultural events, community resources, and government agencies	8/23/2013 11:17 AM
486	<b>misc.</b> BACK-OFF - offer less to serve the broader needs of the region	8/23/2013 11:17 AM
487	<b>near transit</b> free trimet days to attend events	8/23/2013 11:05 AM

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488	<b>partner w/ organizations</b> <b>Translation</b> Develop real and meaningful partnerships with organizations that serve these diverse communities. I believe Metro has started this and does this, but continue it, strengthen it and ask and continually check in to make sure that methods used are appropriate. Provide information automatically in a multi-lingual format, approach engagement from a capacity building framework, not just an "i need your opinion" framework.	8/23/2013 11:01 AM
489	<b>mutiple channels</b> multi-media approaches. Newspapers, schools, radio, online	8/23/2013 11:00 AM
490	<b>misc.</b> see above	8/23/2013 10:54 AM
491	<b>Different locations/times</b> Establish auxillary Metro offices throughout the tri-county-wide district and hold regular public meetings at each of them, instead of at the downtown PDX office	8/23/2013 10:45 AM
492	<b>misc.</b> Don't know	8/23/2013 10:24 AM
493	<b>partner w/ organizations</b> Engage in outreach to minority organizations and outer-Portland neighborhood groups.	8/23/2013 9:47 AM
494	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> start by advertising in the paper, television and radio. Keep it simple, that is, no big words, no double talk.	8/23/2013 9:31 AM
495	<b>partner w/ organizations</b> Meeting invitations to cultural leaders in area for dissemination	8/23/2013 9:29 AM
496	<b>Translation</b> Multi language, of course, but also publicize these engagement opportunities in places where these people are more likely to see them.	8/23/2013 8:59 AM
497	<b>mutiple channels</b> <b>partner w/ organizations</b> Work in collaboration with existing community groups, collect feedback using multiple methods (computer surveys, telephone surveys, community meetings, etc)	8/23/2013 8:47 AM
498	<b>email/ internet/ Opt in</b> Continue the online options.	8/23/2013 8:41 AM
499	<b>social media</b> Use Facebook	8/23/2013 8:40 AM
500	<b>Different locations/times</b> Choose several centralized locations to have outreach fairs, etc.	8/23/2013 8:39 AM
501	<b>focus groups</b> Perhaps some small focus groups of people from different cultural groups, etc. Find out how they would like to interact.	8/23/2013 8:22 AM
502	<b>misc.</b> You have divided the Boring area in half on your boundary map this needs to be fixed.	8/23/2013 8:12 AM
503	<b>Different locations/times</b> how about having meetings that are *not* downtown but in the 'burbs and other areas that are part of Metro's region. The Zoo is a start. But there's plenty of people in Hillsboro, Gresham, etc that fund you.	8/23/2013 8:00 AM
504	<b>region-public places/mtgs</b> Another thought: have someone offer surveys to folks on buses and the MAX	8/23/2013 7:36 AM
505	<b>misc.</b> See #2	8/23/2013 7:24 AM
506	<b>misc.</b> dont know	8/23/2013 7:15 AM
507	<b>region-public places/mtgs</b> Hold well organized "town meetings" throughout the area.	8/23/2013 6:47 AM
508	<b>misc.</b> ditto	8/23/2013 6:29 AM
509	<b>clear messaging</b> State the intent in plain, simple, but respectful language. Offer things in a variety of languages.	8/23/2013 5:33 AM
510	<b>Different locations/times</b> <b>email/ internet/ Opt in</b> <b>misc.</b> <b>region-public places/mtgs</b> <b>Translation</b> visits to METRO areas to ask users to participate and providing suveys in multiple languages online	8/23/2013 12:19 AM
511	<b>mutiple channels</b> focusing on multi platform feedback areas, computer, online, paper, in person, phone etc	8/22/2013 11:24 PM
512	<b>expand notice period</b> Sufficient time ahead of notice, meetings both in the evening and the weekend.	8/22/2013 11:13 PM
513	<b>misc.</b> Be patient and reach out to people	8/22/2013 10:56 PM
514	<b>phone outreach/surveys</b> Sign up for telephone survey	8/22/2013 10:22 PM
515	<b>misc.</b> I don't know	8/22/2013 10:13 PM
516	<b>attend community events</b> <b>partner w/ organizations</b> Announce them or post them at the different neighborhood association meeting places.	8/22/2013 9:58 PM
517	<b>email/ internet/ Opt in</b> web site info	8/22/2013 9:32 PM
518	<b>misc.</b> Same as above.	8/22/2013 9:31 PM

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519	<b>door to door</b> Outreach. Pound the pavement, door to door, continued and expanded virtual presence.	8/22/2013 9:31 PM
520	<b>advertise in paper</b> publish in WW and the Mercury	8/22/2013 9:13 PM
521	<b>partner w/ organizations</b> <b>Translation</b> See #2 - meetings out in the community, co-sponsored with groups that can translate planners' language and provide focus for the group	8/22/2013 8:48 PM
522	<b>misc.</b> See above	8/22/2013 8:32 PM
523	<b>misc.</b> I can tell you that I respond to your emails and "subscribe" to your seasonal news magazine which gets me out on your various activities.	8/22/2013 8:21 PM
524	<b>status quo</b> not broken dont need to fix	8/22/2013 8:14 PM
525	<b>advertise on TV</b> Cable access TV	8/22/2013 7:54 PM
526	<b>childcare/incentives</b> <b>research</b> maybe do a census type survey in areas you know you arent getting feedback from. pay unemployed folks \$9 hr or whatever to go out there and ask survey questions	8/22/2013 7:14 PM
527	<b>childcare/incentives</b> <b>email/ internet/ Opt in</b> <b>region-public places/mtgs</b> Make surveys available on line - hold invitation only meetings throughout the region (with incentives to attend and participate)	8/22/2013 7:00 PM
528	<b>email/ internet/ Opt in</b> You can't do much better than email. Everyone can have it and use it for free somewhere.	8/22/2013 6:47 PM
529	<b>near transit</b> <b>partner w/ organizations</b> <b>region-public places/mtgs</b> Combine with a TriMet event to get people out to see something Metro has accomplished or plans to accomplish while taking advantage of the regional mass transit.	8/22/2013 6:38 PM
530	<b>misc.</b> Again, they have to prove that they truly want to hear opinions that differ from their own.	8/22/2013 6:15 PM
531	<b>attend community events</b> <b>mailers</b> <b>multiple channels</b> Different modes of contact. Direct mail, community events, etc.	8/22/2013 5:56 PM
532	<b>Different locations/times</b> broad distribution of times during the week not just on weekends.	8/22/2013 5:56 PM
533	<b>misc.</b> Get rid of Jeff Cogen	8/22/2013 5:51 PM
534	<b>misc.</b> See comment above, and apply it region wide.	8/22/2013 5:45 PM
535	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> Have a sign up web page that you put the address in anytime you have a article about or with METRO (newspapers, tv news, magazines, etc.)	8/22/2013 5:44 PM
536	<b>advertise on radio</b> <b>advertise on TV</b> Start out with free or most inexpensive things like local talk shows n radio and TV, public service announcements on radio and TV.	8/22/2013 5:35 PM
537	<b>Translation</b> Have your web site available in the major languages spoken in the region.	8/22/2013 5:24 PM
538	<b>misc.</b> Commissioners need to be more visible. I'm not even sure you my representatives are, and I'm relatively savvy when it comes to political/social issues.	8/22/2013 5:09 PM
539	<b>multiple channels</b> Use multiple ways of engaging people from online to small neighborhood events to targeting leaders in various communities who can in turn help engage those who don't usually get involved	8/22/2013 5:08 PM
540	<b>attend community events</b> That's a tough question to answer. Have information booths at local and cultural events?	8/22/2013 5:06 PM
541	<b>misc.</b> See above	8/22/2013 5:01 PM
542	<b>region-public places/mtgs</b> try to meet people in barbershops or churches.	8/22/2013 4:59 PM
543	<b>status quo</b> I think you do a good job, but buy in can be hard to sell.	8/22/2013 4:54 PM
544	<b>clear messaging</b> just better communication	8/22/2013 4:54 PM
545	<b>email/ internet/ Opt in</b> <b>misc.</b> <b>status quo</b> Metro has an updated website, opportunities to participate, like Opt In and even staff the write up summaries of meetings and other happenings. I find Metro to be accessible to those who wish to be part of the process.	8/22/2013 4:29 PM
546	<b>advertise on radio</b> <b>advertise on TV</b> <b>email/ internet/ Opt in</b> <b>mailers</b> <b>misc.</b> <b>multiple channels</b> <b>region-public places/mtgs</b> Boil down the principle questions/topics to 3 or 4 in any one year. Use radio and TV news to announce when and where the survey will be available. Electronic methods may reach many, especially young, but miss poor, old, and some immigrant groups: use libraries and schools as allies. Do a simple but pithy postcard mass-mailing once or twice a year. Welcome open-ended comment as well as quick check-of-the-box answers.	8/22/2013 4:26 PM

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547	<b>misc.</b> Be very visible.	8/22/2013 4:22 PM
548	<b>misc.</b> Not sure	8/22/2013 4:09 PM
549	<b>partner w/ organizations</b> Borrow special interest email lists.	8/22/2013 3:59 PM
550	<b>mutiple channels</b> Media ads?!?	8/22/2013 3:51 PM
551	<b>email/ internet/ Opt in</b> <b>region-public places/mtgs</b> kiosks or something which isn't internet based?	8/22/2013 3:45 PM
552	<b>attend community events</b> <b>partner w/ organizations</b> With the above ways of contacting, having neighbor/area meetings might be a way of reaching people from different cultures/backgrounds.	8/22/2013 3:42 PM
553	<b>sponsor community events</b> <b>Translation</b> Translated materials, participated in events sponsored by various cultural organizations, employ bilingual people to work at above events	8/22/2013 3:28 PM
554	<b>misc.</b> You can't make a horse drink. This is not possible.	8/22/2013 3:25 PM
555	<b>near transit</b> See response above. Plus, holding meetings that are accessible by bus line is great which Metro I think already does.	8/22/2013 3:15 PM
556	<b>Different locations/times</b> <b>Translation</b> Timing, location, accessibility, language differences and what was mentioned in the above box.	8/22/2013 3:14 PM
557	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>mutiple channels</b> Advertise the fact in may different media.	8/22/2013 3:08 PM
558	<b>email/ internet/ Opt in</b> <b>phone outreach/surveys</b> surveys phone and online	8/22/2013 3:02 PM
559	<b>Different locations/times</b> <b>region-public places/mtgs</b> Utilize Libraries as a resource for "posting" or making data available to those who don't have or use internet (and many have meeting rooms that might host a "town meeting"	8/22/2013 2:53 PM
560	<b>mutiple channels</b> post notices on public forums where the public can be notified ahead of time and be there	8/22/2013 2:48 PM
561	<b>mutiple channels</b> Public Advertisement	8/22/2013 2:35 PM
562	<b>region-public places/mtgs</b> More small local events.	8/22/2013 2:33 PM
563	<b>misc.</b> Quit overloading areas with people. They build and build which are bringing in multiple nationalities. A Melting pot of sorts. We need more things happening in East County to employ everyone.	8/22/2013 2:29 PM
564	<b>misc.</b> more communications	8/22/2013 2:28 PM
565	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> Put weblinks in a number of places to make it accessable (libraries, ads, parks, public transit, etc.)	8/22/2013 2:24 PM
566	<b>Different locations/times</b> have public forums/meetings scattered at different locations throughout the region	8/22/2013 2:21 PM
567	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> Moving out into the community more. Reaching out to the neighborhoods or community planning groups, social groups or even churches.	8/22/2013 2:17 PM
568	<b>Translation</b> Multilingual materials	8/22/2013 2:17 PM
569	<b>clear messaging</b> <b>misc.</b> Clarify what result engagement would have. Why should I go to this meeting if my issue still won't be addressed? For example: side walks and Max safety are my hot issues. but if no money is available for sidewalk repairs, going to meetings will not change that fact. Or if Metro has no influence over Trimet policies, if will do no good for me to email Metro with my concern. Or read a Metro blog about Engagement.	8/22/2013 2:06 PM
570	<b>advertise in paper</b> <b>advertise on TV</b> See above plus more print and tv outreach	8/22/2013 2:01 PM
571	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> post, post, post. Online, at site, and by email.	8/22/2013 1:57 PM
572	<b>region-public places/mtgs</b> Place reps at libraries/senior citizen centers and conduct a survey	8/22/2013 1:52 PM
573	<b>childcare/incentives</b> <b>social media</b> publicize often and in places more people will see. Social Media seems to be the current buzz way to engage especially those who are younger. Bribery always works too:>)	8/22/2013 1:48 PM
574	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> Use local media .. Oregonian, local weeklies, radio, TV. Be honest about your intentions and explain your rationale	8/22/2013 1:37 PM
575	<b>email/ internet/ Opt in</b> maintain well-organized web site and publicize it as per question 2	8/22/2013 1:36 PM

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576	<b>clear messaging</b> <b>misc.</b> Even if a group or individual has not engaged with Metro previously when invited, ask again, and let the targeted person or group know specifically how their involvement will increase the likelihood they will be successful with what they wish to accomplish.	8/22/2013 1:31 PM
577	<b>misc.</b> <b>mutliple channels</b> Widespread notices and advertising. Still, I doubt that the public would participate.	8/22/2013 1:23 PM
578	<b>region-public places/mtgs</b> have presentations at local community centers or schools that are accessible?	8/22/2013 1:14 PM
579	<b>clear messaging</b> <b>misc.</b> <b>region-public places/mtgs</b> Maybe more branding and engagement opportunities at the various Metro run sites (the zoo, etc). I bet a lot of people still don't know everything that Metro does.	8/22/2013 1:05 PM
580	<b>clear messaging</b> <b>misc.</b> relevance and timing. if the people you want to access metro do not find anything relevant to their lives or relevant enough, then you will not be able to do enough to improve access	8/22/2013 1:00 PM
581	<b>advertise in paper</b> <b>misc.</b> <b>phone outreach/surveys</b> Not sure. Paper surveys? Phone surveys? Town hall meetings? Newspaper articles?	8/22/2013 1:00 PM
582	<b>email/ internet/ Opt in</b> <b>misc.</b> Wider publicity for and use of these Opt-In surveys would be good. However, as you know, it is hard to get people to engage in these thought processes until they are unhappy about a specific issue.	8/22/2013 12:54 PM
583	<b>misc.</b> Hire personable folks.	8/22/2013 12:53 PM
584	<b>childcare/incentives</b> <b>Different locations/times</b> <b>Translation</b> Ensure there are multiple opportunities to attend, vary times/days (evening, weekend, etc.), provide childcare, & meeting notices in top languages (Spanish, Vietnamese, Russian, Somali, Chinese).	8/22/2013 12:49 PM
585	<b>billboards</b> "Billboards" on busses with appropriate info? They're pretty much everywhere and seen by pretty much everyone.	8/22/2013 12:48 PM
586	<b>region-public places/mtgs</b> Try to reach folks of all income levels - perhaps by targeting low-income retirement homes, schools, supermarkets, etc.?	8/22/2013 12:47 PM
587	<b>Different locations/times</b> evening meetings people could go to after work	8/22/2013 12:44 PM
588	<b>region-public places/mtgs</b> Events in parks. Events with no cost.	8/22/2013 12:39 PM
589	<b>misc.</b> More info made available to the public.	8/22/2013 12:32 PM
590	<b>clear messaging</b> <b>expand notice period</b> More advance warning of opportunities; consider grade level of writing online and in supplemental materials	8/22/2013 12:21 PM
591	<b>door to door</b> Use door hangers.	8/22/2013 12:11 PM
592	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>attend community events</b> <b>mutliple channels</b> <b>partner w/ organizations</b> <b>social media</b> Use ads on/in buses and MAX, speak at local community centers, put up posters in local neighborhood businesses (in appropriate languages), use radio ads, TV ads, Facebook, Farmer's markets. You do a decent job of getting the message out in the greater Portland city area, but I am not so sure about your reach into McMinnville or Forest Grove. Use Linfield and Pacific Colleges to make presentations about Metro and how those communities are involved.	8/22/2013 12:10 PM
593	<b>phone outreach/surveys</b> A phone number for seniors or those without computers can call to feel their thoughts count.	8/22/2013 12:02 PM
594	<b>status quo</b> Nothing further	8/22/2013 11:59 AM
595	<b>misc.</b> See #2	8/22/2013 11:58 AM
596	<b>advertise in paper</b> <b>misc.</b> <b>mutliple channels</b> Promote in publications and on site that target specific markets - ads in the Oregonian and on KOIN just won't suffice.	8/22/2013 11:56 AM
597	<b>mutliple channels</b> Take and invest more in actively doing outreach using various methods of outreach to reach the old print media audience as well as the electronic platform sector of our community.	8/22/2013 11:54 AM
598	<b>misc.</b> See above, with mandatory informational response to all contributors.	8/22/2013 11:52 AM
599	<b>region-public places/mtgs</b> Libraries, maybe set up a booth at public markets and/or grocery stores	8/22/2013 11:42 AM
600	<b>attend community events</b> How about a booth at a farmers market to promote a green or sustainable practice	8/22/2013 11:40 AM
601	<b>misc.</b> follow other who aare doing well - City of Portland Planning	8/22/2013 11:38 AM



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602	<b>clear messaging</b> <b>misc.</b> what about clear concise ads with web info on how to get involved or be able to communicate with Metro without waiting on hold for an actual person...	8/22/2013 11:32 AM
603	<b>misc.</b> Metro needs to stop "loading the deck" by targeting and listening to one side of the issues facing it. I have said this before...METRO is a mouthpiece for 1000 Freinds of Oregon and not a freind of the working public	8/22/2013 11:30 AM
604	<b>mailers</b> Include flyers in our garbage bills with requests for feedback on proposed decisions.	8/22/2013 11:30 AM
605	<b>partner w/ organizations</b> Again, not knowing what all is currently done: outreach through local services for disabled.	8/22/2013 11:28 AM
606	<b>misc.</b> There will always be people who are unaware.	8/22/2013 11:24 AM
607	<b>Different locations/times</b> <b>social media</b> Hold meetings at various times of the day/week as well as include as much social media as you can to engage participation (Facebook, Twitter, Instagram, etc).	8/22/2013 11:23 AM
608	<b>email/ internet/ Opt in</b> Opt In	8/22/2013 11:22 AM
609	<b>Different locations/times</b> hold informational meetings in several places	8/22/2013 11:15 AM
610	<b>Different locations/times</b> <b>region-public places/mtgs</b> Openhouses in central neighborhood locations - schools, churches, etc.	8/22/2013 11:12 AM
611	<b>mutliple channels</b> Use multi media methods targeted to various age groups and cultures.	8/22/2013 11:12 AM
612	<b>region-public places/mtgs</b> No choice but to hold multiple meetngs, regionally	8/22/2013 11:09 AM
613	<b>email/ internet/ Opt in</b> on line and phone apps.	8/22/2013 11:08 AM
614	<b>near transit</b> Make sure that the public transportation is available to these areas.	8/22/2013 11:08 AM
615	<b>email/ internet/ Opt in</b> <b>region-public places/mtgs</b> Go where the people are. Don't assume they can read or that they have internet access.	8/22/2013 11:06 AM
616	<b>misc.</b> Just listen, keep an open mind, be original	8/22/2013 11:04 AM
617	<b>email/ internet/ Opt in</b> <b>mailers</b> <b>phone outreach/surveys</b> <b>text messages</b> More online and phone opportunities to participate. Traveling to meetings is not convenient. Direct mail is litter.	8/22/2013 11:03 AM
618	<b>misc.</b> none	8/22/2013 11:02 AM
619	<b>childcare/incentives</b> <b>near transit</b> Metro could offer free or reduced fare passes on Tri-met on the day of event or perhaps MAX passes to bring visitors to the Zoo, World Forestry Ctr., & Children's Museum, and bargain with those facilities for reduced or free admission. Perhaps a once-per-year free bus or MAX pass with a discount coupon for entry at those facilities or at OMSI, the Art Museum, Oregon Historical Center, etc. could be considered.	8/22/2013 10:44 AM
620	<b>misc.</b> Be open to ideas outside of Metro's fixed agenda	8/22/2013 10:44 AM
621	<b>Translation</b> Community outreach with native speakers	8/22/2013 10:42 AM
622	<b>Different locations/times</b> Have them in locations other than the Metro Regional Center.	8/22/2013 10:34 AM
623	<b>Different locations/times</b> multiple open houses in many areas of the region	8/22/2013 10:32 AM
624	<b>Different locations/times</b> Have meetings in different locations across Portland and the region.	8/22/2013 10:31 AM
625	<b>misc.</b> I don't know, what are the choices? What are the options for this? Choose some ideas and then let me see. I am not an expert in this so don't know what to suggest.	8/22/2013 10:22 AM
626	<b>email/ internet/ Opt in</b> Put everything on the web. Everyone can now access the web. If they don't have a computer, the public library does which they can access. This is the fairest and most cost effective way to provide engagement opportunities.	8/22/2013 10:22 AM
627	<b>near transit</b> make sure events are close to public transit lines or that they move about in the different regions.	8/22/2013 10:22 AM
628	<b>misc.</b> seek out all communities not just the people who always show up	8/22/2013 10:20 AM
629	<b>misc.</b> Not sure.	8/22/2013 10:17 AM
630	<b>near transit</b> Free Tri-Met rides to events.	8/22/2013 10:14 AM
631	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>misc.</b> Post your opportunities on the web, in the papers, via public broadcast notices on the radio and TV. I think in todays environment if you say you have a job available you will not have any trouble finding applicants. Then pick the best qualified.	8/22/2013 10:12 AM



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632	<b>attend community events</b> <b>email/ internet/ Opt in</b> online is cheap and has a large footprint, but some populations don't use online platforms regularly; in-person tabling events with paper surveys, or live Q&A may be needed to gather representative data from all populations	8/22/2013 10:11 AM
633	<b>email/ internet/ Opt in</b> <b>partner w/ organizations</b> As above at a neighborhood level, utilize internet alerts and work with existing neighborhood coalitions who understand the makeup of the neighborhood and what hours are convenient as well as best methods of participation.	8/22/2013 10:11 AM
634	<b>partner w/ organizations</b> Possibly combine efforts with city and county public engagement efforts to reach some of their constituents. City of Portland has provided funding to various diversity and civic leadership groups so those organizations would attract diverse audiences to events. Identifying effective community organizers is helpful.	8/22/2013 10:10 AM
635	<b>advertise on radio</b> same answer to question #2 Also radio .	8/22/2013 10:09 AM
636	<b>Different locations/times</b> better service,less waste,longer hours of operation,a lot of people start,and/or end work at odd hours today.	8/22/2013 10:09 AM
637	<b>misc.</b> See above	8/22/2013 10:09 AM
638	<b>misc.</b> Fire Jim Middaugh	8/22/2013 10:08 AM
639	<b>misc.</b> <b>region-public places/mtgs</b> Get out to the ghetto, man! Don't just ask us whities what we think. Make sure people of color and people who are bilingual in Spanish, Russian and Vietnamese are interacting with local populations.	8/22/2013 10:07 AM
640	<b>advertise in paper</b> Put out press releases to be disseminated in local media outlets on what is going on.	8/22/2013 10:06 AM
641	<b>region-public places/mtgs</b> Have more local meetings.	8/22/2013 10:05 AM
642	<b>advertise on TV</b> <b>misc.</b> Increase advertising during news hours. Interact with morning news. Have a face or two people can get to know. But not a politician - get Council out there, and don't wait to be approached. Just be active and watchable. Then you'll be more approachable. B	8/22/2013 10:03 AM
643	<b>clear messaging</b> First, determine if it is an issue that people care about. Nothing is worse than organizing and advertising a public meeting where only one or two people show up. Some issues simply do not catch the public interest--at least until they see orange traffic cones and detour signs set up on their street. Then, they want to know all about it. Most people are very busy and anything that sounds "boring" is passes over until they see action. So my advice is to give people a lot of WHY it matters and HOW the issue directly affects their daily life.	8/22/2013 9:57 AM
644	<b>email/ internet/ Opt in</b> For me, email works best.	8/22/2013 9:51 AM
645	<b>region-public places/mtgs</b> Same as above. Libraries too, for online access.	8/22/2013 9:45 AM
646	<b>email/ internet/ Opt in</b> Electronic communication is important for this. It allows everyone to participate without the barriers inherent in geography and oral communications.	8/22/2013 9:44 AM
647	<b>attend community events</b> <b>partner w/ organizations</b> See #2 answer. Meet them where they meet. Rotary, Chamber of Commerce, annual Town Meetings, etc.	8/22/2013 9:44 AM
648	<b>misc.</b> Again, people who want to be engaged will be engaged. Why do you worry about connecting with people who are apathetic or unengaged? Just leave it.	8/22/2013 9:39 AM
649	<b>misc.</b> See above remarks.	8/22/2013 9:34 AM
650	<b>misc.</b> See above.	8/22/2013 9:33 AM
651	<b>misc.</b> <b>mutiple channels</b> <b>social media</b> Don't think "everybody" has a cell phone or lives in the social media world. I do not have a cell phone and I hate social media and will not use it. I like printed materials.	8/22/2013 9:33 AM
652	<b>advertise on TV</b> <b>email/ internet/ Opt in</b> <b>mailers</b> Public announcements thru Internet, mail & tv.	8/22/2013 9:27 AM
653	<b>region-public places/mtgs</b> Town halls in each neighborhood	8/22/2013 9:24 AM
654	<b>misc.</b> Don't know	8/22/2013 9:19 AM
655	<b>misc.</b> Save as above.	8/22/2013 9:17 AM
656	<b>region-public places/mtgs</b> Community liaison outreach efforts to churches and other places where people meet, while time and money consumptive, are effective. Children's sport groups, especially soccer, draw people of all generations.	8/22/2013 9:17 AM
657	<b>clear messaging</b> Even the term "engagement opportunities" is part of the problem. There need to be more down-to-earth and direct conversations without a lot of hype or glossy publications.	8/22/2013 9:16 AM

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658	<b>advertise in paper</b> <b>email/ internet/ Opt in</b> <b>misc.</b> <b>mutiple channels</b> <b>phone outreach/surveys</b> <b>region-public places/mtgs</b> Utilize wide variety of communication systems including paper, computer, phone interviews, visits to schools to engage students.	8/22/2013 9:15 AM
659	<b>misc.</b> see above	8/22/2013 9:15 AM
660	<b>misc.</b> Same as above	8/22/2013 9:10 AM
661	<b>misc.</b> offer free same-sex engagements	8/22/2013 9:07 AM
662	<b>attend community events</b> Participation in CPO meetings	8/22/2013 9:06 AM
663	<b>email/ internet/ Opt in</b> <b>partner w/ organizations</b> Help various associations promote their meetings, via email and other outreach methods including public service announcements.	8/22/2013 9:04 AM
664	<b>attend community events</b> <b>partner w/ organizations</b> appear at neighborhood and business org meetings	8/22/2013 9:03 AM
665	<b>region-public places/mtgs</b> Hold them close to where people live	8/22/2013 9:02 AM
666	<b>Different locations/times</b> Public meetings need to be accessible, of course, perhaps with volunteer transportation. But meetings must be after normal work hours.	8/22/2013 9:02 AM
667	<b>Different locations/times</b> <b>email/ internet/ Opt in</b> <b>near transit</b> make sure meetings are in easy to reach areas (east portland), provide opportunities for online engagement rather than just in person, etc.	8/22/2013 9:02 AM
668	<b>misc.</b> <b>social media</b> Are you on Facebook? Seems like that might be a way to get the word out. Flyers on garbage cans?	8/22/2013 9:01 AM
669	<b>childcare/incentives</b> more bribes	8/22/2013 9:00 AM
670	<b>Translation</b> Don't just use email, but advertise links to survey opportunities in language media.	8/22/2013 9:00 AM
671	<b>misc.</b> Our metro councilors need to reach out to the communities - more personal touches.	8/22/2013 8:59 AM
672	<b>mailers</b> Sending out newsletters quarterly or annually might introduce more people to the idea of getting involved with Metro.	8/22/2013 8:59 AM
673	<b>email/ internet/ Opt in</b> Online interactive tools--surveys, alternative choices, values , etc.	8/22/2013 8:58 AM
674	<b>Different locations/times</b> <b>mutiple channels</b> <b>Translation</b> They must be frequent, widespread (so there's one near home or work or church), must be scheduled appropriately, consider needs of parents, and consider language and cultural differences. I guess first of all, notify people of the opportunities available to them.	8/22/2013 8:56 AM
675	<b>mutiple channels</b> <b>social media</b> PR for the program in all news outlets and social media sites.	8/22/2013 8:55 AM
676	<b>clear messaging</b> Creating culturally appropriate communications and materials.	8/22/2013 8:55 AM
677	<b>misc.</b> same as above	8/22/2013 8:53 AM
678	<b>email/ internet/ Opt in</b> <b>partner w/ organizations</b> Spokepersons attend civic organization meetings and explaining and/or providing information about Opt In, etc.	8/22/2013 8:51 AM
679	<b>region-public places/mtgs</b> Have them in public places that everyone frequents anyway.	8/22/2013 8:49 AM
680	<b>misc.</b> None.	8/22/2013 8:47 AM
681	<b>Different locations/times</b> Have the meetings at different places throughout the region	8/22/2013 8:47 AM
682	<b>misc.</b> See response to #2	8/22/2013 8:44 AM
683	<b>email/ internet/ Opt in</b> Somehow, you need to build trust among the folks that are not part of the self-selected Opt-In group. Don't know how you do it. You have decades of history to overcome.	8/22/2013 8:44 AM
684	<b>Different locations/times</b> Have more local venues for discussion.	8/22/2013 8:43 AM
685	<b>email/ internet/ Opt in</b> <b>region-public places/mtgs</b> Visit neighborhoods that aren't downtown. Go to the back of Southeast, go to PTA meetings and small businesses. Most of the neighborhoods that are underserved don't have regular access to the internet.	8/22/2013 8:42 AM
686	<b>partner w/ organizations</b> Let community partners drive the Metro agenda... not Metro	8/22/2013 8:40 AM
687	<b>Different locations/times</b> <b>misc.</b> <b>region-public places/mtgs</b> <b>Translation</b> You need more opportunities for personal interaction. Many of the people who use services do not have reliable internet or a car, so you need to meet them where they are. You should also probably make information and engagement opportunities available in other languages, especially Spanish.	8/22/2013 8:38 AM
688	<b>misc.</b> It is tough no matter how much or what you do.	8/22/2013 8:37 AM

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689	<b>Different locations/times</b> Hold meetings on weekends so that people who work can participate	8/22/2013 8:34 AM
690	<b>status quo</b> Continue to have the public meetings.	8/22/2013 8:30 AM
691	<b>partner w/ organizations</b> meet with business groups	8/22/2013 8:26 AM
692	<b>misc.</b> Stay off their backs and ask for their recommendations when it comes to maintaining local city character.	8/22/2013 8:24 AM
693	<b>misc.</b> Have public vote	8/22/2013 8:24 AM
694	<b>mutiple channels</b> Marketing.	8/22/2013 8:24 AM
695	<b>mutiple channels</b> Have as many different type of methods to reach out to the community	8/22/2013 8:20 AM
696	<b>status quo</b> Follow the established rules for accommodating people with disabilities. We already have laws for this to promote fair treatment & equity. I do not think we need to go above & beyond.	8/22/2013 8:19 AM
697	<b>email/ internet/ Opt in</b> Continue to implement tools such as OptIn, but find ways to reach an audience who does not actively seek out such arenas or face technological barriers.	8/22/2013 8:17 AM
698	<b>misc.</b> Same as above	8/22/2013 8:14 AM
699	<b>attend community events</b> Take a natural gas or electric bus to County Fairs, Farmers' Markets, Art Fairs and other large public gatherings and take pamphlets and brochures (and surveys) with you.	8/22/2013 8:12 AM
700	<b>misc.</b> sample, metro pushes biking, so you play to biking people, but you need to stop down playing auto travel. cars are not going away. also thing that work in down town portland, may never work in hillsboro.	8/22/2013 8:11 AM
701	<b>misc.</b> No idea	8/22/2013 8:10 AM
702	<b>misc.</b> Same	8/22/2013 8:10 AM
703	<b>partner w/ organizations</b> Get involved in the Neighborhood business associations who might have greater access to more people. also might be able to post any signs in local shops.	8/22/2013 8:08 AM
704	<b>region-public places/mtgs</b> Maybe even hang out at the local Fred Meyer, Saturday/Sunday markets, library branches	8/22/2013 8:06 AM
705	<b>near transit</b> Lower public transit costs	8/22/2013 8:05 AM
706	<b>advertise in paper</b> <b>email/ internet/ Opt in</b> Articles in papers, websites about stuff and surveys.	8/22/2013 8:02 AM
707	<b>region-public places/mtgs</b> <b>Translation</b> Go to where people live and engage at times that are convenient to them and in appropriate languages. Listen rather than merely in form.	8/22/2013 8:00 AM
708	<b>attend community events</b> Attend festivals of different cultures, neighborhood events, school events, and the like. Having the opportunity to reach people on a person to person level goes a long way.	8/22/2013 8:00 AM
709	<b>region-public places/mtgs</b> Find out where people of different cultures gather and go there	8/22/2013 7:59 AM
710	<b>clear messaging</b> make it clear on you web site what you directly control and do	8/22/2013 7:57 AM
711	<b>mutiple channels</b> <b>social media</b> Use different methods. Don't assume everyone uses facebook, etc	8/22/2013 7:57 AM
712	<b>email/ internet/ Opt in</b> Opt in seems to be working well.	8/22/2013 7:56 AM
713	<b>region-public places/mtgs</b> spread meetings outside urban core	8/22/2013 7:56 AM
714	<b>Different locations/times</b> You need to have meetings after 5:00 PM - I've never seen one posted that I could make it to while working 8 - 5 and riding the bus.	8/22/2013 7:56 AM
715	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> <b>region-public places/mtgs</b> In addition to OPT IN, perhaps gatherings at schools would be good. Flyers could be available on the bus or MAX.	8/22/2013 7:49 AM
716	<b>misc.</b> <b>mutiple channels</b> <b>Translation</b> Ensure information is presented in a variety of formats, in multiple languages and through trusted community vehicles.	8/22/2013 7:48 AM
717	<b>email/ internet/ Opt in</b> <b>phone outreach/surveys</b> Make the surveys available on smartphones, etc.	8/22/2013 7:46 AM
718	<b>attend community events</b> Attend community events	8/22/2013 7:43 AM
719	<b>misc.</b> <b>partner w/ organizations</b> <b>research</b> Find opinion leaders. Engage them to invite their friends. Offer people a method to invite their friends & communities. Keep stats on response rates by geography & income.	8/22/2013 7:39 AM
720	<b>clear messaging</b> <b>partner w/ organizations</b> Better delivery of the engagement message to CPO's.	8/22/2013 7:39 AM

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721	<b>misc.</b> Actually listen to those who are not members of the select few special interest/minority groups. Encourage them to attend/participate.	8/22/2013 7:35 AM
722	<b>misc.</b> Like it matters. You are going to do what you want to do anyway whether we the people like it or not.	8/22/2013 7:33 AM
723	<b>email/ internet/ Opt in</b> Email is best.	8/22/2013 7:32 AM
724	<b>mutiple channels</b> Better publicity before the meetings Re; time and place	8/22/2013 7:29 AM
725	<b>mutiple channels</b> Use widest variety of communication and media possible	8/22/2013 7:26 AM
726	<b>misc.</b> Seek out those who are not well represented in your engagements; the blanket "talk to us" is not as effective as a direct invitation.	8/22/2013 7:26 AM
727	<b>misc.</b> <b>mutiple channels</b> <b>research</b> Understand and use the different communication channels that various groups of people use	8/22/2013 7:23 AM
728	<b>social media</b> Use social media	8/22/2013 7:16 AM
729	<b>misc.</b> A weekly or monthly physical survey, present in every city and unincorporated area, with greeters available to help people take paper and oral surveys.	8/22/2013 7:14 AM
730	<b>misc.</b> Again person to person contact	8/22/2013 6:57 AM
731	<b>email/ internet/ Opt in</b> <b>social media</b> Continue using social media and online tools	8/22/2013 6:52 AM
732	<b>mutiple channels</b> Notices about public participation in areas of high impact	8/22/2013 6:52 AM
733	<b>region-public places/mtgs</b> Throw Metro sponsored events in parks all over the Metro area.	8/22/2013 6:47 AM
734	<b>mutiple channels</b> Make the opportunities known; announce their presence in a variety of mediums to increase the number of people exposed to them.	8/22/2013 6:43 AM
735	<b>misc.</b> Hire a professional to determine how engagement activities should be conducted	8/22/2013 6:36 AM
736	<b>mutiple channels</b> Provide through advertising	8/22/2013 6:30 AM
737	<b>misc.</b> Metro always has its mind made up before getting any public feedback...why bother?	8/22/2013 6:25 AM
738	<b>misc.</b> don't know	8/22/2013 6:21 AM
739	<b>misc.</b> None	8/22/2013 6:17 AM
740	<b>email/ internet/ Opt in</b> <b>Multicultural newspapers</b> <b>Translation</b> See above. In the advertising you can direct them to a website to connect with Metro. You can provide "feedback pages" online to solicit public input, or a mailing address for those who prefer to write in. You can advertise for same in non-English language newspapers that serve the Metro area, and provide links online in those targeted languages.	8/22/2013 6:08 AM
741	<b>mutiple channels</b> <b>social media</b> keep variety of traditional, electronic, and social media options available	8/22/2013 6:03 AM
742	<b>misc.</b> "Engagement opportunities" would be optimized by letting the public actually vote on major projects, especially those involving large amounts of taxpayer's money. If you really have the support of the people, let them show it at the polls!	8/22/2013 5:53 AM
743	<b>region-public places/mtgs</b> keep having some meeting in outlying regions	8/22/2013 4:48 AM
744	<b>Different locations/times</b> <b>Translation</b> have translators available have meetings at different times and days and places hold meetings on-line	8/22/2013 4:17 AM
745	<b>misc.</b> <b>social media</b> Again, communicate with various groups around the region - as well as - reach out on social media	8/22/2013 3:36 AM
746	<b>misc.</b> Answer above	8/22/2013 3:20 AM
747	<b>email/ internet/ Opt in</b> <b>mailers</b> Send mailers to residence in the area you targeted. Colect emails and names at meetings	8/22/2013 3:10 AM
748	<b>Different locations/times</b> All public meetings be held at ADA compliant facilities, and at a mix of times and dates, if possible.	8/22/2013 1:23 AM
749	<b>email/ internet/ Opt in</b> <b>mailers</b> Anonymous home mailers, don't have everything always internet based. And have it so that its a postage paid return.	8/22/2013 1:18 AM
750	<b>misc.</b> Na	8/22/2013 1:16 AM
751	<b>misc.</b> Give the community members a voice and listen to their suggestions.	8/22/2013 12:52 AM

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752	<b>misc.</b> See above answer.	8/22/2013 12:44 AM
753	<b>email/ internet/ Opt in</b> <b>misc.</b> the phones have apps, just about everyone has a pc and signs are plentiful that if the sign is read they can engage. Our tax dollars have paid for enough.	8/22/2013 12:29 AM
754	<b>advertise on radio</b> <b>Translation</b> In Russian community metro can use Russian's radio to bring information	8/22/2013 12:27 AM
755	<b>misc.</b> I do not understand the term "engagement opportunities accessible for everyone".	8/22/2013 12:27 AM
756	<b>advertise on TV</b> <b>misc.</b> Regular, televised open meetings on the subject of Southwest Corridor.	8/22/2013 12:18 AM
757	<b>door to door</b> canvass a section a each neighborhood	8/21/2013 11:50 PM
758	<b>advertise in paper</b> <b>mutiple channels</b> more articles in the news	8/21/2013 11:49 PM
759	<b>email/ internet/ Opt in</b> <b>mailers</b> <b>misc.</b> Direct mailers, email campaigns, public hearings, etc.	8/21/2013 11:48 PM
760	<b>Different locations/times</b> Evening meetings	8/21/2013 11:39 PM
761	<b>research</b> determine what process works best to reach each distinct community of individuals	8/21/2013 11:23 PM
762	<b>door to door</b> Neighborhood door-to-door	8/21/2013 11:22 PM
763	<b>childcare/incentives</b> <b>Different locations/times</b> Hold informational events in neighborhoods at times when the most respondents can attend, and organize (and advertise) volunteers to provide childcare during these kinds of events, so that people who are low on resources can attend meetings when their children are not in school.	8/21/2013 11:17 PM
764	<b>misc.</b> I don't know	8/21/2013 11:11 PM
765	<b>mutiple channels</b> perhaps more public announcements	8/21/2013 11:05 PM
766	<b>misc.</b> Offer speakers to local cultural	8/21/2013 11:05 PM
767	<b>mutiple channels</b> Use targeted communication methods including non traditional or community methods	8/21/2013 11:05 PM
768	<b>mutiple channels</b> Provide multiple means for engagement, eg meetings, online surveys, and pay equal attention to feedback from all areas.	8/21/2013 11:05 PM
769	<b>misc.</b> List the suggestions and your reactions to them	8/21/2013 11:03 PM
770	<b>email/ internet/ Opt in</b> <b>misc.</b> Everyone has access to computers. Those who don't own them themselves, have library access to them. Each time you publish a survey like this one (those of us responding already have registered with you) post the fact on trains and buses, at ticket machines and at boarding points, that you're looking for input. Use an easily remembered address that leads to active surveys. Don't insult anyone by trying to harvest comments from any particular racial or ethnic group, income group. Assume that people who are interested, if they know there's a way they can make suggestions to you, complain, compliment you (gasp!) there's an easy way to do so.	8/21/2013 10:59 PM
771	<b>mailers</b> Mailings with community information followed by open houses	8/21/2013 10:59 PM
772	<b>Translation</b> Make surveys available in multiple languages and in hard copy for those that do not have access to the internet.	8/21/2013 10:57 PM
773	<b>door to door</b> Not sure. I did public involvement for the city and it is really tough. I know it is labor intensive but door to door was the most effective on projects I staffed. Of course they were very area specific.	8/21/2013 10:55 PM
774	<b>Translation</b> Depends on the part of the region; certainly, doing outreach within the affected physical community using appropriate language materials would seem a good start.	8/21/2013 10:50 PM
775	<b>attend community events</b> Everyone will not be interested or involved, so be available at local farmers markets, community activities, etc.	8/21/2013 10:48 PM
776	<b>misc.</b> Make all your decisions out in the open and get lots of public input.	8/21/2013 10:46 PM
777	<b>mailers</b> Mail is good, given not everyone is watching their computers. Ask for opinions in self stamped envelopes.	8/21/2013 10:44 PM
778	<b>misc.</b> See 2	8/21/2013 10:43 PM
779	<b>email/ internet/ Opt in</b> <b>mailers</b> <b>mutiple channels</b> <b>phone outreach/surveys</b> PSAs encouraging participation via greater variety of methods of feedback, (phone in surveys, opt in surveys, social media, mailed surveys etc)	8/21/2013 10:40 PM
780	<b>Translation</b> Consider making different languages available.	8/21/2013 10:37 PM

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781	<b>Different locations/times</b> <b>near transit</b> Hold meetings at time that are accessible to working class people (I have never seen this happen in all the years I have lived here). Make meetings accessible by public transportation. And make bus/max lines run later during the nights meetings take place so people can get home.	8/21/2013 10:31 PM
782	<b>attend community events</b> <b>region-public places/mtgs</b> Educate folks at public places like community colleges and farmer markets, schools and seek input that way. Sign more folks up for these surveys.	8/21/2013 10:30 PM
783	<b>advertise in paper</b> place notice in Oregonian	8/21/2013 10:29 PM
784	<b>partner w/ organizations</b> Send out invites and work through the neighborhood association, parent groups, sport clubs, are you getting the idea?	8/21/2013 10:29 PM
785	<b>email/ internet/ Opt in</b> technology	8/21/2013 10:29 PM
786	<b>misc.</b> same as above	8/21/2013 10:26 PM
787	<b>email/ internet/ Opt in</b> <b>mailers</b> <b>misc.</b> Fliers or brochures in community spaces with mail in surveys (paid postage) or information on how to get involved online	8/21/2013 10:25 PM
788	<b>misc.</b> Offer survey opportunities to all levels of population, including homeless shelters and community centers - do not rely on the internet for statistic gathering	8/21/2013 10:21 PM
789	<b>Translation</b> publish information about air quality, water quality and household safety in many languages	8/21/2013 10:19 PM
790	<b>Translation</b> develop materials in other languages, create more publicly-understood access strategies	8/21/2013 10:19 PM
791	<b>misc.</b> Same	8/21/2013 10:16 PM
792	<b>misc.</b> reach out to communities of color. stop approving things like the CRC and Convention Center hotel that are actively against the interests of communities of color	8/21/2013 10:16 PM
793	<b>misc.</b> <b>multiple channels</b> <b>social media</b> More press releases, and a better social media presence.	8/21/2013 10:15 PM
794	<b>misc.</b> Some people just don't give a damn. So, why worry about them?	8/21/2013 10:13 PM
795	<b>partner w/ organizations</b> Involve each neighborhood by identifying and involving a liaison from each community/group. Do not forget to involve the disability community as well.	8/21/2013 10:11 PM
796	<b>misc.</b> see above	8/21/2013 10:10 PM
797	<b>email/ internet/ Opt in</b> <b>social media</b> I would like a facebook/webpage where you have a dozen projects you're working on and public can log in and comment. I tried to comment on some planning/short-term projects that were map based. Whatever firm was running the map and public commentary couldn't explain why it wasn't working on my MacBook Pro.	8/21/2013 10:07 PM
798	<b>Translation</b> Have signs and surveys in several languages, such as Spanish, etc.	8/21/2013 10:06 PM
799	<b>misc.</b> Look to serve demand and enhance measurable economic opportunity.	8/21/2013 10:06 PM
800	<b>email/ internet/ Opt in</b> <b>Translation</b> Non-electronic based outreach. Not everyone has a computer and/or speaks the same language	8/21/2013 10:05 PM
801	<b>email/ internet/ Opt in</b> <b>mailers</b> have mailing (upon request), emailing, and web-based feedback options.	8/21/2013 10:02 PM
802	<b>near transit</b> <b>region-public places/mtgs</b> Hold regional meetings in town centers and in the regional center that is most accessible by transit for everyone in the area (downtown Portland CBD).	8/21/2013 10:01 PM
803	<b>misc.</b> Have an election to vote people in and out of Metro	8/21/2013 9:58 PM
804	<b>misc.</b> There are no barriers to 'engaging with Metro'.	8/21/2013 9:50 PM
805	<b>attend community events</b> <b>partner w/ organizations</b> Attending Neighborhood and business organization meetings/	8/21/2013 9:50 PM
806	<b>Translation</b> have written materials in all languages.	8/21/2013 9:50 PM
807	<b>mailers</b> Use mailings to contact people.	8/21/2013 9:48 PM
808	<b>email/ internet/ Opt in</b> <b>mailers</b> <b>phone outreach/surveys</b> mail, phone, and online engagement opportunity. Not everyone has access to internet	8/21/2013 9:47 PM
809	<b>misc.</b> nothing that cost more money	8/21/2013 9:46 PM



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810	<b>region-public places/mtgs</b> Get out of Portland/Multnomah County and have satellite offices in Oregon City or Beaverton. Seem like you'll actually understand the unique issues of the suburbs and 2/3 of the counties in Metro. Not everybody wants to visit, work, play etc. in Portland and Multnomah County.	8/21/2013 9:45 PM
811	<b>Different locations/times</b> <b>region-public places/mtgs</b> Take meetings to community when and where they are available - after 5 p.m. in schools and churches.	8/21/2013 9:43 PM
812	<b>email/ internet/ Opt in</b> Do as much as possible online, but ask real questions that reflect the real choices facing the region. Make the online comment experience immersive, with opportunities to explore data before commenting. (I believe TriMet is working on something like this)	8/21/2013 9:42 PM
813	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> Advertise in local media.	8/21/2013 9:42 PM
814	<b>misc.</b> seriously?	8/21/2013 9:40 PM
815	<b>misc.</b> Less taxes and regulations.	8/21/2013 9:39 PM
816	<b>partner w/ organizations</b> <b>research</b> Partner up with existing agencies who work with underserved populations to collect data and share your message- provide & collect hard copy survey info from partner agencies (ie housing agencies, service providers, etc)	8/21/2013 9:39 PM
817	<b>misc.</b> <b>partner w/ organizations</b> Without knowing what resources are available, it's hard to say. This is really about building relationships, right? So what kind of networking would you do? It's pretty much the same thing - get out into the community, get your hands dirty working on projects people in the communities care about. Listen to the things they talk about. If 90% find some way to complain about traffic, then you know there's a big problem.	8/21/2013 9:34 PM
818	<b>advertise on radio</b> <b>mutiple channels</b> <b>social media</b> Use Facebook, local radio (Think out loud), local libraries and metro transportation advertising space to get the word out.	8/21/2013 9:31 PM
819	<b>Different locations/times</b> Hold events requiring one to be present when seeking input to be held when workers can participate.	8/21/2013 9:31 PM
820	<b>misc.</b> <b>partner w/ organizations</b> Call Mary Nemmers at MACG 503-522-4925.	8/21/2013 9:29 PM
821	<b>misc.</b> <b>Translation</b> Have materials prepared in multiple languages & multimodalities (e.g. how do those with vision or hearing impairments access these opportunities. or those with mobility issues)?	8/21/2013 9:28 PM
822	<b>misc.</b> Same as #2	8/21/2013 9:24 PM
823	<b>misc.</b> If you think you have an idea, get it voted on.	8/21/2013 9:24 PM
824	<b>misc.</b> no recommendations.	8/21/2013 9:22 PM
825	<b>misc.</b> Not sure.	8/21/2013 9:22 PM
826	<b>attend community events</b> <b>misc.</b> <b>sponsor community events</b> Neighborhood parties, sponsor block parties and support other fun activities like Portland Parkways.	8/21/2013 9:21 PM
827	<b>misc.</b> Put items on the ballot. They don't have to involve money.	8/21/2013 9:20 PM
828	<b>near transit</b> Hold meetings in easy to access buildings with parking & on bus lines.	8/21/2013 9:17 PM
829	<b>misc.</b> don't know	8/21/2013 9:15 PM
830	<b>attend community events</b> Host and event in the Living Room downtown occasionally. Have a booth at the town fairs.	8/21/2013 9:12 PM
831	<b>Different locations/times</b> Really? Time, place, etc. at constituents' convenience not yours. It is accomplished at a very micro level and sometimes NO ONE will show up.	8/21/2013 9:11 PM
832	<b>email/ internet/ Opt in</b> Online like this works for me. Others may need something else.	8/21/2013 9:05 PM
833	<b>misc.</b> make it easier for people to get to things	8/21/2013 9:04 PM
834	<b>mutiple channels</b> publicize, publicize, publicize	8/21/2013 9:03 PM
835	<b>misc.</b> <b>research</b> <b>Translation</b> Hire two people from each language/ethnic group who are trusted and social to start asking questions about what those groups perceive that they need or want. Male/female teams would be great, since many ethnic groups have social rules about male/female interactions. For instance, Russians are pretty touchy about males talking to females, or females talking to males. You'd need a woman to talk to the women, and a man to talk to the men. And go into the discussions armed with some good data about how those ethnic/cultural groups are currently using metro services so that you can ask the right questions.	8/21/2013 8:59 PM
836	<b>email/ internet/ Opt in</b> <b>region-public places/mtgs</b> SurveyMonkey and maybe quarterly mailing from optin signup at area libraries	8/21/2013 8:55 PM



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837	<b>advertise in paper</b> <b>advertise on TV</b> Notifications in newspaper and TV, but in ENGLISH	8/21/2013 8:55 PM
838	<b>misc.</b> None, treat everyone equally.	8/21/2013 8:53 PM
839	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> More options-- not everyone has Internet at home for example.	8/21/2013 8:53 PM
840	<b>misc.</b> Rather than have drivers muscle people into a bus, how about other options such as boom arms and ramps with cable tow capabilities.	8/21/2013 8:52 PM
841	<b>email/ internet/ Opt in</b> <b>expand notice period</b> <b>misc.</b> <b>partner w/ organizations</b> <b>phone outreach/surveys</b> Multilingual support in A/V and print materials. Widespread distribution through community contacts, advertising, etc. Longer windows of public comment. Easy online forms for providing feedback as well as 1800 numbers.	8/21/2013 8:52 PM
842	<b>partner w/ organizations</b> Education and outreach to established groups and organizations supporting those with different backgrounds or cultures. Many from other cultures do not understand Goal 1, think only citizens can be engaged or are too busy surviving to take time to be involved.	8/21/2013 8:51 PM
843	<b>attend community events</b> <b>region-public places/mtgs</b> Connect with them at different cultural events or neighborhoods. Make surveys available, not just online, but at grocery stores or libraries.	8/21/2013 8:50 PM
844	<b>misc.</b> Create a PR/Media campaign around the Metro brand. I think Metro might have a lot to offer the community, but it often plays second or third fiddle to the City and County.	8/21/2013 8:49 PM
845	<b>Different locations/times</b> Schedule more meetings (council and committees at times and places ie mid county like David Douglass school or aloha high or Gladstone	8/21/2013 8:48 PM
846	<b>email/ internet/ Opt in</b> <b>mailers</b> More online, mail contacts	8/21/2013 8:48 PM
847	<b>misc.</b> I don't know	8/21/2013 8:45 PM
848	<b>region-public places/mtgs</b> Promote or conduct surveys at food stores representing different groups.	8/21/2013 8:42 PM
849	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> Place multi-lingual materials in libraries, churches, businesses, other gathering places. Find out who community leaders are, and ask them to recruit people who might be interested in helping.	8/21/2013 8:42 PM
850	<b>advertise in paper</b> <b>misc.</b> Public service announcements or mailings or in the town newsletters or an article in the newspaper.	8/21/2013 8:42 PM
851	<b>advertise in paper</b> <b>email/ internet/ Opt in</b> Continue posting data and information online (helps reach on peoples own schedules, helps reach youth) and also publicize important public policy through more traditional sources (print, ad campaigns).	8/21/2013 8:41 PM
852	<b>misc.</b> Require employers to let employees off work for 5 hours a month to attend public meetings. fat chance.	8/21/2013 8:37 PM
853	<b>clear messaging</b> <b>partner w/ organizations</b> <b>Translation</b> A first step might be to consider offering general information about what Metro does and how its activities may affect the community and distribute this information in a variety of languages, i.e. Spanish, Mandarin, French, Vietnamese, Laotian, Hmong, Somali, Russian, etc. Work with immigrant and refugee organizations to determine who, what and where this information should be distributed to. Start with IRCO, CIO, etc.	8/21/2013 8:36 PM
854	<b>email/ internet/ Opt in</b> you need to figure out how to help people without internet access respond to surveys like this	8/21/2013 8:34 PM
855	<b>mutiple channels</b> Provide an assortment of opportunities	8/21/2013 8:33 PM
856	<b>mutiple channels</b> <b>research</b> See above. Ask people. Don't just settle on one or two solutions. See what people say, then respond in as many ways as possible.	8/21/2013 8:33 PM
857	<b>mailers</b> Mail out questionnaires...	8/21/2013 8:32 PM
858	<b>advertise on TV</b> <b>misc.</b> <b>region-public places/mtgs</b> Not everyone uses or has access to the internet , so public sevice ads, on kptv,koin, kgw and katu to ask for participants, or posters in senior centers, and immigrant centers, and at low cost housing centers asking for participants, how about on the schedule boards at bus stops , bike shops coffee shops	8/21/2013 8:32 PM
859	<b>mutiple channels</b> Make sure an use traditional media to reach peop,e	8/21/2013 8:31 PM
860	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>email/ internet/ Opt in</b> <b>mutiple channels</b> <b>region-public places/mtgs</b> Have open forums throughout the region - in churches, senior centers, and community centers. Ensure that publicity for the open forums is placed in a variety of sources: TV, radio, flyers, newspapers, plus electronic for those who have those capabilities.	8/21/2013 8:31 PM

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861	<b>email/ internet/ Opt in</b> Functional online news we find engaging.	8/21/2013 8:26 PM
862	<b>misc.</b> GO AWAY	8/21/2013 8:25 PM
863	<b>region-public places/mtgs</b> <b>Translation</b> Notices at schools, in local newspapers, at community churches and popular markets in a variety of languages.	8/21/2013 8:25 PM
864	<b>research</b> check ADA requirements re facilities, interpreters, etc.	8/21/2013 8:23 PM
865	<b>misc.</b> I don't have nay suggestions.	8/21/2013 8:23 PM
866	<b>email/ internet/ Opt in</b> the internet should work for most.. its nice not to have to travel to meetings but still have input	8/21/2013 8:19 PM
867	<b>region-public places/mtgs</b> Probably ask for input where people actually interact with Metro (maybe, for example, at the zoo..?)	8/21/2013 8:17 PM
868	<b>email/ internet/ Opt in</b> Surveys are good and need to be simple and quick.	8/21/2013 8:15 PM
869	<b>advertise in paper</b> <b>advertise on radio</b> <b>advertise on TV</b> <b>mutiple channels</b> Public notices in a variety of ways--newspapers, TV, radio, flyers in public places	8/21/2013 8:13 PM
870	<b>email/ internet/ Opt in</b> <b>mailers</b> <b>misc.</b> Good start is the "Opt IN". You might also try mail-back survey items as not everyone is comfortable with these electronic surveys. Community meetings might also help, at least for those who live in denser, urban, areas. Out here in East County that would not be so helpful, though.	8/21/2013 8:12 PM
871	<b>mutiple channels</b> reach out on multiple platforms	8/21/2013 8:12 PM
872	<b>partner w/ organizations</b> Actions could include designating community leaders and representatives to help lay the ground work for civic involvement.	8/21/2013 8:10 PM
873	<b>research</b> I don't know, should ask people from the communities you are trying to reach	8/21/2013 8:09 PM
874	<b>door to door</b> <b>mailers</b> <b>misc.</b> <b>social media</b> Canvas each group's leaders or solicit comments through their groups--even comment cards, social media, etc. Not just the noisy people.	8/21/2013 8:09 PM
875	<b>research</b> Figure out who isn't being engaged and focus on them, Then, move on.	8/21/2013 8:06 PM
876	<b>clear messaging</b> <b>Different locations/times</b> <b>email/ internet/ Opt in</b> <b>mailers</b> <b>misc.</b> <b>mutiple channels</b> <b>phone outreach/surveys</b> <b>social media</b> <b>Translation</b> Accessibility is a different something, and I think that comes from people being aware of the opportunities and then the accessibility needs of the community will be identified by those individuals. I think in general, it would be making the information and opportunities available in different formats - written, call-in/conference call, email, facebook & twitter, multiple language materials and interpreters available at the meetings, 3rd-6th grade reading level materials so individuals with low literacy levels as well as community children can be involved in the process, and be sure if there are meetings or community events they are easily accessible by public transit and at times that are community-friendly (e.g., after 5p, weekends, early momings, lunch break/11:30-1:30p).	8/21/2013 8:02 PM
877	<b>misc.</b> <b>region-public places/mtgs</b> The poor of our community do not share in the economic prosperity or equity. People continue to slide from the middle class to lower economic status. These people feel disenfranchised. Perhaps it is not enough to publicize meetings through media that does not reach these groups. Seek opinions in the places where these people live, work and congregate: the streets, the service jobs, the schools and the churches. Not everyone has a smart phone or a tablet or a subscription to a newspaper. There are also those outside the urban areas. They often feel left out.	8/21/2013 8:00 PM
878	<b>email/ internet/ Opt in</b> <b>mailers</b> Is there a way to put a hard-copy survey or questionnaire in the regular postal service? My aging mother doesn't do computers.	8/21/2013 7:58 PM
879	<b>misc.</b> <b>region-public places/mtgs</b> No problem if you go to them. At very least go to the places where services are provided for the disabled.	8/21/2013 7:57 PM
880	<b>mutiple channels</b> Post opportunities in multiple places, like tri met stops, parks, and libraries	8/21/2013 7:56 PM
881	<b>partner w/ organizations</b> Build effective professional relationships with community leaders in organizations that provide services to a variety of minorities and age groups.	8/21/2013 7:55 PM
882	<b>research</b> Listen to what members of the communities you are trying to reach say, and try out their recommendations when possible.	8/21/2013 7:52 PM
883	<b>email/ internet/ Opt in</b> <b>misc.</b> <b>mutiple channels</b> <b>partner w/ organizations</b> <b>Translation</b> Use many different modes of communication. Do not assume everyone has computer access and speaks/reads English. Contract with APANO, Urban League, CIO, NAYA, the Youth Commissions, and other community-based organizations to help with your public involvement. Go to where the people are.	8/21/2013 7:52 PM

# Metro Public Engagement Guide survey

884	<b>misc.</b> see input at number 4 below	8/21/2013 7:50 PM
885	<b>region-public places/mtgs</b> more than email - community meetings - libraries?	8/21/2013 7:49 PM
886	<b>Different locations/times</b> <b>mutiple channels</b> Have a wide variety of methods, such as online or in person. Meetings that are offered must be at times that working people can attend and close to home or work.	8/21/2013 7:48 PM
887	<b>misc.</b> No matter what, everyone will not participate in the engagement opportunities.	8/21/2013 7:48 PM
888	<b>misc.</b> cross-county work	8/21/2013 7:46 PM
889	<b>misc.</b> see above	8/21/2013 7:43 PM
890	<b>mailers</b> Provide paper mailings to people who are either unwilling or unable to use email or the web.	8/21/2013 7:42 PM
891	<b>Translation</b> Make sure translators are available or have meetings in other languages	8/21/2013 7:42 PM
892	<b>advertise on radio</b> <b>region-public places/mtgs</b> I never hear ads on OPB radio or KBOO about Metros offerings/classes/etc.. Maybe that could be a good venue. Would it be possible for more outreach at local places... not just at festivals but a table outside DMV, or the health clinic.	8/21/2013 7:41 PM
893	<b>region-public places/mtgs</b> Depends on the type of engagement-- could have info for people as they wait at DMV, DEQ, or the transfer station	8/21/2013 7:41 PM
894	<b>Different locations/times</b> <b>near transit</b> Have different accessaable times & locations for example most seniors rely on public transportation during daylight hours whereas younger working people prefer evening & usually drive	8/21/2013 7:39 PM
895	<b>email/ internet/ Opt in</b> have more than electronic input	8/21/2013 7:35 PM
896	<b>misc.</b> <b>region-public places/mtgs</b> Engage youth at high-diversity elementary and high schools.	8/21/2013 7:34 PM
897	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> Reaching out by many means: email is one.	8/21/2013 7:32 PM
898	<b>misc.</b> see answer to number 2	8/21/2013 7:30 PM
899	<b>misc.</b> Beats me.	8/21/2013 7:29 PM
900	<b>email/ internet/ Opt in</b> email news blasts	8/21/2013 7:29 PM
901	<b>misc.</b> <b>region-public places/mtgs</b> Making computer access easier in public libraries; having open forums; visiting people directly to discuss issues affecting them.	8/21/2013 7:28 PM
902	<b>region-public places/mtgs</b> More outreach - lots of smaller community meetings that connect with all parts of the region.	8/21/2013 7:26 PM
903	<b>advertise on TV</b> <b>Translation</b> Forums on TV, include Spanish channels.	8/21/2013 7:24 PM
904	<b>clear messaging</b> Ensure that forums, online or in person, are accessible conversions. Not dominated by jargon or talkative people. To be productive these conversations should be calm, civil, and conducted in layman's terms without being condescending.	8/21/2013 7:22 PM
905	<b>door to door</b> <b>region-public places/mtgs</b> Personal visits to all the neighborhoods.	8/21/2013 7:22 PM
906	<b>misc.</b> <b>sponsor community events</b> Celebrate the American culture and provide educational activities in the social studies of the American Culture. Celebrate the meaning of the 4th of July and Memorial Day. Incorporate all Legal Citizens into that culture so we become one, the great melting pot of American culture.	8/21/2013 7:19 PM
907	<b>mutiple channels</b> Advertise on TriMet, and at City and other public places (parks, trailheads, etc.) to inform people about the options to make your voice heard. Simple, straight forward - no flashy, expensive ads	8/21/2013 7:18 PM
908	<b>advertise in paper</b> <b>email/ internet/ Opt in</b> Maintain an up-to-date website with relevant material and keep the media informed through press releases and accessibility of spokespersons.	8/21/2013 7:17 PM
909	<b>attend community events</b> <b>email/ internet/ Opt in</b> <b>mailers</b> <b>partner w/ organizations</b> <b>phone outreach/surveys</b> <b>region-public places/mtgs</b> <b>Translation</b> Target a few populations. Think of their interests, needs, requirements, preferences. Based on this, physically go to places that meet those criteria. Include non-physical locations like multilingual phone-accessible sites, and offer links for input whenever possible on sites like TransitTracker or the like. Get Fred Meyer, QFC, DHS, nonprofits, to host a link for involvement on their websites with links to different languages' versions of Metro's consumer involvement/input pages.	8/21/2013 7:16 PM
910	<b>misc.</b> Public auctions of the chattel	8/21/2013 7:15 PM

# Metro Public Engagement Guide survey

911	<b>Different locations/times</b> <b>region-public places/mtgs</b> Partner with various population centers/city halls to conduct official Metro meetings throughout the region; similar to a mobile court room/judge.	8/21/2013 7:14 PM
912	<b>region-public places/mtgs</b> Have materials available throughout city about metro lands and trails, park areas	8/21/2013 7:12 PM
913	<b>misc.</b> Metro's PR programs are probably reaching as many residents as care to be reached.	8/21/2013 7:10 PM
914	<b>near transit</b> Make sure they are hosted in accessible buildings near bus and MAX routes.	8/21/2013 7:10 PM
915	<b>advertise in paper</b> Advertise in neighborhood newspapers	8/21/2013 7:09 PM
916	<b>misc.</b> not sure	8/21/2013 7:08 PM
917	<b>advertise in paper</b> <b>advertise on TV</b> <b>region-public places/mtgs</b> as above, local personal meetings. Also maybe make better use of the local TV media and the Oregonian.	8/21/2013 7:08 PM
918	<b>email/ internet/ Opt in</b> <b>mailers</b> Again, no idea. Mailers community meeting on pertinent topics etc. but I think you already do that. These surveys are pretty good but are somewhat self-selecting and biases towards people with access to Internet	8/21/2013 7:07 PM
919	<b>social media</b> Do you have a Facebook page where you send out info? The west linn pd and govt use FB effectively.	8/21/2013 7:07 PM
920	<b>email/ internet/ Opt in</b> <b>misc.</b> Increased use of video of meetings, proposals, etc. and a mechanism for feedback, such as computer.	8/21/2013 7:07 PM
921	<b>misc.</b> Encourage a process that does not include a foregone conclusion that is positioned as public input. I have personally been treated with disregard at least 2-3 times at public meetings by consultants who are arrogant and obnoxious. Their actions and my experiences have forever changed my opinion of government and the way I will interact in the future.	8/21/2013 7:06 PM
922	<b>misc.</b> Outreach.	8/21/2013 7:06 PM
923	<b>region-public places/mtgs</b> Hold Town Halls within each city on a quarterly basis going over top activities that you want feedback on.	8/21/2013 7:06 PM
924	<b>misc.</b> same as above	8/21/2013 7:03 PM
925	<b>misc.</b> See 2	8/21/2013 7:02 PM
926	<b>mutiple channels</b> <b>social media</b> Use a variety of modes to obtain feedback - surveys, town halls, social media, etc.	8/21/2013 7:01 PM
927	<b>email/ internet/ Opt in</b> Recording town hall meetings for YouTube viewing	8/21/2013 6:55 PM
928	<b>status quo</b> No further actions needed	8/21/2013 6:54 PM
929	<b>email/ internet/ Opt in</b> <b>misc.</b> You are already using the internet to announce your intentions. You might use your new mobile ticketing program to reach out to known users.	8/21/2013 6:52 PM
930	<b>Different locations/times</b> Hold meetings in neighborhoods, at convenient--varying--times.	8/21/2013 6:52 PM
931	<b>mailers</b> Mailings	8/21/2013 6:50 PM
932	<b>mailers</b> Mailings	8/21/2013 6:49 PM
933	<b>region-public places/mtgs</b> Meet people where they already are, instead of asking people to break routine and come to you. Look for hosts in community centers, classrooms, faith gatherings.	8/21/2013 6:49 PM
934	<b>attend community events</b> <b>mailers</b> Attend neighborhood organization meetings Mass mailed fliers - every 6 months - address changes and or decisions.	8/21/2013 6:48 PM
935	<b>misc.</b> Hire people from different communities in the region	8/21/2013 6:47 PM
936	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> Get info out to schools, libraries, senior citizen groups/organizations.	8/21/2013 6:47 PM
937	<b>misc.</b> Stop the PR madness!	8/21/2013 6:45 PM
938	<b>advertise on TV</b> <b>attend community events</b> <b>mailers</b> <b>social media</b> A mix of things: news TV, mail, social media, neighborhood meetings.	8/21/2013 6:45 PM
939	<b>attend community events</b> <b>social media</b> Use twitter, go to farmers markets, gatherings of types of communities.	8/21/2013 6:45 PM
940	<b>misc.</b> not sure	8/21/2013 6:43 PM

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941	<b>Different locations/times</b> Have metro employees visit areas out of the central city, maybe have a meeting or take a walk in Aloha or Rosewood, and ideas for engagement will occur to them.	8/21/2013 6:41 PM
942	<b>mutliple channels</b> Use the media	8/21/2013 6:40 PM
943	<b>clear messaging</b> Make sure they are communicating to the people not just the political "hacks."	8/21/2013 6:40 PM
944	<b>mutliple channels</b> Advertise to communities and persons interested in attending the meeting.	8/21/2013 6:38 PM
945	<b>misc.</b> See No. 2, above.	8/21/2013 6:37 PM
946	<b>region-public places/mtgs</b> advertise engagement opportunities in diverse places, places of worship, community centers, other places where cultural community is encouraged	8/21/2013 6:36 PM
947	<b>misc.</b> Disband	8/21/2013 6:36 PM
948	<b>email/ internet/ Opt in</b> <b>mutliple channels</b> A mix of electronic surveys and face-to-face interactions	8/21/2013 6:36 PM
949	<b>Different locations/times</b> Hold meetings in distant locations at least a few times per year.	8/21/2013 6:35 PM
950	<b>region-public places/mtgs</b> Face to face interaction in the neighborhoods. Go beyond community meeting at the library. Go the grocery store, kids sporting events etc	8/21/2013 6:35 PM
951	<b>region-public places/mtgs</b> Meet people where they are. The grocery store, the bus stop, etc.	8/21/2013 6:35 PM
952	<b>attend community events</b> <b>childcare/incentives</b> For lower engagement communities:go there, partner with community events; provide food.	8/21/2013 6:31 PM
953	<b>mutliple channels</b> <b>region-public places/mtgs</b> Advertise and inform at Stores,libraries and transit terminals.	8/21/2013 6:30 PM
954	<b>misc.</b> I think Metro has done a good job of meeting in small groups and should continue with this action with a possible large group meeting that distills the feed back from the small meetings.	8/21/2013 6:30 PM
955	<b>attend community events</b> Focus on reaching out to Internet non-connected citizens by using printable PDFs (question #2 answer). Send Metro reps to local neighborhood events, fairs, association meetings to inform the public of ways to engage.	8/21/2013 6:30 PM
956	<b>misc.</b> Not Metro's job. Metro was established to reduce redundancy in the tri county area. Not to run the zoo, not to take over garbage collection, nor interact with people. They proved they are just another layer of government instead. Abolish Metro!	8/21/2013 6:25 PM
957	<b>region-public places/mtgs</b> neighborhood meetings held at schools	8/21/2013 6:23 PM
958	<b>advertise in paper</b> More print ads in newspapers.M	8/21/2013 6:21 PM
959	<b>misc.</b> informational meetings with outreach	8/21/2013 6:19 PM
960	<b>misc.</b> Metro needs to do nothing further. If someone has the patience to delve into the process, knowing there is a pre-determined direction the issue will eventually go, there are plenty of opportunities for anyone to engage. Spending more time and money on the laughable process is not a worthy goal.	8/21/2013 6:19 PM
961	<b>misc.</b> see #2	8/21/2013 6:15 PM
962	<b>misc.</b> Quit Hyphenating -Americans and make us all Americans once again as long as we are legal US Citizens	8/21/2013 6:14 PM
963	<b>email/ internet/ Opt in</b> Offer Webinar, LiveMeeting, or other means to watch and send feedback live on-line.	8/21/2013 6:13 PM
964	<b>email/ internet/ Opt in</b> Via the internet and/or Skype.	8/21/2013 6:13 PM
965	<b>mailers</b> <b>region-public places/mtgs</b> Leaflets, like I said in Question 2. Everyone would get them, right? Rather than hoping someone logs onto the website via their home or their county library...	8/21/2013 6:13 PM
966	<b>Different locations/times</b> <b>partner w/ organizations</b> Meetings in various places. Get suggestions on locations from community leaders.	8/21/2013 6:12 PM
967	<b>misc.</b> Disban Metro.	8/21/2013 6:11 PM
968	<b>Different locations/times</b> Meetings on evenings and weekends.	8/21/2013 6:10 PM
969	<b>Translation</b> Where language is an issue be sure you have interpreters present!	8/21/2013 6:10 PM
970	<b>email/ internet/ Opt in</b> Online correspondence	8/21/2013 6:09 PM
971	<b>misc.</b> Deport all illegals from Oregon!	8/21/2013 6:08 PM

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972	<b>email/ internet/ Opt in</b> <b>social media</b> Regular reports on-line and social media	8/21/2013 6:07 PM
973	<b>misc.</b> Conduct a summit at the Convention Center and invite 4000 or 5000 people who have opted-in and been advocates for change. Publish internal documents that show how traffic flows across the region.	8/21/2013 6:07 PM
974	<b>misc.</b> See above	8/21/2013 6:05 PM
975	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> Put Opt-In notices on TriMet buses and MAX.	8/21/2013 6:05 PM
976	<b>door to door</b> Knock on doors.	8/21/2013 6:05 PM
977	<b>attend community events</b> Booths at various events, like farmer's markets and waterfront events	8/21/2013 6:03 PM
978	<b>mutiple channels</b> Advertise	8/21/2013 6:01 PM
979	<b>email/ internet/ Opt in</b> <b>phone outreach/surveys</b> Email and cell phones and web site access.	8/21/2013 6:00 PM
980	<b>advertise on radio</b> <b>advertise on TV</b> radio/tv PSAs	8/21/2013 6:00 PM
981	<b>misc.</b> Don't pay lip service to citizen's opinions.	8/21/2013 6:00 PM
982	<b>email/ internet/ Opt in</b> Put more things on website.	8/21/2013 5:59 PM
983	<b>clear messaging</b> <b>misc.</b> include information on how interested people can be part of surveys in voter pamphlets	8/21/2013 5:58 PM
984	<b>region-public places/mtgs</b> Show up where the people are.	8/21/2013 5:58 PM
985	<b>misc.</b> stop being total idiots what brain dead person thinks that removing traffic lanes makes communities more viable, any normal function human will understand that it will force the traffic into residential streets	8/21/2013 5:57 PM
986	<b>door to door</b> Maybe go door to door inviting people?	8/21/2013 5:57 PM
987	<b>partner w/ organizations</b> Working through county outreach programs	8/21/2013 5:57 PM
988	<b>misc.</b> Hold elections, as above! Ask the people in small areas, and be responsible to what people want. Don't assume that you know best. Ask, and respond!	8/21/2013 5:57 PM
989	<b>misc.</b> Don't know	8/21/2013 5:56 PM
990	<b>Different locations/times</b> Be sure to hold meetings in places that have ada accessible amenities.	8/21/2013 5:55 PM
991	<b>email/ internet/ Opt in</b> <b>social media</b> Make sure website and other social media are kept updated and meaningful, interactive	8/21/2013 5:54 PM
992	<b>clear messaging</b> Do people of different cultures and disability know why they should want to interact with Metro?	8/21/2013 5:54 PM
993	<b>misc.</b> not sure	8/21/2013 5:54 PM
994	<b>misc.</b> same as 2	8/21/2013 5:54 PM
995	<b>partner w/ organizations</b> <b>region-public places/mtgs</b> Do not over-rely on online modes of engagement. Find community centers, churches, etc. where people already gather. Hold events in the evenings.	8/21/2013 5:52 PM
996	<b>region-public places/mtgs</b> Hold meetings in non threatening very local places. Schools are good but some folks are uncomfortable in schools.	8/21/2013 5:51 PM
997	<b>misc.</b> <b>mutiple channels</b> Publicize meetings via media, posters	8/21/2013 5:51 PM
998	<b>misc.</b> n/a	8/21/2013 5:49 PM
999	<b>mutiple channels</b> Advertise by multiple methods	8/21/2013 5:49 PM
1000	<b>misc.</b> See above for targeting people who are inclined to be active in the community anyway.	8/21/2013 5:48 PM
1001	<b>attend community events</b> <b>research</b> <b>Translation</b> Tailor them to specific populations, take them out into your target populations comfort zone. Contract with members of their community to do the outreach for you. Use their existing events. One size, language, location, style does not fit all.	8/21/2013 5:48 PM
1002	<b>email/ internet/ Opt in</b> ? Clear and concise website	8/21/2013 5:47 PM
1003	<b>misc.</b> Increase public meetings and listen to voices of those present.	8/21/2013 5:47 PM
1004	<b>email/ internet/ Opt in</b> More on line open houses, participating via the Internet.	8/21/2013 5:47 PM
1005	<b>region-public places/mtgs</b> Get out of your offices	8/21/2013 5:47 PM



# Metro Public Engagement Guide survey

1006	<b>mailers</b> <b>misc.</b> Include info about engagement with Metro in voter registration packets	8/21/2013 5:47 PM
1007	<b>misc.</b> <b>partner w/ organizations</b> <b>region-public places/mtgs</b> Expand use of networking sites Distribute information at Zoo and other Metro facilities	8/21/2013 5:47 PM
1008	<b>partner w/ organizations</b> partner with community groups to have Metro send out the surveys	8/21/2013 5:46 PM
1009	<b>attend community events</b> online; staffed tables at broader community events	8/21/2013 5:45 PM
1010	<b>advertise in paper</b> <b>advertise on radio</b> <b>clear messaging</b> I'm sure there are a lot of newcomers to the Metro area that do not know what Metro does for the community or how to interact with Metro. I think outreach would be helpful - perhaps a radio spot or some page-space in the Weekly or Mercury?	8/21/2013 5:45 PM
1011	<b>partner w/ organizations</b> <b>research</b> Seek out where different communities interact with each other. Send representatives who are part of those communities.	8/21/2013 5:44 PM
1012	<b>attend community events</b> participate in neighborhood activites/schools/community centers	8/21/2013 5:44 PM
1013	<b>misc.</b> Contact groups in all areas from all cultural and backgrounds to find a broad spectrum of people.	8/21/2013 5:42 PM
1014	<b>social media</b> Well, I don't know that *everyone* should be involved (sprawl developers anxious to kill the urban growth boundary, for example), but again I would think alerts via social (in addition to current methods) and perhaps mobile apps should help.	8/21/2013 5:42 PM
1015	<b>misc.</b> post it in public places	8/21/2013 5:42 PM
1016	<b>Different locations/times</b> meetings in different locations	8/21/2013 5:42 PM
1017	<b>Different locations/times</b> Neighborhood meetings. You come to us!	8/21/2013 5:41 PM
1018	<b>misc.</b> Small to medium community meetings.	8/21/2013 5:41 PM
1019	<b>region-public places/mtgs</b> Go to the people don't wait for them to come to you. For example, have a meeting in an hispanic community center to engage Latinos. Have public meetings at the local libraries.	8/21/2013 5:40 PM
1020	<b>clear messaging</b> You should communicate much more effectively with suburban cities because sometimes it seems that Metro is driven by Portland centric policies and not ones that treat the suburbs differently.	8/21/2013 5:39 PM
1021	<b>Different locations/times</b> <b>Translation</b> Provide information in different languages and/or make presentations/materials available to key organizations that different cultural groups belong to. Possibly hold meetings at different times of day/evenings and do outreach at neighborhood activities.	8/21/2013 5:39 PM
1022	<b>region-public places/mtgs</b> put opportunities for engagement in accessible public areas like libraries	8/21/2013 5:38 PM
1023	<b>childcare/incentives</b> advertise meetings well and include something fun to entice people to attend	8/21/2013 5:38 PM
1024	<b>Different locations/times</b> town hall meetings in a variety of locations	8/21/2013 5:38 PM
1025	<b>partner w/ organizations</b> <b>research</b> Surveys and focus groups by leaders of the various communities to address problems with access and possible solutions. When you engage various cultural groups rather than ask them for comments on something that has already been put together, you are truly engaging people rather than just being able to check off a box.	8/21/2013 5:37 PM
1026	<b>misc.</b> put it under volunteerism	8/21/2013 5:37 PM
1027	<b>email/ internet/ Opt in</b> <b>mailers</b> <b>misc.</b> Answer emails and letters. Encourage people to write.	8/21/2013 5:37 PM
1028	<b>misc.</b> Make sure every meeting is open and accessible to everyone.	8/21/2013 5:36 PM
1029	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> Use every form of media and not assume everyone is a property owner or has computer access	8/21/2013 5:36 PM
1030	<b>status quo</b> You are doing well; just keeping making an effort	8/21/2013 5:36 PM
1031	<b>misc.</b> Open houses and surveys	8/21/2013 5:36 PM
1032	<b>region-public places/mtgs</b> <b>research</b> Make sure you understand the demographics of the region and identify the segments of the population you want to target. Then research how best to reach those segments by looking at other regional entities or local entities that regularly engage with them--faith centers, public schools, grocery stores, for example.	8/21/2013 5:36 PM
1033	<b>advertise in paper</b> Somehow, you have to get the message out there. I read the newspaper every day and see essentially nothing about Metro meetings. I see lots about adultery and Metro, but nothing about meetings.	8/21/2013 5:36 PM



# Metro Public Engagement Guide survey

1034	<b>misc.</b> Public town hall meetings.	8/21/2013 5:36 PM
1035	<b>mailers</b> <b>region-public places/mtgs</b> Hold at a school. Direct mail notices.	8/21/2013 5:36 PM
1036	<b>advertise in paper</b> <b>mutiple channels</b> <b>social media</b> Use multiple means of reaching people such as advertising on transit (buses, trains, etc.), newspapers, social media, etc.	8/21/2013 5:36 PM
1037	<b>childcare/incentives</b> Make sure there is child care available.	8/21/2013 5:35 PM
1038	<b>mailers</b> Possible Mailing	8/21/2013 5:35 PM
1039	<b>region-public places/mtgs</b> Get out of the office	8/21/2013 5:35 PM
1040	<b>misc.</b> Maybe ask local folks in different areas -- businesses or cities or something -- to help spread the word about online surveys and stuff.	8/21/2013 5:35 PM
1041	<b>region-public places/mtgs</b> public forums in areas that would be impacted by a project.	8/21/2013 5:34 PM
1042	<b>clear messaging</b> <b>misc.</b> Let more people know that this exists.	8/21/2013 5:33 PM
1043	<b>clear messaging</b> <b>misc.</b> BE OPEN AND HONEST WITH THE MEDIA	8/21/2013 5:32 PM
1044	<b>mailers</b> <b>phone outreach/surveys</b> Mailings, Phone Calls	8/21/2013 5:31 PM
1045	<b>partner w/ organizations</b> Engage community leaders and get them to help spread the word.	8/21/2013 5:29 PM
1046	<b>misc.</b> <b>mutiple channels</b> Metro already operates publicly...just make sure notice is properly posted and sent to media and call it good	8/21/2013 5:29 PM
1047	<b>misc.</b> I think Metro is doing OK	8/21/2013 5:09 PM
1048	<b>misc.</b> Not sure what Metro currently does so unable to recommend anything.	8/21/2013 4:33 PM
1049	<b>misc.</b> Integrate processes with a broader view of "the public." Public process has been hijacked the paid staff of NGOs and GOs who are there to represent the interests of their board of directors and members or their department head, and their own job security. (this is not blaming those individuals. They are put in this position by the existing structure of "stakeholders" battling it out in the name of "public" involvement. For instance, include a statistically-valid poll that provides a 360-degree view of community or regional perspective.	8/20/2013 5:15 PM
1050	<b>misc.</b> Consider executive ordinances that mandate equity and social justice in developing regional city and county strategies. Invest in leadership development, grassroots leadership.	8/20/2013 4:27 PM
1051	<b>misc.</b> Appoint persons of color/culture and empower them to develop outreach/engagement approaches for select groups.	8/20/2013 10:44 AM
1052	<b>mutiple channels</b> <b>near transit</b> Video recordings and accessible buildings that have access to transit.	8/20/2013 10:21 AM
1053	<b>email/ internet/ Opt in</b> <b>social media</b> facebook? a combined website with other local gov'ts doing the same thing	8/19/2013 10:06 AM
1054	<b>email/ internet/ Opt in</b> <b>partner w/ organizations</b> <b>Translation</b> Opportunities for online forums, especially in multiple languages can be combined with locally supported and organized gatherings.	8/19/2013 10:06 AM
1055	<b>status quo</b> Continue what Metro has been doing.	8/19/2013 9:51 AM
1056	<b>Different locations/times</b> Different times of day; go TO the people rather than making them come to you.	8/19/2013 9:29 AM
1057	<b>email/ internet/ Opt in</b> <b>mutiple channels</b> Use all available outreach efforts: online, in person, media.	8/19/2013 8:20 AM
1058	<b>clear messaging</b> Speak in words that people understand - rather than planner-ease.	8/16/2013 3:40 PM
1059	<b>misc.</b> Increase outreach efforts by hiring or contracting with more diverse groups	8/16/2013 2:04 PM
1060	<b>partner w/ organizations</b> Engage the Cities, Counties, Chambers and other communities groups to find out what works best in each individual area and how they interact with the community and how you can "tag-team" onto those efforts and/or support those efforts.	8/16/2013 12:40 PM
1061	<b>Translation</b> Use language translation. Consider other types of meetings (other than open houses) in different settings.	8/16/2013 9:48 AM
1062	<b>misc.</b> great notice	8/14/2013 5:15 PM

# Metro Public Engagement Guide survey

## Q4 Do you have any other feedback about how Metro can improve our public engagement activities?

Answered: 776 Skipped: 688

#	Responses	Date
1	Involve recognized NA Land Use, Transportation, and other groups in ongoing information and issues as well as ask them for their own priorities for their areas	9/29/2013 6:11 PM
2	<b>incentives/childcare</b> <b>miscellaneous</b> Would it be practical to offer snacks, pizza or at least coffee or water? Maybe some social time with public officials. Phone conference calls to local numbers?	9/29/2013 3:38 PM
3	Though I would prefer to repeal metro and put competition back into the marketplace. If you limit yourself to electronic medias then you miss the majority of who is en the metro region	9/27/2013 4:45 PM
4	<b>region-public places</b> Continue to be farmer's markets.	9/26/2013 9:37 AM
5	<b>miscellaneous</b> As a master recycler I mentor people a lot in changing their habits. I feel this is a valuable way to engage people.	9/25/2013 11:56 PM
6	<b>involve youth/children</b> <b>partner w/ organizations</b> Use existing organizations to get feedback; engage school children in local government to teach them that as adults they Will have a voice. I know you already do some of this alrwyd	9/23/2013 2:28 PM
7	<b>open house/town hall</b> Open forums help.	9/23/2013 10:22 AM
8	<b>no comment</b> No other feedback.	9/23/2013 9:13 AM
9	<b>involve youth/children</b> Community College Enrollment is HUGE. Somehow tapping into that data base would be terrific. MOST of Mult. Co. survey takers had Post Grad Educ. AS part of Kate Brown's Registering all 18 yr. old Oregonians while in High School, that would be a great source.	9/22/2013 1:25 PM
10	<b>no comment</b> no	9/22/2013 1:07 PM
11	<b>status quo</b> Just Keep Doing What YOu Are doing	9/22/2013 12:07 PM
12	<b>no comment</b> Not at this time.	9/21/2013 1:34 PM
13	<b>Different times/locations</b> <b>Mtgs outside city center</b> <b>multiple channels</b> <b>region-public places</b> Make more of an effort to go to where folks gather, don't expect folks to look for opporinites unless they know. Establish bi-weekly or monthly meetings that are on a set predictable schedule so folks know and can expect these meetings to occur. go to smaller venues. Just having meeting every 6 mo 1 on the west, and one on the east is not enough and somewhat off putting. Go out to communities not just regions	9/20/2013 4:15 PM
14	<b>miscellaneous</b> Public engagement needs to be connected to our equity and diversity/inclusion efforts. In that way, we connect and engage both our diverse employees, as well as diverse community. We must always be looking at how we can engage with those residents who have no voice, or have been historically disenfranchised.	9/19/2013 5:37 PM
15	<b>email/internet/Opt in</b> The Metro website contains a lot of news and data. A lot! A customizable news feed, particularly a Flipbook feed for the visuals, would be engaging.	9/19/2013 5:09 PM
16	<b>email/internet/Opt in</b> Newsletters help me to understand what is happening. Add to that how to provide feedback	9/18/2013 3:58 PM
17	<b>no comment</b> no	9/18/2013 1:04 PM
18	<b>miscellaneous</b> Not support commercial, private enterprise causes, e.g. Convention Center hotel at taxpayer expense.	9/18/2013 12:12 PM
19	<b>Inform how input used</b> Prove and follow through with the public's suggestions, show how they were actually implemented and the benefit of the improvement.	9/17/2013 1:35 PM
20	<b>partner w/ organizations</b> <b>region-public places</b> community centers, senior centers, libraries.....I'm sure there's not enough humanpower to do all the lovely outreach you'd like to do!!	9/16/2013 6:54 PM
21	<b>advertise</b> Advertisement in WW and Mercury, radio	9/15/2013 9:20 PM

# Metro Public Engagement Guide survey

22	<b>transparency</b> <b>Transparency/clarity/awar</b> Citizen positions on 3 county projects are few and too many people, abstract. When Metro is a party to something (like a park) in a local government, that's when people would like to be part of the planning and decision making process. Then - make sure they're not just window dressing. Give them a vote on the committees.	9/15/2013 7:04 PM
23	<b>no comment</b> No	9/15/2013 4:13 PM
24	<b>miscellaneous</b> Listen	9/15/2013 2:47 PM
25	<b>Transparency/clarity/awar</b> Communication of what is going on at metro is important with easy ways to contribute.	9/15/2013 10:12 AM
26	<b>advertise</b> Same as above. Just keep the ways that activities are advertised diverse, and benefits focused.	9/14/2013 8:56 PM
27	<b>no comment</b> No	9/14/2013 9:19 AM
28	<b>no comment</b> no	9/13/2013 7:46 PM
29	<b>advertise</b> not sure, I love Metro programs, just let folks know that benefit from Metro directly how they can engage. like if there is a notice on a park bulletin board, or they take garbage to a waste/recycle facility.	9/13/2013 2:16 PM
30	<b>Transparency/clarity/awar</b> Be serious about them.	9/13/2013 1:54 PM
31	<b>no comment</b> NO...Sorry	9/13/2013 1:54 PM
32	<b>hire diverse staff</b> Hire and retain employees of color at all levels.	9/13/2013 10:55 AM
33	<b>miscellaneous</b> Not sure. Certainly not with extraordinarily dull reading such as the guide.	9/13/2013 9:29 AM
34	<b>miscellaneous</b> I do not wish as a tax payer to pay for any more out reach to ppl that won't respond.	9/12/2013 11:16 PM
35	<b>Different times/locations</b> <b>region-public places</b> Hold them on Sunday afternoon in a big public place with free parking	9/12/2013 10:55 PM
36	<b>miscellaneous</b> A bigger presence in low-income communities.	9/12/2013 10:47 PM
37	<b>no comment</b> na	9/12/2013 8:33 PM
38	<b>involve youth/children</b> <b>Translation</b> Many people who struggle in new communities do so because of language difficulties. Often their children are better at communicating in English than they are. It might be beneficial to create engagement activities ostensibly centered on children. During the event children can then help interpret for their parents during 'light and friendly' discussions focused on Metro objectives. Sort of round-about, but could possibly facilitate some important exchange of ideas. And children will definitely gain from the experience.	9/12/2013 8:08 PM
39	<b>email/internet/Opt in</b> <b>Transparency/clarity/awar</b> Use less jargon and simplify the Metro website. For example the list of actual RTP projects is the very last link on the RTP page (which has dozens of links). And the sidebar item about RTP projects are only the new additions, not the project list itself.	9/12/2013 8:03 PM
40	<b>advertise</b> Advertise opportunities on the bus	9/12/2013 7:46 PM
41	<b>miscellaneous</b> I don't think we have that much anymore, do we? Except for recycling booths at state fairs, etc. I really can't think of anything.	9/12/2013 2:25 PM
42	<b>Different times/locations</b> <b>miscellaneous</b> Also maybe small informational meetings that would appeal to people of differing cultures- with people from that culture helping to spread the word and people from that ethnic group or culture hosting the meetings.	9/12/2013 1:15 PM
43	<b>partner w/ organizations</b> Partner with Citys, NAC, CPOs to reach out to communities. These other groups are also working on outreach strategies- piggyback and share the load.	9/12/2013 12:56 PM
44	<b>no comment</b> No	9/12/2013 11:28 AM
45	<b>no comment</b> Nope	9/12/2013 10:35 AM
46	<b>miscellaneous</b> Just constant communication.	9/12/2013 10:07 AM
47	<b>no comment</b> No	9/12/2013 8:36 AM
48	<b>miscellaneous</b> Start by cracking down on the bums camping on the streets and keeping people from going about their day without being assaulted or aggressive panhandling. Help business keep the bums and thugs off the sidewalks and interrupting business.	9/12/2013 7:30 AM
49	<b>advertise</b> <b>miscellaneous</b> I like to see more kinds of media rather than just Metro as the sole source of informatin.	9/12/2013 7:09 AM

# Metro Public Engagement Guide survey

50	<b>transparency</b> <b>Transparency/clarity/awar</b> Start with an open mind, and keep an open mind. Honor the input you get and respect the tax payer.	9/12/2013 7:06 AM
51	<b>multiple channels</b> <b>partner w/ organizations</b> <b>region-public places</b> Sending the master recyclers to area farmers' markets is great—I recently got inspired and built a worm bin based off of a short interaction with them in Milwaukie. I also learned that I could put aseptic containers in my curbside bin, which was great. Are there new ways that you could get into workplaces for new eyeballs? I believe Lloyd TMA has bike commuting breakfasts each year, or perhaps you could table on the campus of larger companies such as Nike and Intel. OPB used to have a health fair that would be another good opportunity. I'd like to see Metro cover more events like that, in a strategic way to hit eyeballs they may otherwise miss.	9/12/2013 6:41 AM
52	<b>Mtgs outside city center</b> <b>region-public places</b> Attend local festivals and provide information via handouts and face to face interactions with the public i.e. Celebration In Boring.	9/12/2013 6:35 AM
53	<b>miscellaneous</b> Lets face you aren't really going to listen so why the fuck should I tell you?	9/12/2013 12:45 AM
54	<b>miscellaneous</b> The directive looks extremely thorough it's almost ridiculous to read.	9/11/2013 9:18 PM
55	<b>involve youth/children</b> <b>Transparency/clarity/awar</b> Make things less abstract, more tangible. A 40-year strategic transportation plan is too nebulous for most people to bother with. Also, work with schools and other institutions to increase the general public's understanding of planning issues, so they can better relate to a specific plan or project.	9/11/2013 5:52 PM
56	<b>miscellaneous</b> Keep up the good work	9/11/2013 5:43 PM
57	<b>miscellaneous</b> Do not have people go door to door. I really dislike that. It is disruptive and regardless of what is being presented, there is pressure that is unnecessary.	9/11/2013 5:36 PM
58	<b>Inform how input used</b> I feel that Metro does a great job engaging the public - however I feel they never act on what the public tells them they want.	9/11/2013 5:15 PM
59	<b>miscellaneous</b> Include opportunity for unchannelled expression	9/11/2013 4:54 PM
60	<b>no comment</b> nada	9/11/2013 4:27 PM
61	<b>multiple channels</b> <b>social media</b> Invite feedback from a variety of sources - blog comments, Facebook comments, Twitter, cards on the bus, etc.	9/11/2013 3:17 PM
62	<b>region-public places</b> Survey library visitors	9/11/2013 3:16 PM
63	<b>advertise</b> <b>region-public places</b> I have just recently moved closer to town and I do not know where to learn about Metro activities. Use more diverse info sharing? Perhaps grocery stores.	9/11/2013 2:39 PM
64	<b>Transparency/clarity/awar</b> Provide an easily accessible community engagement calendar to the public.	9/11/2013 2:17 PM
65	<b>no comment</b> Not at this time	9/11/2013 1:46 PM
66	<b>miscellaneous</b> Provide more paying jobs. Volunteering is great but turn those volunteer hours into jobs for people who are desperate to work. More classes maybe certification for ION and a continuation of ION for ION graduates?	9/11/2013 1:26 PM
67	<b>miscellaneous</b> Listen to them! When they say they don't want light rail, don't force light rail on them.	9/11/2013 1:24 PM
68	<b>miscellaneous</b> The perception is that Metro caters to certain special interest groups-how about having discussions about things other than their interests? And then put the ideas into practice. Example-what does the area need more-special striped bicyclic lanes or potholes repaired?	9/11/2013 12:58 PM
69	<b>no comment</b> No	9/11/2013 12:40 PM
70	<b>Transparency/clarity/awar</b> Metro is still a secrete to many in Portland neighborhoods. Who you are and what you do should be more accessible to everyone and not just those with pc's or smart phones	9/11/2013 12:22 PM
71	<b>miscellaneous</b> Many people are not aware of your public engagement activities.	9/11/2013 12:12 PM
72	<b>miscellaneous</b> You can not make everybody happy so concentrate on what is best for Metro area instead any specific group.	9/11/2013 11:28 AM
73	<b>Transparency/clarity/awar</b> Listen and apply common sense to feedback, be aware of people that are not home or property owners pushing an agenda	9/11/2013 10:42 AM
74	<b>email/internet/Opt in</b> It's not always easy to go to meetings, provide other ways for folks to get involved, internet feedback is a great tool.	9/11/2013 10:33 AM

# Metro Public Engagement Guide survey

75	<b>miscellaneous</b> Frankly, this area needs a sting regional govt body for transit, including bridge and road management, waste management and even education IMHO but METRO seems broken and few people I know respect this body /=	9/11/2013 10:30 AM
76	<b>Transparency/clarity/awar</b> Shut up and listen.	9/11/2013 9:50 AM
77	<b>no comment</b> Nope	9/11/2013 9:21 AM
78	<b>incentives/childcare</b> Free lottery tickets	9/11/2013 9:14 AM
79	<b>no comment</b> no	9/11/2013 9:13 AM
80	<b>miscellaneous</b> Spend less of our hard earned money on this nonsense.	9/11/2013 9:09 AM
81	<b>miscellaneous</b> Metro must reduce their budget and then people in the region will know that Metro is listening.	9/11/2013 9:00 AM
82	<b>multiple channels</b> This is a tough one. I know that people respond differently to different modalities, so I suppose Metro has to have a variety of activities to use in different settings.	9/11/2013 7:52 AM
83	<b>miscellaneous</b> <b>partner w/ organizations</b> Encourage business leaders as well as community leaders to be on your boards/committees..	9/11/2013 7:25 AM
84	<b>no comment</b> no	9/11/2013 7:19 AM
85	<b>Different times/locations</b> more evening activities	9/11/2013 7:11 AM
86	<b>involve youth/children</b> The children are bridge people for their families. How can we engage them in spreading information?	9/11/2013 7:07 AM
87	<b>miscellaneous</b> Stop spending our taxes on useless DRIVEL.	9/11/2013 6:59 AM
88	<b>no comment</b> no	9/11/2013 6:29 AM
89	<b>Mtgs outside city center</b> <b>region-public places</b> Being out in the face of the public rather than being a government entity. Meet people in their communities, hold your meetings away from the council chambers.	9/11/2013 5:50 AM
90	<b>miscellaneous</b> Good so far this year.	9/11/2013 2:48 AM
91	<b>miscellaneous</b> I really liked the photos taken by metro just before the green line opened.	9/11/2013 1:42 AM
92	<b>miscellaneous</b> I think you're doing a pretty good job all ready.	9/11/2013 12:16 AM
93	<b>Inform how input used</b> <b>miscellaneous</b> Present the engagement activities in a way that lets the community know they are that Metro is THEIRS so they buy in.	9/11/2013 12:02 AM
94	<b>mailings</b> Well, I would love to get something mailed to me. In the mail. Because it gives me the flexibility to read it at my own pace, I am more likely to do it and then actually follow up with it.	9/10/2013 11:54 PM
95	<b>social media</b> Develop experts that can twitter on the areas of their specific expertise.	9/10/2013 11:51 PM
96	<b>miscellaneous</b> I haven't read the Guide, but I have to say a lot of this sounds like a committee spending a lot of time on documents that will never see the light of day. Your goal seems to be public engagement. Most people won't read a Guide. Get out there and engage the public by being there. Have a rep council of volunteers from different areas and different financial levels.	9/10/2013 11:21 PM
97	<b>no comment</b> No	9/10/2013 11:19 PM
98	<b>no comment</b> no	9/10/2013 11:09 PM
99	<b>no comment</b> No	9/10/2013 10:53 PM

# Metro Public Engagement Guide survey

100	<b>mailings</b> <b>miscellaneous</b> Every year, send out post cards, email, outreach workers, etc, to ask two questions. Question one: Tell us three things you think are going well in this region. Question two: Tell us three things you think are going poorly in this region. There is no substitute for this kind of open-ended question. When you publish these long lists of services we are supposed to want and ask us to rank them, you are trying to cram peoples' vision into a pin-tight rear view mirror. That approach is deadening to aspiration. How can you fault people for distrust if your questions all assume no more than marginal adjustments to the obviously dysfunctional status quo? The fact that Metro keeps on flogging this bogus convention center hotel give-away of public money to private profit for benefits that nobody will bet on with their own money proves that Metro is neither listening, nor in touch with reality. If it was a good deal, private money would be lined up around the block to bet on it. The other thing Metro should have already put a stake through the heart of, if the environment mattered to anybody in your organization, is the development of West Hayden Island. That area is an irreplaceable ecological jewel which should be preserved 100% as wildlife refuge. There should be viewing platforms on the periphery, and a limited number of relatively short wheelchair safe trails, and no more disturbance than that, ever.	9/10/2013 10:41 PM
101	<b>email/internet/Opt in</b> Keep your web site up to date.	9/10/2013 10:33 PM
102	<b>miscellaneous</b> I have always felt that Metro, like the City of Portland, makes decisions despite public input and normally in spite of public input. Special interest groups are your norm rather than the populous at large. Bikes do not have a majority, yet they are treated as such. TriMet is a VERY flawed system and yet they are also given priority. Very wrong. It will be interesting to see if any of this matters to you.	9/10/2013 10:29 PM
103	<b>miscellaneous</b> <b>Mtgs outside city center</b> <b>Transparency/clarity/awar</b> Honor the communities you are targeting...go to them and Listen...build trust.	9/10/2013 10:27 PM
104	<b>advertise</b> <b>miscellaneous</b> does Metro have a hot-line for customer service? is the number plastered on busses, bus stops, the occasional billboard?	9/10/2013 10:22 PM
105	<b>advertise</b> Using media; radio, TV, Billboards-stationary and on city busses	9/10/2013 9:53 PM
106	<b>miscellaneous</b> Plan, pay for staff positions, measure engagement and effectiveness, keep asking how you're doing	9/10/2013 9:41 PM
107	<b>involve youth/children</b> Maybe if any local schools have local history courses, you could make sure they are including the history of Metro?	9/10/2013 9:25 PM
108	<b>Mtgs outside city center</b> Hold some of your committee meetings in Hillsboro. You will have new people show up to testify and I am sure it will differ from what you hear in Portland	9/10/2013 8:53 PM
109	<b>miscellaneous</b> Nice work!	9/10/2013 8:50 PM
110	<b>Transparency/clarity/awar</b> In the words of the old Motown song: "Reach out". Metro does a fabulously inadequate job of explaining what exactly it is Metro does and why that is important.	9/10/2013 8:30 PM
111	<b>miscellaneous</b> There are too many so called college educated folks on committees verses tradesmen and women.	9/10/2013 8:19 PM
112	<b>incentives/childcare</b> Offer a contest to encourage participation	9/10/2013 8:15 PM
113	<b>no comment</b> Nope	9/10/2013 8:09 PM
114	<b>miscellaneous</b> Do more music and arts activities and events that are multi-cultural. have more arts activities and events that are focused on kids of all cultures.	9/10/2013 8:09 PM
115	<b>no comment</b> No	9/10/2013 7:54 PM
116	<b>partner w/ organizations</b> Build relationships with people in the diverse neighborhoods, possibly have neighborhood ambassadors that can fairly represent their neighborhood	9/10/2013 7:53 PM
117	<b>no comment</b> no	9/10/2013 7:37 PM
118	<b>incentives/childcare</b> My husband has been paid to give his feedback at large meeting places...He is out of town I an can not remember what it is through - something like a "focus" group?	9/10/2013 7:27 PM
119	<b>Mtgs outside city center</b> <b>multiple channels</b> Why do questions 1. and 5. have asterisks? I have more and more convinced of the futility of "social media" and really think we need to get back to basics. Each one, teach one. Get your staff and electeds out there on the streets, block parties, etc.	9/10/2013 7:25 PM
120	<b>miscellaneous</b> Let everyone impacted by Metro decisions vote on Metro commissioners.	9/10/2013 7:24 PM
121	<b>no comment</b> See answer to question 3 above.	9/10/2013 7:22 PM



# Metro Public Engagement Guide survey

122	<b>partner w/ organizations</b> From what I've observed, additional outreach and sometimes process mentoring is helpful for reaching cultural (and marginalized) populations. Most members of the population have little experience interacting with government, even at a grassroots level. It might be helpful to provide tips or guidelines about participating in the process, I think its daunting to many. Not knowing the rules of engagement keeps people from participating.	9/10/2013 7:22 PM
123	<b>region-public places</b> Also booths at fairs?	9/10/2013 7:16 PM
124	<b>Transparency/clarity/awar</b> Speak in laymans terms. Don't get tripped up using planning terms that are not familiar to those without a planning background	9/10/2013 7:09 PM
125	<b>incentives/childcare</b> <b>Transparency/clarity/awar</b> Let us know what you do. Offer people 50 bucks to attend meetings and complete surveys.	9/10/2013 7:05 PM
126	<b>no comment</b> No	9/10/2013 6:52 PM
127	<b>partner w/ organizations</b> Possibly filter to the neighborhood associations too	9/10/2013 6:46 PM
128	<b>no comment</b> .	9/10/2013 6:38 PM
129	<b>no comment</b> no	9/10/2013 6:34 PM
130	<b>no comment</b> N/A	9/10/2013 6:33 PM
131	<b>research</b> Do actual scientific surveys, rather than the self-selecting and thus obviously biased Opt-in surveys.	9/10/2013 6:32 PM
132	<b>region-public places</b> More meetings in neighborhoods.	9/10/2013 6:28 PM
133	<b>Different times/locations</b> Weekends, early mornings and evenings	9/10/2013 6:23 PM
134	<b>Inform how input used</b> Post results	9/10/2013 6:20 PM
135	<b>miscellaneous</b> Land rights belong to the people not Metro, Listen to the people who are affected by your many crazy decisions. Listen to them. Help them get what they want and need instead of being a stumbling block. Once people see you doing good they will seek you out and respect you. But when you interfere with people's lives they never forget and do not trust. We have so many green spaces never touched. The property would make great building lots to put a small house on for families with a yard for them to play in. Not a community park where pedifiles hang out.	9/10/2013 6:08 PM
136	<b>miscellaneous</b> <b>Mtgs outside city center</b> Open offices in all three counties.	9/10/2013 6:07 PM
137	<b>email/internet/Opt in</b> Have availability for electronic input. Life is too busy to attend a lot of meetings.	9/10/2013 5:57 PM
138	<b>miscellaneous</b> Promote community college non-credit training sessions for effective participation in public planning and decision-making meetings.	9/10/2013 5:57 PM
139	<b>multiple channels</b> Just because you hear us doesn't mean that you are listening.	9/10/2013 5:50 PM
140	<b>advertise</b> <b>Translation</b> Maybe some multi-language commercials to inform and direct people to things that might interest them.	9/10/2013 5:46 PM
141	<b>Transparency/clarity/awar</b> Based on my experiences with the Portland City Council, the most important thing is being aware of expectations you raise and meeting them.	9/10/2013 5:26 PM
142	<b>miscellaneous</b> No. I think Metro is great. I do not not get optin options from the city or state...	9/10/2013 5:19 PM
143	<b>multiple channels</b> do more face to face as difficult as that is	9/10/2013 5:15 PM
144	<b>miscellaneous</b> Just do the best you can. People have lives to lead, bills to pay, work to do, kids to watch and providing feedback to Metro is pretty far down the list unless it is a major direct impact on them.	9/10/2013 5:04 PM
145	<b>no comment</b> No	9/10/2013 4:48 PM
146	<b>miscellaneous</b> While Metro should make every effort to make sure that all groups are included, they should not focus on one group over the others.	9/10/2013 4:42 PM
147	<b>no comment</b> I don't know too much about all of what you do, so, no. You may already do the stuff I thought of above and I just don't know! Glad you care to do so though! =D	9/10/2013 4:40 PM
148	<b>advertise</b> Put announcements in neighborhood papers and newsletters	9/10/2013 4:32 PM
149	<b>miscellaneous</b> see #3 above	9/10/2013 4:23 PM
150	<b>miscellaneous</b> Make a few public decisions based upon the expressions of the politically disconnected.	9/10/2013 4:21 PM



# Metro Public Engagement Guide survey

151	<b>advertise</b> Be more visible. Buy a billboard or advertisement spot during the local news reports.	9/10/2013 4:18 PM
152	<b>miscellaneous</b> allow more time for engagement prior to making major decisions - not everyone's life revolves around Metro	9/10/2013 4:16 PM
153	<b>no comment</b> Not at this time.	9/10/2013 4:06 PM
154	<b>miscellaneous</b> Maybe don't refer to the people you are looking for as people from "different" backgrounds and cultures. Sounds like you are "normal" and the ones you seek are "different". It has a negative connotation.	9/10/2013 4:03 PM
155	<b>partner w/ organizations</b> <b>region-public places</b> More tables at community events, farmers markets, public libraries, PCC, public school events, etc.	9/10/2013 3:59 PM
156	<b>region-public places</b> Go to the people	9/10/2013 3:59 PM
157	<b>miscellaneous</b> Actions speak louder than words. Show projects for east count. You take our taxes, but give very little in return. Thank you for this opportunity to comment.	9/10/2013 3:56 PM
158	<b>Transparency/clarity/awar</b> Actually, I don't think you do much at all except for very wordy press releases that all policy talk and not much reality talk	9/10/2013 3:53 PM
159	<b>miscellaneous</b> who cares?	9/10/2013 3:53 PM
160	<b>incentives/childcare</b> <b>region-public places</b> <b>Transparency/clarity/awar</b> Most people don't know what Metro is. Help people understand how Metro differs from the City of Portland and Multnomah county, Washington county, etc. Maybe have some free giveaways downtown: roving ambassadors who hand out free juice and a flyer or something.	9/10/2013 3:44 PM
161	<b>multiple channels</b> <b>region-public places</b> <b>social media</b> Make sure you're covering all the social networking angles; Twitter, Facebook, online video, etc., but don't forget about older populations who still prefer or do best with print and face-to-face interactions.	9/10/2013 3:41 PM
162	<b>involve youth/children</b> <b>miscellaneous</b> Have informative activities for families	9/10/2013 3:35 PM
163	<b>Inform how input used</b> When you ask for public engagement and advice, be prepared to use it. Otherwise, do not ask for engagement.	9/10/2013 3:34 PM
164	<b>no comment</b> No	9/10/2013 3:34 PM
165	<b>partner w/ organizations</b> try to keep things as non-political and whole-community oriented as possible; stress the need for involvement from and participation by a balance of business, ed, family, agricultural, and cultural reps.	9/10/2013 3:33 PM
166	<b>multiple channels</b> Do more in more places, keep going.. The public hearing process has a deadline, utilize as much of the time as you can for public hearings	9/10/2013 3:32 PM
167	<b>no comment</b> no	9/10/2013 3:31 PM
168	<b>region-public places</b> Be proactive. Phone calls, town halls at Starbucks, even door-to-door canvassing.	9/10/2013 3:26 PM
169	<b>miscellaneous</b> Relax - Build Community - Quit forcing the values of the few (Metro) on the masses	9/10/2013 3:24 PM
170	<b>miscellaneous</b> Not Sure	9/10/2013 3:23 PM
171	<b>open house/town hall</b> Make them interesting, highlighting positive examples of like projects. Neighborhood engagement,	9/10/2013 3:17 PM
172	<b>miscellaneous</b> You are doing a fine job!	9/10/2013 3:16 PM
173	<b>Transparency/clarity/awar</b> Just be up front and honest.	9/10/2013 3:12 PM
174	<b>no comment</b> no	9/10/2013 3:10 PM
175	<b>email/internet/Opt in</b> Your "surveys" appear to us to be self-serving of your own intentions rather than real attempts to solicit opinions and ideas from your customers. We're smarter than you think we are.	9/10/2013 3:05 PM
176	<b>open house/town hall</b> the community attends meetings to be heard and engaged, not have their behavior directed.	9/10/2013 3:05 PM
177	<b>advertise</b> just be more visible, more ads, news stories about metro on tv	9/10/2013 3:04 PM
178	<b>Transparency/clarity/awar</b> Focus on the problems, not the fluff!!!!	9/10/2013 3:04 PM
179	<b>miscellaneous</b> One thing is, I was confused by what you meant in your first question. Do you mean, have I ridden a bus in the past 12 months? Or do you mean, have I contacted or met with Metro directly about something. I assumed you meant the latter but I don't feel very sure about it.	9/10/2013 2:59 PM

# Metro Public Engagement Guide survey

180	<b>miscellaneous</b> DO NOT RELEY ON THE STAFF AND DOCUMENTS THAT ARE NOT CURRENT FOR PLANNING. THINKING AND NEEDS CHANGE. WHAT YOU ARE DOING APPEARS TO SOME OF US THAT METRO IS FLYING BACKWARDS LOOKING BACK RATHER THAN AHEAD. DO NOT ASSUME LOCAL STAFF UNDEBRSTANDS THE PROBLEMS OR ISSUES.	9/10/2013 2:58 PM
181	<b>no comment</b> No	9/10/2013 2:51 PM
182	<b>no comment</b> no.	9/10/2013 2:50 PM
183	<b>no comment</b> sorry, no ideas	9/10/2013 2:48 PM
184	<b>Transparency/clarity/awar</b> More education on what Metro does and what it's powers are.	9/10/2013 2:43 PM
185	<b>mailings</b> Annual mailings if you have the budget for it?	9/10/2013 2:43 PM
186	<b>miscellaneous</b> I need a job and have sent many, many resumes! I would certainly help Metro improve public engagement activities	9/10/2013 2:42 PM
187	<b>no comment</b> None	9/10/2013 2:41 PM
188	<b>Transparency/clarity/awar</b> Maybe a simple campaing that explains - "What Is Metro?"	9/10/2013 2:40 PM
189	<b>no comment</b> No	9/10/2013 2:39 PM
190	<b>hire diverse staff</b> take the above seriously; hire bilingual people; show the results of your efforts in your output	9/10/2013 2:37 PM
191	<b>miscellaneous</b> Hjkqgf	9/10/2013 2:37 PM
192	<b>advertise</b> neighborhood notice	9/10/2013 2:33 PM
193	<b>miscellaneous</b> You have (or should have) limited resources. The last 10% of any endeavor is disproportionately expensive	9/10/2013 2:30 PM
194	<b>email/internet/Opt in</b> Just provide lots of surveys for the public to respond. We have lots of joggers & bikers and we'd love sidewalks & bike lanes on West Union & Thompson & Saltzman Road.	9/10/2013 2:27 PM
195	<b>no comment</b> no	9/10/2013 2:26 PM
196	<b>miscellaneous</b> Do something rather than depending on the mediocre press.	9/10/2013 2:26 PM
197	<b>miscellaneous</b> Much. But the average public person is jaded because Metro decides, and gives a "show" to say "see? We listen" ... When anyone with mental swiftness quicker than a herd of turtles racing through peanut butter knows its a rubber stamp process	9/10/2013 2:24 PM
198	<b>miscellaneous</b> We need new blood at Metro.	9/10/2013 2:22 PM
199	<b>miscellaneous</b> More opportunities to see and talk to Metro. FYI- My experience of late- the city of Portland does not care- I have had RUDE city workers; over zealous permit providers; poor response to traffic related issues. With so many people moving to Portland they need to know our history (enviomoment/development, etc).- to know how hard we have fought to keep Portland a great city. The city is being ruined by honking; tailgaiting; angry drivers- we need to get a message out that this is not Portland.	9/10/2013 2:21 PM
200	<b>miscellaneous</b> Involve the public	9/10/2013 2:20 PM
201	<b>advertise</b> More advertising And public awareness	9/10/2013 2:20 PM
202	<b>region-public places</b> Talk to people. Use Amanda Fritz on the Portland City Council as your model. She's everywhere.	9/10/2013 2:18 PM
203	<b>advertise</b> You have thousands of square feet of space on your buses, trains and stations to advertise your desire for feedback. Use this space wisely.	9/10/2013 2:17 PM
204	<b>miscellaneous</b> Ask folks what matters most to them. Refine your approach for the audience you're addressing.	9/10/2013 2:15 PM
205	<b>Transparency/clarity/awar</b> Don't just use these surveys as a political tool, actually listen and use the suggestions to guide planning. Metro seems to put the cart before the horse at times and engage the public with an intention, having not asked whether the public really wants/needs/is reasonable to have the service.	9/10/2013 2:15 PM
206	<b>miscellaneous</b> <b>Transparency/clarity/awar</b> Boil down your 85-page Public Engagement Guide for a citizen audience - at least make a resident-friendly executive summary. Ask a creative writing teacher and his/her class to get it down to 2 pages and entertaining for a lay audience.	9/10/2013 2:15 PM
207	<b>no comment</b> no	9/10/2013 2:15 PM

# Metro Public Engagement Guide survey

208	<b>miscellaneous</b> Do not reach beyond your commission of objectives	9/10/2013 2:14 PM
209	<b>miscellaneous</b> Stop charging 90 cents an hour for parking	9/10/2013 2:14 PM
210	<b>no comment</b> Not at this time.	9/10/2013 2:13 PM
211	<b>Transparency/clarity/awar</b> Make it clear that this is an Opportunity for their voice to be heard.	9/10/2013 2:12 PM
212	<b>email/internet/Opt in</b> the emails I receive are excellent. Well written and informative and timely.	9/10/2013 2:11 PM
213	<b>research</b> Understand that the value systems of people differ. Investigate those values and what transforms values. Using that knowledge create experiences that produce engagement. .	9/10/2013 2:11 PM
214	<b>miscellaneous</b> You can't make people care enough to take the time to participate.	9/10/2013 2:10 PM
215	<b>no comment</b> no	9/10/2013 2:10 PM
216	<b>no comment</b> no	9/10/2013 2:10 PM
217	<b>email/internet/Opt in</b> Many people care about the issues, but don't have time to attend all the discussions and debates. I appreciate opportunities like this that allows me to give my insight and input.	9/10/2013 2:10 PM
218	<b>miscellaneous</b> <b>partner w/ organizations</b> Engage in the United Nations Regional Center of Expertise for Greater Portland	9/10/2013 2:10 PM
219	<b>miscellaneous</b> At some point, the public needs to take responsibility for being informed. You make the info available and publicize it; you can't force people to engage.	9/10/2013 2:09 PM
220	<b>Text</b> Text messaging	9/10/2013 2:09 PM
221	<b>region-public places</b> be at community events and engage people	9/10/2013 2:08 PM
222	<b>miscellaneous</b> in my case, if i bring up the much needed west side freeway. stop shutting the door before I finish my statement. Stop making up things as to why it can't be built.	9/10/2013 2:06 PM
223	<b>Transparency/clarity/awar</b> Do you listen to all three counties? You seem to listen to only one that starts with a M!	9/10/2013 2:06 PM
224	<b>Different times/locations</b> have meetings on the West side	9/10/2013 2:05 PM
225	<b>miscellaneous</b> Make sure it's not the same voices being heard over and over.	9/10/2013 2:03 PM
226	<b>no comment</b> no	9/10/2013 2:02 PM
227	<b>no comment</b> no	9/10/2013 2:02 PM
228	<b>advertise</b> Run radio and TV spots.	9/10/2013 2:01 PM
229	<b>no comment</b> no	9/10/2013 2:01 PM
230	<b>no comment</b> No	9/10/2013 2:01 PM
231	<b>no comment</b> No	9/10/2013 2:00 PM
232	<b>involve youth/children</b> Perhaps posters at campuses? Students are often eager to have an influence.	9/10/2013 1:58 PM
233	<b>miscellaneous</b> Dissolve Metro!	9/10/2013 1:56 PM
234	<b>email/internet/Opt in</b> <b>miscellaneous</b> Maybe e-mail list servs - for dispersing information about geographical area (example I would love to hear plans involving 'south' metro (I live in Oregon City - Newell Creek canyon, Canemah, any recycling	9/10/2013 8:41 AM
235	<b>no comment</b> No.	9/9/2013 9:10 PM
236	<b>no comment</b> No	9/8/2013 8:57 PM
237	<b>no comment</b> not at this time	9/7/2013 7:53 AM
238	<b>region-public places</b> The melting pot and common denominator of all cultures, races, creeds and economic status... is the grocery store. Everyone needs food. Similar to my library idea, honing in on a place that caters to everyone is the best bet to cast a broader net and be inclusive of all people. If Metro can somehow reach out to people from groceries stores, it seems like a broad spectrum and higher quantity of people would be included.	9/6/2013 11:32 PM
239	<b>no comment</b> I can't think of anything specific right now	9/5/2013 9:04 PM
240	<b>no comment</b> No	9/5/2013 4:17 PM
241	<b>advertise</b> newspapers/flyers/ and all other type of ads	9/5/2013 12:49 PM

# Metro Public Engagement Guide survey

242	<b>Transparency/clarity/awar</b> Most people still don't know what Metro is or does, except briefly around election time. Activities should allow for public to interact with information being presented and ask questions in smaller groups. Meetings that ask participants to do something meaningful net better results.	9/4/2013 4:31 PM
243	<b>no comment</b> No	9/4/2013 12:43 PM
244	<b>miscellaneous</b> Keep trying	9/3/2013 4:31 PM
245	<b>advertise</b> <b>miscellaneous</b> More advertisement and work more close with different communities.	9/3/2013 3:20 PM
246	<b>email/internet/Opt in</b> I like these surveys. I can't always go to meetings these days, but I still like to know what government entities are doing.	9/3/2013 2:28 PM
247	<b>status quo</b> METRO is doing all it needs to do to cover this	9/3/2013 2:16 PM
248	<b>no comment</b> Not at this time	9/3/2013 1:47 PM
249	<b>region-public places</b> or put representatives at public events to mention how to contact metro and what Metro does.	9/3/2013 7:16 AM
250	<b>Transparency/clarity/awar</b> increase awareness of what metro provided. Too many agencies for much confusion.	9/2/2013 10:20 PM
251	<b>no comment</b> Not really	9/1/2013 2:10 PM
252	<b>miscellaneous</b> people want to be left alone	9/1/2013 9:15 AM
253	<b>no comment</b> .	9/1/2013 7:30 AM
254	<b>miscellaneous</b> arap charging zoo members for parking at the zoo metropaint should come in more colors	8/31/2013 11:04 PM
255	<b>region-public places</b> I think a lot of people have opinions about our community, but don't go out of their way to specifically share them. I think people are more willing to share their thoughts if they are in places and situations that are part of their daily life.	8/31/2013 6:11 PM
256	<b>miscellaneous</b> Define "public" differently.	8/31/2013 12:29 PM
257	<b>Mtgs outside city center</b> <b>open house/town hall</b> You could consider a town hall type format and hold them in different neighborhoods.	8/31/2013 8:24 AM
258	<b>region-public places</b> Be at as many events and festivals as possible. People that attend these are more likely to get involved.	8/31/2013 7:36 AM
259	<b>Transparency/clarity/awar</b> Be transparent. All too often government agencies have hidden agenda.	8/30/2013 9:27 PM
260	<b>advertise</b> <b>mailings</b> If there has been any activities besides opt-in I am unaware of them. Maybe mass mailings or advertising might help?	8/30/2013 2:58 PM
261	<b>no comment</b> no	8/30/2013 10:03 AM
262	<b>email/internet/Opt in</b> Email surveys.	8/29/2013 8:05 PM
263	<b>status quo</b> keep doing great work!	8/29/2013 7:44 PM
264	<b>miscellaneous</b> Being a working citizen in the Portland Metro area Metro has a "black eye" on most of its works.	8/29/2013 9:52 AM
265	<b>no comment</b> No	8/29/2013 8:46 AM
266	<b>email/internet/Opt in</b> Answer your e-mail! I get responses less than 1/2 the time.	8/28/2013 6:43 PM
267	<b>no comment</b> no	8/28/2013 5:27 PM
268	<b>miscellaneous</b> No. Metro should be abolished. Short of that, it should decrease its role at least. Smaller operations, smaller staff, and less involvement in peoples' lives.	8/28/2013 5:26 PM
269	<b>miscellaneous</b> Drop dead.	8/28/2013 1:58 PM
270	<b>miscellaneous</b> Listen to the people and stop expanding light rail. The people have spoken and don't want it. It is too expensive.	8/28/2013 12:54 PM
271	<b>involve youth/children</b> Get teenagers involved with community activities. Young adults are often looking for opportunities to volunteer and feel that they've accomplished something of value.	8/28/2013 11:55 AM
272	<b>social media</b> Facebook presence	8/28/2013 9:21 AM
273	<b>no comment</b> no	8/28/2013 8:41 AM

# Metro Public Engagement Guide survey

274	<b>Mtgs outside city center</b> rotate board meeting locations	8/27/2013 8:18 PM
275	<b>news roundup newsletter</b> maybe hav a newsletter w actual news.(via e-mail)	8/27/2013 8:01 PM
276	<b>create an app</b> More broadly disseminating information would be helpful. Perhaps an app could help?	8/27/2013 3:46 PM
277	<b>miscellaneous</b> Metro needs to ask/invite radical opinions about how to change the city to make it better and be willing to experiment and fail. Metro is too risk averse.	8/27/2013 2:51 PM
278	<b>miscellaneous</b> Figure out a way for notices to reach more than the wonky minority on your email lists; provide easy ways to submit written comments and realize not everyone can attend meetings, participate in advisory groups, etc.	8/27/2013 1:22 PM
279	<b>social media</b> Your presence in social media is important for me personally to engage - I follow you on Twitter and am interested in the dialogue there	8/27/2013 12:17 PM
280	<b>Inform how input used</b> Let it be known how participation is used in decision making.	8/27/2013 11:11 AM
281	<b>advertise</b> <b>partner w/ organizations</b> <b>region-public places</b> Don't forget that most of us learn of such things from the smallest of places: our community center's bulletin board or website, yard signs, community newspapers.	8/27/2013 10:43 AM
282	<b>miscellaneous</b> I look forward to seeing you!	8/27/2013 9:56 AM
283	<b>Inform how input used</b> Updates on recent action taken by Metro Council similar to updates on upcoming Metro Council meetings and agendas. Notices are sent for upcoming meetings but their is nothing after a meeting summarizing the dialogue and actions taken.	8/27/2013 9:26 AM
284	<b>no comment</b> not now	8/27/2013 9:25 AM
285	<b>miscellaneous</b> <b>Mtgs outside city center</b> Go to areas that are vulnerable to growth/gentrification and whose leaders are calling for more attention to their issues.	8/27/2013 9:03 AM
286	<b>miscellaneous</b> <b>partner w/ organizations</b> Seek out and financially support local minority community non-profit organizations and events.	8/27/2013 8:36 AM
287	<b>miscellaneous</b> Metro has public engagement activities??	8/27/2013 12:09 AM
288	<b>Inform how input used</b> I'll just emphasize again that knowing why input matters is important is critical to many communities. Why bother if it won't make a difference or their opinions won't be heard?	8/26/2013 7:32 PM
289	<b>status quo</b> I appreciate the effort you are making.	8/26/2013 6:02 PM
290	<b>no comment</b> no	8/26/2013 4:52 PM
291	<b>no comment</b> Not sure.	8/26/2013 4:29 PM
292	<b>miscellaneous</b> <b>partner w/ organizations</b> The new engagement guide is a significant leap forward. I'm impressed that the many facets of input are being captured and considered. The only thing I see missing is the ongoing commitment to develop leadership across the region - community leadership. It is both the offspring and the catalyst for the ongoing work that must be done to engage and encourage continued involvement. Metro is in the ideal situation to help foster that community leadership as a key element in public engagement.	8/26/2013 4:12 PM
293	<b>advertise</b> Advertise, advertise and advertise. I think Metro has a lot to offer the community but people aren't aware of what it does and how it serves our community.	8/26/2013 4:06 PM
294	<b>miscellaneous</b> Negotiate fairly with your own employees, especially those making the least money. You image is affected by your actions within the organization.	8/26/2013 4:00 PM
295	<b>Translation</b> <b>Transparency/clarity/awar</b> Have a ready answer for "how does Metro impact me and my life" available in multiple languages and multiple platforms.	8/26/2013 3:32 PM
296	<b>no comment</b> No	8/26/2013 3:16 PM
297	<b>research</b> Begin by working WITH communities (not electeds or jurisdictional staff) to understand their needs and then create plans and policies to meet those needs. Asking for input on processes or plans that have already been started is not a successful way to organize public engagement.	8/26/2013 3:08 PM
298	<b>open house/town hall</b> <b>partner w/ organizations</b> <b>region-public places</b> Attend local citizen participation activities as a topic speaker. Two of these are the CPO's in Washington County, and NAC's in Beaverton.	8/26/2013 1:06 PM
299	<b>Transparency/clarity/awar</b> Above all... be more transparent. Be aggressively transparent. Send speakers to public fora.	8/26/2013 10:23 AM
300	<b>no comment</b> ?	8/26/2013 9:39 AM

# Metro Public Engagement Guide survey

301	<b>no comment</b> no	8/26/2013 9:31 AM
302	<b>miscellaneous</b> You have a dozen people working for you in the communications department and you have a highly paid lobbyist on staff. If they don't know the answer to this shouldn't they be replaced? And with someone making less than \$125,000 a year. The median income in east county is less than \$30,000 per year.	8/26/2013 9:22 AM
303	<b>Inform how input used</b> Follow-up by letting people know what decisions were made, why, and what the implications are.	8/26/2013 8:29 AM
304	<b>no comment</b> no	8/26/2013 4:47 AM
305	<b>email/internet/Opt in</b> Keep in mind that the majority of public transportation users do so because of cost so that cost may make them not have cell phones or internet access.	8/26/2013 12:09 AM
306	<b>advertise</b> Hand out a flier on the bus, streetcar and MAX with ways people can participate and get included in the surveys. Advertise on the vehicles.	8/25/2013 10:29 PM
307	<b>Transparency/clarity/awar</b> Greater public awareness of the issues.	8/25/2013 10:17 PM
308	<b>advertise</b> <b>miscellaneous</b> Only make sure people know about the different ways they can be involved.	8/25/2013 5:50 PM
309	<b>miscellaneous</b> <b>partner w/ organizations</b> <b>region-public places</b> Again - go to where the community is: SEI, IRCO, Dishman, churches, elementary schools, senior centers, etc. Get staff so are multi-lingual and from different racial, ethnic and religious groups. Strive for racial and class equity - not diversity.	8/25/2013 5:45 PM
310	<b>miscellaneous</b> People are getting fatigued by hip Portland projects like bikes and food carts. Infrastructure is not flashy but it helps everyone.	8/25/2013 4:48 PM
311	<b>no comment</b> No.	8/25/2013 2:09 PM
312	<b>no comment</b> No	8/25/2013 1:28 PM
313	<b>miscellaneous</b> I appreciated the open house for Bybee light rail station and support the project looking forward with enthusiasm for opening. Also, thanks for Westmoreland park improvements. Time for a healthy stream! Regret neighborhood crank who loudly condemns all change even if for the good. Please count be as a supporter.	8/25/2013 10:50 AM
314	<b>status quo</b> I think Metro does a fair job of public engagement ... Its up to the public to respond ...	8/25/2013 9:37 AM
315	<b>miscellaneous</b> Listen and implement ideas from neighborhood meetings were Metro is proposing changes. If everyone in an area is against something that Metro is planing on doing, even after being shown why Metro is wanting to make the proposed change,	8/24/2013 10:45 PM
316	<b>advertise</b> <b>miscellaneous</b> More publicity and outreach	8/24/2013 10:16 PM
317	<b>Transparency/clarity/awar</b> Don't produce documents in "government speak" Eliminate verbage that reads like a legal document. Produce documents that the average 12th grade high school student will understand. In other words... plain English. I review the guide that provides the overview of public engagement and am sure you can do better. Make it as plain and uncomplicated as possible if you truly want peoples input in the process of METRO.	8/24/2013 8:01 PM
318	<b>miscellaneous</b> SHOW people WIFM	8/24/2013 7:04 PM
319	<b>research</b> Determine what services people from other cultures might be interested in. Then target those services to the neighborhood clusters of these cultures.	8/24/2013 6:44 PM
320	<b>no comment</b> no	8/24/2013 5:26 PM
321	<b>Mtgs outside city center</b> Public meeting at various locations in the Metro area.	8/24/2013 5:18 PM
322	<b>miscellaneous</b> I would hope the previous was clear.....	8/24/2013 10:54 AM
323	<b>miscellaneous</b> They need to listen and act accordingly. I, personally have had very negative experiences with Metro and Tri-met.	8/24/2013 10:54 AM
324	<b>Transparency/clarity/awar</b> Inform people on how they can get more involved. How can I?	8/24/2013 10:50 AM
325	<b>advertise</b> <b>miscellaneous</b> Radio public service announcements asking for feedback	8/24/2013 10:26 AM
326	<b>no comment</b> no	8/24/2013 10:16 AM
327	<b>miscellaneous</b> Always remember that you are working for the good of the public, not the good of Metro or other government entities.	8/24/2013 9:52 AM
328	<b>miscellaneous</b> Maintain existing services without forcing expansion on people who don't want it.	8/24/2013 9:45 AM



# Metro Public Engagement Guide survey

329	<b>advertise</b> <b>Different times/locations</b> a longer heads up on upcoming meetings, try a weekend meeting to include working people	8/24/2013 9:31 AM
330	<b>miscellaneous</b> Relax	8/24/2013 9:25 AM
331	<b>miscellaneous</b> Listen to and do what is in the best interests of all citizens and not what is in the best interest of the bureaucratic machine that is Metro	8/24/2013 8:25 AM
332	<b>miscellaneous</b> Continue to be out there requesting participation.	8/24/2013 8:05 AM
333	<b>open house/town hall</b> Public meetings	8/24/2013 7:36 AM
334	<b>miscellaneous</b> Keep on with green spaces. The number of people will only increase. The amount of open land cannot grow, so get all you can for the future.	8/24/2013 7:06 AM
335	<b>no comment</b> No, sorry	8/24/2013 6:20 AM
336	<b>no comment</b> No	8/23/2013 10:32 PM
337	<b>Mtgs outside city center</b> <b>partner w/ organizations</b> Have meeting with local groups in the affected areas.	8/23/2013 10:07 PM
338	<b>no comment</b> no	8/23/2013 8:17 PM
339	<b>Translation</b> <b>Transparency/clarity/awar</b> Assure that materials are translated at a fifth grade literacy level or less, use more graphics, realistic people who reflect the people you wish to engage.	8/23/2013 8:10 PM
340	<b>incentives/childcare</b> Make sure there is ample parking, on a major bus or MAX line, and offer door prizes and refreshments.	8/23/2013 7:49 PM
341	<b>Different times/locations</b> <b>Mtgs outside city center</b> remember that Metro is not just Portland...have meetings in the burbs and rural areas	8/23/2013 7:03 PM
342	<b>email/internet/Opt in</b> The online surveys have worked well for me.	8/23/2013 6:52 PM
343	<b>miscellaneous</b> Let us vote.	8/23/2013 6:31 PM
344	<b>no comment</b> No	8/23/2013 5:45 PM
345	<b>no comment</b> no	8/23/2013 5:32 PM
346	<b>miscellaneous</b> Only that Metro should do so with no additional budget expenditures and with no paid assistance of any outside agencies.	8/23/2013 4:51 PM
347	<b>miscellaneous</b> Advisory ballot measures	8/23/2013 4:13 PM
348	<b>social media</b> Consider Twitter town halls or webinars that can be reviewed at one's convince. Also use social media.	8/23/2013 3:36 PM
349	<b>no comment</b> Unknown	8/23/2013 3:26 PM
350	<b>miscellaneous</b> It depends on what type of engagement you're looking for. Are you looking for more people to show up for council meetings? Provide input on specific projects? It seems to me that Metro does a pretty great job already with connecting with people about recycling and hazmat programs by tabling at community events.	8/23/2013 2:56 PM
351	<b>no comment</b> No	8/23/2013 2:45 PM
352	<b>Mtgs outside city center</b> Take meetings into communities-- and discuss things of interest to them.	8/23/2013 12:34 PM
353	<b>no comment</b> No	8/23/2013 12:23 PM
354	<b>no comment</b> nope	8/23/2013 12:11 PM
355	<b>no comment</b> n/a	8/23/2013 12:01 PM
356	<b>research</b> Collect contact information whenever meeting with people in the region	8/23/2013 11:51 AM
357	<b>no comment</b> Not at this moment.	8/23/2013 11:21 AM
358	<b>miscellaneous</b> The self congratulations at the beginning of each meeting between the members has to go - its self serving and an insult to those attending the meetings.	8/23/2013 11:17 AM



# Metro Public Engagement Guide survey

359	<b>hire diverse staff</b> I think if you can take care of the suggestions I've left and start on those, or continue deeply on those (especially the in-house staff anti-oppression and anti-racism trainings) that will be an excellent contribution to building equity in the region. Metro is mostly staffed (in my observation) by anglo/euro-american people, that is not something to feel guilty about, but it's a great opportunity to create an agency of allies who meaningfully and honorably approach equity work. People are not ready to reveal bias and most will say, "I'm not racist", most of us never intend to be racist, but how can we address greater societal issues when our government employees harbor (however unintentional) internal bias. We need to break that open and talk about it. It will be very hard, but it will be very good.	8/23/2013 11:01 AM
360	<b>miscellaneous</b> Don't be discouraged by poor turnout.	8/23/2013 11:00 AM
361	<b>no comment</b> No.	8/23/2013 10:45 AM
362	<b>no comment</b> Don't know	8/23/2013 10:24 AM
363	<b>status quo</b> I think your online methods work well to reach a wide audience.	8/23/2013 9:50 AM
364	<b>miscellaneous</b> Make it fun, be sincere and make everyone feel excepted. Let the people know, "without everyone's individuals input this government will not work".	8/23/2013 9:31 AM
365	<b>miscellaneous</b> <b>Transparency/clarity/awar</b> Ensure that the topics have some relevance to other cultures	8/23/2013 9:29 AM
366	<b>no comment</b> No	8/23/2013 8:47 AM
367	<b>miscellaneous</b> I assume you have a dedicated team to review all the inputs and pursue more info re any specific actions that you see fruitful and possible.	8/23/2013 8:40 AM
368	<b>email/internet/Opt in</b> <b>mailings</b> <b>miscellaneous</b> Metro's website is not one I habitually look at - I need some kind of reminder that there is new information, etc. Find out what kind of media - mail, smartphone, etc - that people regularly use and see if you can get them information or direct them to the web site that way.	8/23/2013 8:22 AM
369	<b>partner w/ organizations</b> Come to the Boring CPO meetings.	8/23/2013 8:12 AM
370	<b>no comment</b> not really	8/23/2013 7:15 AM
371	<b>partner w/ organizations</b> Invite citizens to participate in community clean-up programs like Wilsonville's annual WERK Day.	8/23/2013 6:47 AM
372	<b>no comment</b> No	8/23/2013 5:33 AM
373	<b>email/internet/Opt in</b> I like these email connection surveys	8/23/2013 12:19 AM
374	<b>Mtgs outside city center</b> <b>region-public places</b> Have some in neighborhood parks.	8/22/2013 11:13 PM
375	<b>no comment</b> no	8/22/2013 10:13 PM
376	<b>open house/town hall</b> Conduct open houses and talk about what Metro does.	8/22/2013 9:58 PM
377	<b>no comment</b> no	8/22/2013 9:32 PM
378	<b>partner w/ organizations</b> Same as with grassroots environmental groups, teensy businesses, etc....so they can increase capacity and your creativity, collaborate!	8/22/2013 9:31 PM
379	<b>miscellaneous</b> I would like to see a physical presence that equaled the virtual presence.	8/22/2013 9:31 PM
380	<b>miscellaneous</b> yep, get rid of metro	8/22/2013 9:13 PM
381	<b>no comment</b> Nope	8/22/2013 8:32 PM
382	<b>miscellaneous</b> I think the people who lead the activities I have attended are friendly and knowledgeable and keep me coming back.	8/22/2013 8:21 PM
383	<b>status quo</b> your doing just fine	8/22/2013 8:14 PM
384	<b>no comment</b> No	8/22/2013 7:54 PM
385	<b>advertise</b> <b>miscellaneous</b> have a virtual suggestuion box. advertise it on the busses, max & billboards	8/22/2013 7:14 PM
386	<b>no comment</b> n/a	8/22/2013 6:47 PM
387	<b>email/internet/Opt in</b> Continue to reach out by email and generally on the Web	8/22/2013 6:33 PM
388	<b>miscellaneous</b> Keep your mind open, listen to all sides.	8/22/2013 6:15 PM
389	<b>miscellaneous</b> its gonna be difficult!!!!	8/22/2013 5:59 PM
390	<b>miscellaneous</b> Be more visible and approachable in the community.	8/22/2013 5:56 PM

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391	<b>no comment</b> none	8/22/2013 5:56 PM
392	<b>miscellaneous</b> Tell Jeff Cogen to keep his zipper up and his dick in, while dealing with Metro employees.	8/22/2013 5:51 PM
393	<b>region-public places</b> In addition to my above suggestions you could reach out with information and ask questions at the DMV, The DEQ, bus stops, and on walking and biking routes, bridges.	8/22/2013 5:45 PM
394	<b>miscellaneous</b> I have been happy	8/22/2013 5:44 PM
395	<b>no comment</b> Not at the moment!	8/22/2013 5:35 PM
396	<b>Transparency/clarity/awar</b> Despite Metro's earnest desires, it is still a vague and hard-to-understand entity for most people, I think. People have only limited bandwidth for local politics. They probably keep up with their own city; they may have an idea about their county; but asking them to put Metro high on their radar is probably asking too much. your efforts to achieve a higher profile may be in vain.	8/22/2013 5:24 PM
397	<b>incentives/childcare</b> Contests -- t-shirts -- hats -- I don't know. Free/cheap hot dogs.	8/22/2013 5:06 PM
398	<b>miscellaneous</b> be willing to hear things that aren't part of your pre-existing world.	8/22/2013 4:59 PM
399	<b>advertise</b> <b>Mtgs outside city center</b> communicate where meetings will be or go to different parts of the area to hold meetings.	8/22/2013 4:54 PM
400	<b>status quo</b> No, I think Metro does a pretty good job of reaching out to the public.	8/22/2013 4:29 PM
401	<b>Transparency/clarity/awar</b> Considering the variety of your activities and the welter of communication techniques in play today, you do very well - if people pay attention. For the rest, try to frame your issues/questions in a very straightforward way, the way you might put it to a friend or a seatmate on a train rather than in policy-speak.	8/22/2013 4:26 PM
402	<b>Transparency/clarity/awar</b> Lots of transparency	8/22/2013 4:22 PM
403	<b>email/internet/Opt in</b> Once you have a email list that is a good working sample of the population, ask for comment and opinion.	8/22/2013 3:59 PM
404	<b>no comment</b> Unfortunately, no!	8/22/2013 3:51 PM
405	<b>miscellaneous</b> Hind sight is 20/20 and Metro may have tried this but for the Regional Active Transportation Stakeholders Committee it would have been great if some of the local jurisdiction representatives, meaning political folks, e.g. mayor, council members, county board members, etc. (other than staff) had been on the committee.	8/22/2013 3:15 PM
406	<b>no comment</b> none. thank you for asking. F.X.Rosica Portland	8/22/2013 3:14 PM
407	<b>no comment</b> Not really	8/22/2013 3:08 PM
408	<b>no comment</b> no	8/22/2013 3:02 PM
409	<b>advertise</b> make sure adequate notification is given to the public	8/22/2013 2:48 PM
410	<b>partner w/ organizations</b> Attend meetings of the different Neighborhood Associations that are effected by Metro's decisions.	8/22/2013 2:35 PM
411	<b>involve youth/children</b> <b>miscellaneous</b> <b>Mtgs outside city center</b> We on the East side of town feel left out of things of sort. We have a lot of elderly people in this side of town and many of them do not get or want to get involved in a younger generation society.	8/22/2013 2:29 PM
412	<b>miscellaneous</b> maybe a yearly roundup with something to draw people to the event	8/22/2013 2:28 PM
413	<b>no comment</b> no	8/22/2013 2:17 PM
414	<b>no comment</b> no	8/22/2013 2:06 PM
415	<b>email/internet/Opt in</b> I love this wonderful survey way. I have learned of so many different things you are doing because of it.	8/22/2013 1:57 PM
416	<b>miscellaneous</b> <b>research</b> Ask first: do you want this issue as an option on the table or do you want to toss this issue. Ask for each issue, like the "new" hotel. I do not want this hotel to be considered. I would like to see Metro dissolved, as all Metro does is spend my money.	8/22/2013 1:52 PM
417	<b>advertise</b> It's really up to the citizenry to be open to engagement. I don't really see or hear very much about Metro on the tv news or newspaper. Maybe just become more visible	8/22/2013 1:48 PM
418	<b>region-public places</b> <b>Translation</b> consider coming to a high school football game with information is several languages?	8/22/2013 1:14 PM

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419	<b>Inform how input used</b> I spent a number of years serving on a PDC PAC. It ended up being a complete waste of time because they (the PDC) wasn't actually interested in our feedback, just our involvement, so that they could make the claim that the public was involved. Avoid that.	8/22/2013 1:05 PM
420	<b>no comment</b> No	8/22/2013 1:00 PM
421	<b>no comment</b> No	8/22/2013 12:53 PM
422	<b>social media</b> Improve your Facebook presence! You could be posting more often...asking interactive questions of your followers...providing a mix of tips/events/profiles of Metro employees who are "here to help"/etc.	8/22/2013 12:47 PM
423	<b>Transparency/clarity/awar</b> If you are a part of something let people know your behind it.	8/22/2013 12:39 PM
424	<b>no comment</b> No.	8/22/2013 12:11 PM
425	<b>region-public places</b> How about sending a rep to make a quick announcement at venues where you have 100s or 1000s of people captive already (OR Symphony concerts, Blazer games, etc.) or provide a digital "slide" with the information to be projected on stage before the program begins. For younger audiences, create game apps that offer choices that would provide feedback	8/22/2013 12:10 PM
426	<b>advertise</b> <b>region-public places</b> Getting the word out through every type of media and possibly through grocery stores - just about everyone finds themselves in one with some regularity.	8/22/2013 12:02 PM
427	<b>no comment</b> Not at this time.	8/22/2013 11:58 AM
428	<b>miscellaneous</b> <b>research</b> Consider hosting a focus group discussion with a local chapter of Public Information employees from both private, public and non-profits to discuss and suggest how Metro today can improve their public engagement work as they are on the cutting edge of this need and likely struggle with the same.	8/22/2013 11:54 AM
429	<b>Transparency/clarity/awar</b> become a truly public, open entity	8/22/2013 11:52 AM
430	<b>miscellaneous</b> I'm not even sure how I got on this list in the first place and even though I'm in the architecture/development community, I still feel disconnected/like I have to go through red tape to even know what's going on until it's too late. Have some sort of throw-down session where you throw ideas out like those I wrote in 2 & 3	8/22/2013 11:42 AM
431	<b>miscellaneous</b> it might be nice to have suggestion boxes or comment collection in or at parks or maybe with every Metro vehicle where individuals have a way to easily give feedback?	8/22/2013 11:32 AM
432	<b>miscellaneous</b> Metro can improve on public engagement by actually listening to the public and not coming in with a predetermined plan. The engagement should not be to placate the citizens. Metro does NOT know best. Nearly every layer of government thinks they know best, especially when it comes to planning and development. Unfortunately, nearly every plan put into place is pushing some agenda that least serves the most people.	8/22/2013 11:30 AM
433	<b>no comment</b> No.	8/22/2013 11:28 AM
434	<b>incentives/childcare</b> Food usually works as a gathering tool.	8/22/2013 11:24 AM
435	<b>no comment</b> no	8/22/2013 11:15 AM
436	<b>miscellaneous</b> <b>Mtgs outside city center</b> Do what Carlotta does so well for us in unincorporated North Clackamas County - attend, engage and report at Community Planing Orgs, ACT as a information/resource coordinator, ombutsperson, etc.	8/22/2013 11:12 AM
437	<b>status quo</b> your doing a good job already	8/22/2013 11:08 AM
438	<b>no comment</b> no	8/22/2013 11:08 AM
439	<b>miscellaneous</b> Remember many of us enjoy the activities, but dont necessarily raise our voices.	8/22/2013 11:04 AM
440	<b>advertise</b> <b>email/internet/Opt in</b> <b>Inform how input used</b> <b>miscellaneous</b> <b>news roundup newsletter</b> <b>Transparency/clarity/awar</b> Periodically let us know via email what comes from the surveys we participate in. What the citizenry's opinions are, collectively... And what metro did next with that info. I don't read The Oregonian. I do listen to OPB, and I am actively seeking out news, emails, etc., on my laptop and mobile devices several times a day. Cross-merchandise where people can go to learn more. Be specific. Provide specific calls-to-action....(Not general "learn more")... Drive people to specific online resources... And be prepared to repeat this frequently, as we're all time-shifting and busy and need reminders.	8/22/2013 11:03 AM
441	<b>no comment</b> no	8/22/2013 11:02 AM
442	<b>email/internet/Opt in</b> The surveys need to be shorter.	8/22/2013 10:46 AM

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443	<b>email/internet/Opt in</b> Many of us get our news on-line or by email. Announcements for special events don't necessarily reach us via newspapers or announcements on radio or TV.	8/22/2013 10:44 AM
444	<b>Transparency/clarity/awar</b> Many people are not aware of the issues/problems that effect them.	8/22/2013 10:42 AM
445	<b>Transparency/clarity/awar</b> What are metro's ideas?	8/22/2013 10:22 AM
446	<b>Transparency/clarity/awar</b> I still think many of my well-educated friends have really no idea what metro is or what its mission is - finding a good messaging campaign that explains that is a challenge though.	8/22/2013 10:22 AM
447	<b>region-public places</b> get out into the community--don't expect them to come to you!	8/22/2013 10:20 AM
448	<b>email/internet/Opt in</b> No. Opt-in surveys are good but I'm not sure they are used at all.	8/22/2013 10:17 AM
449	<b>miscellaneous</b> You could start by making your questions a little more specific i.e. in question one define what you mean by interacting with Metro. Would merely completing this survey qualify?	8/22/2013 10:12 AM
450	<b>Inform how input used</b> <b>Transparency/clarity/awar</b> Provide documented feedback from these engagements directly to the participants. That way every knows if you're on the same page. If you don't it would appear less than transparent and that you do so by design.	8/22/2013 10:11 AM
451	<b>miscellaneous</b> Consolidation of efforts among government agencies makes sense given financial constraints and difficulty of participants to distinguish among various projects.	8/22/2013 10:10 AM
452	<b>region-public places</b> sporting events, a table set up with questions to fill out and return to the table.	8/22/2013 10:09 AM
453	<b>partner w/ organizations</b> <b>region-public places</b> Do drop in type presentations at Senior and Community Centers.	8/22/2013 10:09 AM
454	<b>miscellaneous</b> Fire Jim Middaugh	8/22/2013 10:08 AM
455	<b>Transparency/clarity/awar</b> Let people know what Metro actually *does*. I think that many people simply don't know what Metro is, other than the Zoo and the Dump.	8/22/2013 10:07 AM
456	<b>Inform how input used</b> <b>Transparency/clarity/awar</b> When you receive public comment and disagree, take the time and effort to provide an honest explanation of why you disagree.	8/22/2013 10:05 AM
457	<b>incentives/childcare</b> <b>miscellaneous</b> <b>region-public places</b> Celebrate your assets - have a fair day or some sort of "Celebrate Theatre" and "Celebrate the Zoo" and a "Recycling Open House", "Park Tours with Garden Education". Just don't require people to do registration, etc. Maybe find existing activities that will allow your presence to ENHANCE the activities. Again - a talking politician at a booth in a Farmers' Market isn't going to make it, but a Recycling booth with free recycled thingummies may just engage. Portland area runs pretty well on its own and we are all very busy - gotta get yourselves out there more...	8/22/2013 10:03 AM
458	<b>no comment</b> No	8/22/2013 9:44 AM
459	<b>no comment</b> Nope.	8/22/2013 9:44 AM
460	<b>Transparency/clarity/awar</b> I don't understand why Metro exists in the first place. Nothing Metro does could not be undertaken by cities, counties, or a host of other entities.	8/22/2013 9:39 AM
461	<b>no comment</b> Not at this time.	8/22/2013 9:34 AM
462	<b>miscellaneous</b> Let the public discussion start before you are committed to projects. It's a slap in the face when the end game is decided.	8/22/2013 9:33 AM
463	<b>no comment</b> No	8/22/2013 9:27 AM
464	<b>advertise</b> Keep asking for feedback. Publicize feedback opportunities and let anyone respond.	8/22/2013 9:19 AM
465	<b>miscellaneous</b> No. People have to make some effort too. Good luck with that.	8/22/2013 9:17 AM
466	<b>Transparency/clarity/awar</b> I think being very transparency and direct communication is important for citizens to want to engage. I would imagine many citizens have a negative image of public employees, so personal integrity and friendliness would be necessary for any Metro representatives who engage with the public.	8/22/2013 9:15 AM
467	<b>advertise</b> public service announcements on radio and TV	8/22/2013 9:10 AM
468	<b>advertise</b> Get some positive press, rather than the negative headlines that stay imprinted in our minds	8/22/2013 9:06 AM
469	<b>advertise</b> Solicit PR outreach via radio, newspaper, internet. PR=free advertising. I don not want the Agency to use tax dollars to advertise.	8/22/2013 9:04 AM
470	<b>email/internet/Opt in</b> <b>region-public places</b> emails can be ineffective....need that personal contact	8/22/2013 9:03 AM

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471	<b>Inform how input used</b> <b>Transparency/clarity/awar</b> Make them meaningful. Too often I have gone to meetings where it was clear that we were being given an opportunity to speak, but it was even more clear that nobody was listening, or cared about anything other than the meeting ending. It seems often that the meetings are just to fulfill a checkoff list, not for meaningful mutual learning about needs and practicalities.	8/22/2013 9:02 AM
472	<b>miscellaneous</b> disband this needless layer of government	8/22/2013 9:00 AM
473	<b>advertise</b> <b>email/internet/Opt in</b> Keep putting out the word about this tool (Opt-In).	8/22/2013 9:00 AM
474	<b>email/internet/Opt in</b> Do some thinking: don't you realize that your regular survey participants represent only a sliver of the community?	8/22/2013 9:00 AM
475	<b>advertise</b> Publicity is very hard to find. You have to spend quite a while searching the Metro pages if you want to get involved in any way. Put up some banners! Take out an ad on the outside of a Trimet vehicle! Advertise yourselves	8/22/2013 8:59 AM
476	<b>miscellaneous</b> Make it fun to participate	8/22/2013 8:58 AM
477	<b>advertise</b> Strong media contact	8/22/2013 8:53 AM
478	<b>region-public places</b> quarterly local forums at libraries/schools	8/22/2013 8:53 AM
479	<b>miscellaneous</b> Emphasize the importance of being an active contributor to decisions affecting everyone's life in the Metro area plus recognize potential difficulties impacting those decisions. But participation is important either way.	8/22/2013 8:51 AM
480	<b>miscellaneous</b> <b>region-public places</b> Something fun and free that people like .... and have information there that they can pick up, Your own staff being really well informed so they can pass on information to the public and their friends when the occassion arises.	8/22/2013 8:49 AM
481	<b>miscellaneous</b> No, other than stated above. Just go about your business and stop wasting money worrying about "inclusion" and "engagement." It's BS	8/22/2013 8:47 AM
482	<b>region-public places</b> Be present at many different community events (e.g., Sunday Parkways, street fairs, benefits)	8/22/2013 8:44 AM
483	<b>Mtgs outside city center</b> In general, Metro is perceived as catering to the political leanings of folks that live in inner east Portland and NW Portland. Everyone else just needs to get out of the way. Take a serious stab at working WITH the great unwashed masses east of I-205, or (as I've heard some at Metro refer to them) "those crazies in Clackamas County", or the republican leaning Washington County.	8/22/2013 8:44 AM
484	<b>miscellaneous</b> Don't play long-winded commercials during movies in the park when families with young children just want to watch a movie... or start the commercials earlier.	8/22/2013 8:42 AM
485	<b>miscellaneous</b> Listen to communities of color	8/22/2013 8:40 AM
486	<b>no comment</b> No.	8/22/2013 8:38 AM
487	<b>no comment</b> no	8/22/2013 8:34 AM
488	<b>Transparency/clarity/awar</b> One issue that I have seen is that people (including myself) just don't feel connected to Metro. I relate well to my city's elected officials and the county, but who the heck is Metro? I don't know who my rep is. Actually I think that is a big piece of it - my state reps are constantly trying to keep me updated and engage me, but my Metro rep doesn't. I just hear from the big Metro organization.	8/22/2013 8:32 AM
489	<b>status quo</b> You guys are doing fine in that respect.	8/22/2013 8:30 AM
490	<b>no comment</b> See answer #3.	8/22/2013 8:24 AM
491	<b>no comment</b> no	8/22/2013 8:24 AM
492	<b>open house/town hall</b> More town meetings.	8/22/2013 8:24 AM
493	<b>no comment</b> Not at this time	8/22/2013 8:19 AM
494	<b>region-public places</b> Place booths aimed toward informing the public of Metro's most pressing objectives at local festivals.	8/22/2013 8:17 AM
495	<b>miscellaneous</b> people have to feel they are part of the solution, that is not the case now.	8/22/2013 8:11 AM
496	<b>no comment</b> None	8/22/2013 8:10 AM
497	<b>miscellaneous</b> Those who really care will attend the meetings. Those who complain will probably continue to do so.	8/22/2013 8:10 AM

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498	<b>miscellaneous</b> <b>region-public places</b> I mostly read the Oregonian and watch TV news, but most other renters in my area probably do neither and neither do immigrants and the poor. East Portland Community Center and other centers, stores, parks and libraries where lots of people go might help. We all need to care about regional quality of life. Many people are tuned out to things like Port of Portland building on natural areas, and other issues. I wish I had more time and energy to participate as I get closer to retirement age.	8/22/2013 8:06 AM
499	<b>no comment</b> No	8/22/2013 8:05 AM
500	<b>Inform how input used</b> I'd love to know how public comments have actually influenced policy decisions.	8/22/2013 8:04 AM
501	<b>advertise</b> <b>email/internet/Opt in</b> Articles in papers, websites about stuff and surveys.	8/22/2013 8:02 AM
502	<b>miscellaneous</b> Listen rather than talk.	8/22/2013 8:00 AM
503	<b>Transparency/clarity/awar</b> Get in front of people to explain what exacty Metro oversees and does. We all know the term Metro, but all of the activities that they oversee are hard to get your arms around.	8/22/2013 8:00 AM
504	<b>miscellaneous</b> I volunteer atLeach Garden in East County and we have just now started to see people from different cultures coming to visit. We have done some mailings and some advertising in East Countynewspapers. ade things available for their children that are cheap or free.	8/22/2013 7:59 AM
505	<b>Transparency/clarity/awar</b> does anyone know where your headquarters bldg even is?	8/22/2013 7:57 AM
506	<b>no comment</b> See above.	8/22/2013 7:56 AM
507	<b>mailings</b> Perhaps reaching out to those who actually use public transportation would be a good choice.	8/22/2013 7:49 AM
508	<b>partner w/ organizations</b> Building partnerships with community organizations rooted in target audiences will be key to developing authentic outreach opportunities.	8/22/2013 7:48 AM
509	<b>email/internet/Opt in</b> I enjoy taking these to see what ideas Metro is considering.	8/22/2013 7:46 AM
510	<b>partner w/ organizations</b> <b>region-public places</b> Attend community events	8/22/2013 7:43 AM
511	<b>Transparency/clarity/awar</b> Write the questions more inclusively. Some of the questions aren't applicable/answerable to people who aren't "mainstream".	8/22/2013 7:39 AM
512	<b>no comment</b> No.	8/22/2013 7:39 AM
513	<b>Different times/locations</b> Have alternate times & locations to gather more than a specific sampling of residents.	8/22/2013 7:35 AM
514	<b>miscellaneous</b> Dissolve Metro. It is a layer of government we do not need.	8/22/2013 7:33 AM
515	<b>Transparency/clarity/awar</b> A truly open and available process for comment and dissent.	8/22/2013 7:29 AM
516	<b>miscellaneous</b> Just because people disagree with you doesn't mean they are wrong. Look at all sides & invite interests from all sides to participate.	8/22/2013 7:26 AM
517	<b>Inform how input used</b> Propose specific actions. Don't just ask for general advice.	8/22/2013 7:16 AM
518	<b>advertise</b> Articles in newspapers.	8/22/2013 6:57 AM
519	<b>status quo</b> You do a great job - keep it up! You have amazing public affairs staff and policy staff.	8/22/2013 6:52 AM
520	<b>advertise</b> Start a cool ad campaign like the one recently used for the new Oregon medical insurance exchange.	8/22/2013 6:47 AM
521	<b>miscellaneous</b> If Metro could focus on one or two things to do well, instead of trying to lead every trend, the public may be able to focus as well.	8/22/2013 6:36 AM
522	<b>miscellaneous</b> Overall, I believe Metro does a good job with public engagement. The biggest issue Metro will continue to face is making the engagement MEANINGFUL - i.e., is Metro truly soliciting feedback that will be given thoughtful consideration and incorporated - or- is the public engagement just a tool to inform people what Metro is doing, or going to do? All too often it is the latter.	8/22/2013 6:35 AM
523	<b>no comment</b> no	8/22/2013 6:30 AM
524	<b>no comment</b> don't know	8/22/2013 6:21 AM
525	<b>advertise</b> <b>mailings</b> Spend less money on mailing and billboards. Expensive. People throw out mailings.	8/22/2013 6:08 AM



# Metro Public Engagement Guide survey

526	<b>miscellaneous</b> Your public hearings are just for show, to let people blow off steam. Viewpoints which are contrary to Metro's ideology are dismissed and disregarded. Listen to what your critics have to say; they have much to offer if you're willing to listen.	8/22/2013 5:53 AM
527	<b>no comment</b> no	8/22/2013 4:17 AM
528	<b>miscellaneous</b> Tell me what you are doing now and I'll give you feedback	8/22/2013 3:20 AM
529	<b>advertise</b> Raido adds inviting and specific areas.	8/22/2013 3:10 AM
530	<b>email/internet/Opt in</b> <b>miscellaneous</b> Waste management website content needs to be upgraded with "I've got 'x' material. How do I correctly dispose of it?" I still don't have a good answer for common flashlight batteries.	8/22/2013 1:23 AM
531	<b>no comment</b> already answered this.	8/22/2013 1:18 AM
532	<b>no comment</b> No	8/22/2013 1:16 AM
533	<b>miscellaneous</b> Make sure everyone has access to the activities.	8/22/2013 12:52 AM
534	<b>Inform how input used</b> People only want to participate if try feel it will benefit them or someone ese. People feel at this time that their input won't make a difference. Or, they are apathetic.	8/22/2013 12:44 AM
535	<b>status quo</b> No, I think they have done more than enough. Its not rocket science.	8/22/2013 12:29 AM
536	<b>advertise</b> Billboards throughout the metro region, showing what METRO has done: show Oxbow Park, show a toxic recycling facility, show in vivid pictures the actual human interface: where METRO aids the people of tour region	8/22/2013 12:27 AM
537	<b>advertise</b> <b>miscellaneous</b> We want to see you interacting with the public on the news and TV.	8/22/2013 12:18 AM
538	<b>no comment</b> no	8/21/2013 11:50 PM
539	<b>email/internet/Opt in</b> don't limit surveys to choices--often what I feel is not represented	8/21/2013 11:49 PM
540	<b>Different times/locations</b> Evening meetings	8/21/2013 11:39 PM
541	<b>miscellaneous</b> don't give up; continue to interact and try new approaches. What works now may not work in the future.	8/21/2013 11:23 PM
542	<b>no comment</b> not as of yet	8/21/2013 11:11 PM
543	<b>no comment</b> none	8/21/2013 11:05 PM
544	<b>miscellaneous</b> To be honest I only hear about Metro when there is a "problem" or when there is a funding measure on the ballot	8/21/2013 11:05 PM
545	<b>miscellaneous</b> In one college class I took, the professor discussed how low income people are more likely to respond to surveys when asked on the street, vs wealthier people who often do not respond. So, balancing more online participation by wealthier people with methods that are more effective with poorer people is important.	8/21/2013 11:05 PM
546	<b>miscellaneous</b> The citizens who respond are those most interested but you cannot eliminate those who do not respond. I will try to take surveys.	8/21/2013 11:03 PM
547	<b>Inform how input used</b> Aside from making comment opportunities (on line is fine, see above) every time you adopt a policy in response to public surveys or comments, suggestions you receive by letter or in public meetings, your press release must make it clear that the policy was adopted in response to users' suggestions. That way, if you're honest about it, don't manufacture public input yourselves, your customers will get the idea that it pays to talk to you.	8/21/2013 10:59 PM
548	<b>advertise</b> Publicize information and projects on the tv or in newspaper	8/21/2013 10:59 PM
549	<b>no comment</b> No	8/21/2013 10:57 PM
550	<b>email/internet/Opt in</b> <b>region-public places</b> Don't count on Internet. Go to where the people are, like transit, information booths, kiosks.	8/21/2013 10:55 PM
551	<b>status quo</b> Keep up the good work.	8/21/2013 10:50 PM
552	<b>Mtgs outside city center</b> Have some hearings all over the METRO area and not just at your HQ. Some people actually live in Gresham or Hillsboro and not just downtown	8/21/2013 10:46 PM
553	<b>miscellaneous</b> In my community we do hear much about Metro and often think of it in conjunction with tri-met and the max trains.	8/21/2013 10:44 PM



# Metro Public Engagement Guide survey

554	<b>miscellaneous</b> Remind people of your successes, unique ability to consider input from all stakeholders, genuine focus on improving livability in our community, then ask for "your valuable insight and input"	8/21/2013 10:40 PM
555	<b>miscellaneous</b> I don't believe that you really care what I think or what I want.	8/21/2013 10:34 PM
556	<b>miscellaneous</b> Honestly, Metro is doing a lousy job when it comes to engaging the working class. And I doubt they are really interested or they would have tried by now.	8/21/2013 10:31 PM
557	<b>advertise</b> place info in Willamette Weekly	8/21/2013 10:29 PM
558	<b>email/internet/Opt in</b> <b>Inform how input used</b> I never get feedback from Metro, I take these little surveys and never hear what the results are, why is that?	8/21/2013 10:29 PM
559	<b>advertise</b> advanced notice	8/21/2013 10:29 PM
560	<b>partner w/ organizations</b> <b>region-public places</b> neighborhood meetings, info booths at Farmers markets , public events	8/21/2013 10:26 PM
561	<b>miscellaneous</b> include the whole population	8/21/2013 10:19 PM
562	<b>involve youth/children</b> <b>partner w/ organizations</b> use colleges and universities as outreach collaborators	8/21/2013 10:19 PM
563	<b>miscellaneous</b> stop signing off on measures that encourage gentrification of communities of color. get actively involved in low-income housing and transport development	8/21/2013 10:16 PM
564	<b>partner w/ organizations</b> Contact Beaverton's Neighborhood Associations to present details of programs.	8/21/2013 10:13 PM
565	<b>miscellaneous</b> Continue to reach out and make frequent reassessments of the areas. Seek input from groups frequently.	8/21/2013 10:11 PM
566	<b>region-public places</b> Spend less time in the office and more time in the neighborhoods.	8/21/2013 10:10 PM
567	<b>miscellaneous</b> not sure what all your activities are.	8/21/2013 10:08 PM
568	<b>Transparency/clarity/awar</b> I have some idea why you exist but it would be helpful to include a one-sentence purpose of your existence.	8/21/2013 10:07 PM
569	<b>Mtgs outside city center</b> <b>partner w/ organizations</b> Is there a Regional Arts Council for Hillsboro and/or the Metro area that is not focused on Portland? That might help. Support them and their activities.	8/21/2013 10:06 PM
570	<b>miscellaneous</b> Don't charge to use parks such as Oxboe Park.	8/21/2013 10:06 PM
571	<b>Different times/locations</b> have public input sessions at times and places where working people can attend. For example, daytime meetings at metro HQ are not feasible.	8/21/2013 10:02 PM
572	<b>email/internet/Opt in</b> Enhance online feedback and outreach tools to make it easier for interested citizens to be alerted to updates on current issues they care about.	8/21/2013 10:01 PM
573	<b>Transparency/clarity/awar</b> Tell us why we have to have a 2nd government entity to do the job that our current government should be doing!	8/21/2013 9:58 PM
574	<b>miscellaneous</b> This survey insults me.	8/21/2013 9:50 PM
575	<b>no comment</b> no	8/21/2013 9:48 PM
576	<b>no comment</b> no	8/21/2013 9:47 PM
577	<b>miscellaneous</b> stop spending money; just keep roads in good condition	8/21/2013 9:46 PM
578	<b>Transparency/clarity/awar</b> I'm pretty sure most people still don't know what Metro is, who the elected officials are, what they do and why. About the same for most governmental entities though.....	8/21/2013 9:45 PM
579	<b>miscellaneous</b> <b>Mtgs outside city center</b> Get out from behind your desk and walk in neighborhoods - face to face contact, real conversations.	8/21/2013 9:43 PM
580	<b>email/internet/Opt in</b> Utilize a web based interface.	8/21/2013 9:42 PM
581	<b>miscellaneous</b> fire all the metro board and give us back the money you waste on them	8/21/2013 9:40 PM
582	<b>miscellaneous</b> Less control and let the free market work with only necessary regulations and taxes to keep citizens safe and able to prosper.	8/21/2013 9:39 PM
583	<b>partner w/ organizations</b> Piggyback on existing events- go to bike/ped stuff, the Big Float, the Bite, etc Do some PR work- sell the idea that planning matters to everyone	8/21/2013 9:39 PM
584	<b>miscellaneous</b> Ask not what the community can do for you; ask what you can do for the community.	8/21/2013 9:34 PM

# Metro Public Engagement Guide survey

585	<b>miscellaneous</b> This is a simple-minded (almost insulting) set of "questions" - surely, in a time of "Courageous Conversations" and "Race Talk" meetings, you can do better than this.	8/21/2013 9:33 PM
586	<b>no comment</b> No	8/21/2013 9:31 PM
587	<b>region-public places</b> Hand-carry questionnaires to youth basketball games throughout the region. Talk to people. Personally engage or get off the pot.	8/21/2013 9:29 PM
588	<b>email/internet/Opt in</b> Continue to do the on line surveys	8/21/2013 9:28 PM
589	<b>no comment</b> No	8/21/2013 9:24 PM
590	<b>miscellaneous</b> Quit thinking you have all the answers, listen to the public, and not just the chosen public	8/21/2013 9:24 PM
591	<b>no comment</b> no	8/21/2013 9:22 PM
592	<b>no comment</b> Not at this time.	8/21/2013 9:22 PM
593	<b>mailings</b> Use mailers.	8/21/2013 9:20 PM
594	<b>mailings</b> <b>miscellaneous</b> Provide short paper surveys in both public & private locations for various populations that do not have access to Internet.	8/21/2013 9:18 PM
595	<b>Different times/locations</b> <b>email/internet/Opt in</b> Hold more than one meeting on each topic. Also allow for online input from those not able to get to a meeting.	8/21/2013 9:17 PM
596	<b>no comment</b> No	8/21/2013 9:15 PM
597	<b>Transparency/clarity/awar</b> Metro seems like a big govt agency in a concrete building somewhere. Put a personal face on it.	8/21/2013 9:12 PM
598	<b>miscellaneous</b> Somehow you have been co-opted by consultants about what to do; so much of this is common sense. Surveys may satisfy the auditor's needs to have what you are doing but are not the doing. By this time in the 21st century all of this should be second nature. Since it does not seem to be I worry about what else Metro is not doing. Surveys are not your most important product. Having consulted for public sector agencies at one time I find you are way behind standard practice but probably don't know it.	8/21/2013 9:11 PM
599	<b>miscellaneous</b> make them fun	8/21/2013 9:04 PM
600	<b>Inform how input used</b> make people feel what they say is important and may lead to changes.	8/21/2013 9:03 PM
601	<b>Inform how input used</b> <b>miscellaneous</b> Don't make people feel like their comments are irrelevant. Engage them before the final decision is made.	8/21/2013 9:01 PM
602	<b>miscellaneous</b> Our youngest daughter has brain damage, and therefore her abilities can be a bit spotty. We aren't the only parents in this situation - and of course there are many adults who have cognitive issues. We want her to be as independent as she can be. It would be nice to have a pamphlet or some information about what metro offers for the cognitively challenged. She can ask the bus driver to tell her which is the correct stop, but that puts a lot on the bus driver's memory. Perhaps if she had a note or token to give the bus driver letting him/her know that she had challenges and needed help finding her stop, that would be wonderful. That would probably be helpful for recent immigrants as well.	8/21/2013 8:59 PM
603	<b>no comment</b> no	8/21/2013 8:55 PM
604	<b>email/internet/Opt in</b> No, internet is the best method.	8/21/2013 8:53 PM
605	<b>partner w/ organizations</b> <b>region-public places</b> Be present at community events not just the big ones.	8/21/2013 8:53 PM
606	<b>Inform how input used</b> Print results in the local papers.	8/21/2013 8:52 PM
607	<b>miscellaneous</b> provide opportunities for active citizens to actually be involved in Metro planning. We want Nathalie Darcy back on MPAC. Nathalie was in touch with the public and could bring forward the view of the citizens, including those from different cultures and backgrounds, much better than any elected officials.	8/21/2013 8:51 PM
608	<b>Transparency/clarity/awar</b> No more acronyms ever!!	8/21/2013 8:48 PM
609	<b>Transparency/clarity/awar</b> Be more common man language, not so professional.. I am college graduated, I comprehend.. But many don't follow the speaking, its not ' we wanna do this, that and uh, huh, what yall think?'	8/21/2013 8:48 PM
610	<b>miscellaneous</b> I don't know	8/21/2013 8:45 PM

# Metro Public Engagement Guide survey

611	<b>miscellaneous</b> Be sure you are making decisions for all the metro residents, which are mostly white and very American. I want a transit system that works for minorities, not one that's tailored for them.	8/21/2013 8:42 PM
612	<b>miscellaneous</b> Can the convention center hotel.	8/21/2013 8:37 PM
613	<b>advertise</b> <b>create an app</b> <b>email/internet/Opt in</b> <b>miscellaneous</b> Provide a variety of methods to reach people. The majority of poor people in the region don't have access to the internet at home. Consider using television, local newspapers and Smart Mobile applications to reach people with Metro's messages.	8/21/2013 8:36 PM
614	<b>no comment</b> No	8/21/2013 8:33 PM
615	<b>Inform how input used</b> Make sure that the engagement results in measurable results.	8/21/2013 8:33 PM
616	<b>miscellaneous</b> The Columbia crossing fiasco is a shame and now a waste of the planning money, try to recoup it , or lowqewr fares on tri met so more can afford the 5 dollars a day if you use it to ride to work, make it more accessible.	8/21/2013 8:32 PM
617	<b>no comment</b> no	8/21/2013 8:31 PM
618	<b>region-public places</b> Go to where the people are. Don't rely on a single method of communication.	8/21/2013 8:31 PM
619	<b>miscellaneous</b> The same news commitment with all problems.	8/21/2013 8:26 PM
620	<b>miscellaneous</b> PISS OFF	8/21/2013 8:25 PM
621	<b>advertise</b> <b>region-public places</b> Perhaps information on TV stations or programs they would be likely to see. Show up at neighborhood activities and engage them in conversation at an information booth or table.	8/21/2013 8:25 PM
622	<b>no comment</b> No	8/21/2013 8:23 PM
623	<b>Transparency/clarity/awar</b> What exactly do you do...? Are you really that necessary given the fact that we have city government, and county government... Maybe you should make people aware of your role, and why it matters	8/21/2013 8:17 PM
624	<b>no comment</b> no	8/21/2013 8:15 PM
625	<b>Inform how input used</b> Listen when people give their opinions and act on them. People like to be heard but also like when they feel their comments matter to policy decisions.	8/21/2013 8:15 PM
626	<b>Transparency/clarity/awar</b> I suppose it would be helpful to have some specific program possibilities to react to, too! Many of your questions are pretty vague and open-ended. It would help to know what's possible (or practical) before making choices (guesses?).	8/21/2013 8:12 PM
627	<b>no comment</b> no	8/21/2013 8:12 PM
628	<b>no comment</b> no	8/21/2013 8:10 PM
629	<b>miscellaneous</b> I think you will have to make a real effort	8/21/2013 8:09 PM
630	<b>Different times/locations</b> <b>mailings</b> Ordinary people are 'way behind the curve by public meeting time. Fillers in utility billings are a way to encourage/inform people; speakers at neighborhood associations, just not big meetings.	8/21/2013 8:09 PM
631	<b>miscellaneous</b> I think this is quite enough for now, and I would be interested in contributing to implementation of these suggestions. Dr. Brandy L. Ethridge, PhD, MPA: ethridge.4@osu.edu	8/21/2013 8:02 PM
632	<b>Inform how input used</b> <b>Transparency/clarity/awar</b> Make sure that people who attend meetings know what to expect and the rules of decorum. Keep meetings on schedule.	8/21/2013 8:00 PM
633	<b>Transparency/clarity/awar</b> Metro isn't very visible. And the lines between Metro and city responsibility are not clear. I'm puzzled as to why Forest Park is a city responsibility and not yours, for instance.	8/21/2013 7:57 PM
634	<b>email/internet/Opt in</b> <b>partner w/ organizations</b> <b>region-public places</b> <b>social media</b> Metro's "visibility" is still, IMO, not that great. What about partnering w/Public Libraries (and their websites, FB pages, T feeds, etc.)?	8/21/2013 7:55 PM
635	<b>miscellaneous</b> For a public engagement guide, there is still a lot of Metro "chest thumping" in the first 35 pages. I believe it was page 18 before I found the first guidelines on how the public can be involved! The section with brief committee descriptions is spot on, but it belongs in the Appendix along with the rest of the Governing Structure, Tools, and Services topics, which are interesting, but are guidelines on how we, the people, go about engaging with metro. At the very least, the first chapter after the Intro should be a guide on how the public can become involved, perhaps linking to later sections of the guide.	8/21/2013 7:54 PM

# Metro Public Engagement Guide survey

636	<b>involve youth/children</b> <b>partner w/ organizations</b> Use small grants to set up community listening posts, like Vision in Action did. Involve seniors and youth more.	8/21/2013 7:52 PM
637	<b>miscellaneous</b> try just a little bit harder- its actually a two-way process...its more than just putting out a calendar and expecting others to respond if interested...try making an invitation, and being specific to persons, groups, places, events, etc and setting goals for outcomes and measuring success and building on that...this is not rocket science and it can be done if that is your intent. my bias is METRO goes through the motion but is not really interested in input for much of their work and ideas.	8/21/2013 7:50 PM
638	<b>no comment</b> Not right now.	8/21/2013 7:49 PM
639	<b>region-public places</b> I go to the library often, but I can't ever remember seeing some large notice about METRO and an engagement opportunity.	8/21/2013 7:48 PM
640	<b>mailings</b> Informative mailings to the most affected areas might be a solution.	8/21/2013 7:48 PM
641	<b>advertise</b> <b>miscellaneous</b> More outreach. Maybe door to door.	8/21/2013 7:43 PM
642	<b>advertise</b> Radio, public tv spots	8/21/2013 7:42 PM
643	<b>no comment</b> no	8/21/2013 7:41 PM
644	<b>miscellaneous</b> It would depend on what activity is in consideration	8/21/2013 7:39 PM
645	<b>no comment</b> no	8/21/2013 7:35 PM
646	<b>hire diverse staff</b> <b>Translation</b> People of color should be strongly represented on Metro's outreach staff. Make sure that all materials are presented in Spanish. There should be a separate website in Spanish with the same content & information as the English version.	8/21/2013 7:34 PM
647	<b>Transparency/clarity/awar</b> Make your survey questions more clear. I have no idea if I've "interacted with Metro".	8/21/2013 7:31 PM
648	<b>email/internet/Opt in</b> Use online electronic open houses available so that people don't have to attend a meeting in person.	8/21/2013 7:30 PM
649	<b>social media</b> Educate the public about Metro in social media. Many of us are rather new to Portland, and have heard of it, but don't have any clear idea of it.	8/21/2013 7:29 PM
650	<b>advertise</b> I get a lot of my local news from the Portland Tribune.	8/21/2013 7:29 PM
651	<b>status quo</b> I think they're doing an ok job.	8/21/2013 7:28 PM
652	<b>miscellaneous</b> No. Generally you do a good job. The bottom line is that people lead busy lives and often don't get involved until something affects them directly.	8/21/2013 7:26 PM
653	<b>email/internet/Opt in</b> Realize that many folks don't have computer access, nor time to do computer surveys. Prrsonal contacts are necessary.	8/21/2013 7:22 PM
654	<b>miscellaneous</b> Do no waste my money celebrating other countries. I do not have enough money to take care of my own family so I should not be losing it on cinco de mayo or other cultures and countries.	8/21/2013 7:19 PM
655	<b>email/internet/Opt in</b> <b>Transparency/clarity/awar</b> Many people do not understand Metro's function. If you make them aware of what you do, they may decide that it is important to provide feedback. Use QR codes to drive people to a mobile website which explains Metro. At the same time, use text on signs and medium sized cards to allow people to take info with them. Some will use it to go to a standard website.	8/21/2013 7:18 PM
656	<b>miscellaneous</b> Focus on running an effective, fiscally responsible organization. The engagement will happen organically.	8/21/2013 7:17 PM
657	<b>incentives/childcare</b> <b>miscellaneous</b> <b>partner w/ organizations</b> <b>region-public places</b> <b>Translation</b> I just went to a voluntary, paid, employee-satisfaction meeting at a very diverse organization. The only people who showed were white native-born (or at least Canadian, so whatever) native-English speakers. It IS a hard slog to get that encompassing involvement! But your clientele is tremendously diverse in every way, and it's worth it to think/work outside every box you can make yourself conscious of. And the huge amount of diverse minorities living in outer SE and taking transit every day, hauling groceries for families on foot, bicycle, and in mobility scooters, deserve the work to give them voice. Get volunteers, get interns, from different populations, ones with outgoing populations and great social skills and drive for community involvement, and put them out there at very visible events. Make concerts give you a table for free, speak after services at churches with a staffed table outside (I used this one with good success), parents picking up kids at Boys and Girls Clubs; go to SnowCap, Salvation Army, Sunshine Division, Birch Community Svcs, placards on buses in different languages..	8/21/2013 7:16 PM
658	<b>region-public places</b> METRO representatives throughout the area at famers' markets, street fairs, etc.	8/21/2013 7:15 PM

# Metro Public Engagement Guide survey

659	<b>miscellaneous</b> HariKari	8/21/2013 7:15 PM
660	<b>Transparency/clarity/awar</b> Very few people realize what Metro is, what it does, and how unique it is compared to the rest of the US. Without that foundation, it will be difficult to engage a broad spectrum of people.	8/21/2013 7:14 PM
661	<b>mailings</b> I like the seasonal newsletter with classes, events, and information on metro property	8/21/2013 7:12 PM
662	<b>no comment</b> No.	8/21/2013 7:10 PM
663	<b>Mtgs outside city center</b> Take it out to the people. Don't expect them to come to the Metro Offices.	8/21/2013 7:10 PM
664	<b>no comment</b> No	8/21/2013 7:09 PM
665	<b>advertise</b> publicity further out from the event, and reminders closer to the event	8/21/2013 7:08 PM
666	<b>email/internet/Opt in</b> I'm not into tables full of pamphlets, don't watch the news...Survey Monkey works. I get surveys from them periodically and I go to meetings occasionally.	8/21/2013 7:07 PM
667	<b>miscellaneous</b> Be less bureaucratic	8/21/2013 7:07 PM
668	<b>advertise</b> Publicity. Today almost nothing is known to the public at large about Metro's planning and actions. It is a very unknown player.	8/21/2013 7:07 PM
669	<b>Inform how input used</b> By acting in a manner than indicates that people are being listened to and that their opinion matters.	8/21/2013 7:06 PM
670	<b>no comment</b> No.	8/21/2013 7:06 PM
671	<b>partner w/ organizations</b> <b>region-public places</b> Have our Metro reps come to community meetings more often	8/21/2013 7:06 PM
672	<b>no comment</b> No	8/21/2013 7:02 PM
673	<b>miscellaneous</b> Keep trying and keep asking - thank you!	8/21/2013 7:01 PM
674	<b>no comment</b> no	8/21/2013 6:55 PM
675	<b>miscellaneous</b> not familiar enough to really have an opinion	8/21/2013 6:54 PM
676	<b>no comment</b> Not now	8/21/2013 6:52 PM
677	<b>miscellaneous</b> don't get involved anymore. leave this area alone nothing needs to be improved on you don't give things a chance before you want to change something.	8/21/2013 6:52 PM
678	<b>no comment</b> No.	8/21/2013 6:52 PM
679	<b>miscellaneous</b> Phone number to call for current recording of going ons.	8/21/2013 6:50 PM
680	<b>partner w/ organizations</b> Partner with orgs, churches and unions for things	8/21/2013 6:47 PM
681	<b>email/internet/Opt in</b> Use/continue to use electronic/multiple information out source options.	8/21/2013 6:47 PM
682	<b>miscellaneous</b> Metro should cease to exist. An unnesscary layer of govt.	8/21/2013 6:45 PM
683	<b>no comment</b> No	8/21/2013 6:45 PM
684	<b>no comment</b> no	8/21/2013 6:43 PM
685	<b>advertise</b> Use the media	8/21/2013 6:40 PM
686	<b>miscellaneous</b> Deal with real issues not just politically correct ones	8/21/2013 6:40 PM
687	<b>no comment</b> Not at the moment.	8/21/2013 6:37 PM
688	<b>social media</b> using social media since that is where the future is headed	8/21/2013 6:36 PM
689	<b>miscellaneous</b> Close up shop	8/21/2013 6:36 PM
690	<b>social media</b> I almost never hear about Metro events unless Mr. Hughes posts them on Facebook after the fact.	8/21/2013 6:36 PM
691	<b>miscellaneous</b> The subsidy for the HQ hotel is too high in my opinion and suggests to me your leaders are out of sync with the citizens. Business leaders (not hotel owners, without a conflict) should be engaged on a panel to help guide metro in processes like this.	8/21/2013 6:35 PM
692	<b>no comment</b> No	8/21/2013 6:35 PM

# Metro Public Engagement Guide survey

693	<b>advertise</b> <b>email/internet/Opt in</b> <b>Inform how input used</b> I don't know about any engagement opportunities except OptIn, so I'm sure there's room for improvement. More links and mini ads on the websites of every Metro-funded project? Also, more feedback to survey takers regarding impact and results of surveys. A la change.org.	8/21/2013 6:31 PM
694	<b>no comment</b> Not at this time	8/21/2013 6:30 PM
695	<b>miscellaneous</b> On a couple occasions the meeting have become shouting matches. The leaders did not keep control of the meeting.	8/21/2013 6:30 PM
696	<b>miscellaneous</b> Not Metro's job. Metro was established to reduce redundancy in the tri county area. Not to run the zoo, not to take over garbage collection, nor interact with people. They proved they are just another layer of government instead. Abolish Metro!	8/21/2013 6:25 PM
697	<b>no comment</b> N/A	8/21/2013 6:21 PM
698	<b>miscellaneous</b> Keep developing interesting programs and always seek public input	8/21/2013 6:19 PM
699	<b>advertise</b> <b>Translation</b> publicize on radio, local tv, newspapers in target languages	8/21/2013 6:15 PM
700	<b>email/internet/Opt in</b> Rely less on this forum as it is not statistically valid; make efforts to talk with the average citizen, not just single-issue activists (citizen, non-profit, and business) who have the time to participate; evaluate input and opinions for factual accuracy.	8/21/2013 6:14 PM
701	<b>miscellaneous</b> Quit Hyphenating -Americans and make us all Americans once again as long as we are legal US Citizens	8/21/2013 6:14 PM
702	<b>Inform how input used</b> <b>Transparency/clarity/awar</b> In announcements, make sure you explain what decisions you are hoping to make and how you expect these could impact/matter to attendees. So, for instance, you might say "We are considering plans to increase service to Tigard. If we choose to invest in rail-only, bus services may be reduced and significant construction and cost will be involved but we will get high speed, reliable service, even at peak hours. If we choose bus-only, some road improvements and expansions will also be required and there will be no federal funding, meaning we will need to raise more local tax money. Existing bus lines will expand and add more service, but ride times will vary, especially at peak times, due to heavy traffic." Or some such, you get it.	8/21/2013 6:13 PM
703	<b>no comment</b> No	8/21/2013 6:13 PM
704	<b>email/internet/Opt in</b> <b>mailings</b> The leaflets would encourage people to explore the website and give tantalizing examples of an array of things on the website to allure different people with varied interests. I've stumbled onto some brilliant material on the Metro webpage.	8/21/2013 6:13 PM
705	<b>miscellaneous</b> Make sure that you only ask for opinions on those questions that you are truly open to input on. Don't do any "pro-forma" public involvement. Be up-front on the constraints you are under when presenting.	8/21/2013 6:12 PM
706	<b>Different times/locations</b> Meetings on evenings and weekends.	8/21/2013 6:10 PM
707	<b>miscellaneous</b> Promote recycling more aggressively	8/21/2013 6:10 PM
708	<b>partner w/ organizations</b> Coordinate more with the city and county efforts to reach all groups.	8/21/2013 6:10 PM
709	<b>no comment</b> no	8/21/2013 6:09 PM
710	<b>miscellaneous</b> Deport all illegals from Oregon!	8/21/2013 6:08 PM
711	<b>no comment</b> no	8/21/2013 6:07 PM
712	<b>research</b> Get closer to the stakeholders. Understand the people you are trying to serve, not just the political types.	8/21/2013 6:07 PM
713	<b>no comment</b> No.	8/21/2013 6:05 PM
714	<b>no comment</b> No	8/21/2013 6:03 PM
715	<b>miscellaneous</b> Quit worrying about inclusion. Those who want to be included will find you.	8/21/2013 6:01 PM
716	<b>miscellaneous</b> Do not increase taxes. Every Metro project should show how taxes are reduced.	8/21/2013 6:00 PM
717	<b>miscellaneous</b> Stop trying to subsidize construction and operation of a private hotel.	8/21/2013 5:59 PM
718	<b>miscellaneous</b> Less time on an 85 page guide and more time interacting with people all over the city.	8/21/2013 5:58 PM
719	<b>miscellaneous</b> stop being total idiots what brain dead person thinks that removing traffic lanes makes communities more viable, any normal function human will understand that it will force the traffic into residential streets	8/21/2013 5:57 PM
720	<b>no comment</b> No	8/21/2013 5:57 PM



# Metro Public Engagement Guide survey

721	<b>miscellaneous</b> Demonstrate and communicate the benefits of participation.	8/21/2013 5:57 PM
722	<b>Mtgs outside city center</b> You are doing this. That is good. You need to do more, and actually be responsive to the people in small areas, not just the overbearing thunder coming from Portland.	8/21/2013 5:57 PM
723	<b>no comment</b> No	8/21/2013 5:56 PM
724	<b>miscellaneous</b> You're doing great...	8/21/2013 5:55 PM
725	<b>email/internet/Opt in</b> <b>social media</b> Advertise through social media outlets and email.	8/21/2013 5:54 PM
726	<b>involve youth/children</b> Provide opportunities for youth from various ethnic and economic backgrounds to participate in order to build civic capacity in the future	8/21/2013 5:52 PM
727	<b>miscellaneous</b> Simple handouts with contact numbers for more info for shy folks to look over at their connivence.	8/21/2013 5:51 PM
728	<b>miscellaneous</b> Make activities safer	8/21/2013 5:51 PM
729	<b>no comment</b> No	8/21/2013 5:51 PM
730	<b>miscellaneous</b> I think you engagement activities are good. You just need to make sure people in SW Washington feel included.	8/21/2013 5:50 PM
731	<b>status quo</b> fine as is	8/21/2013 5:49 PM
732	<b>no comment</b> No	8/21/2013 5:49 PM
733	<b>region-public places</b> Participate (as in recognizable staff uniforms or vests or something) in interagency events, zoo events, waterfront festivals, etc. Generally get out there where the people are with information on participation and what Metro's doing.	8/21/2013 5:48 PM
734	<b>no comment</b> no, sorry.	8/21/2013 5:47 PM
735	<b>miscellaneous</b> Have the feeling that Metro should do more across jurisdictions. Multnomah and Washington Counties don't seem to coordinate on traffic issues, for example.	8/21/2013 5:47 PM
736	<b>miscellaneous</b> Your surveys are always skewed to support initiatives your already want. for example, do a survey and ask people if they want bike money redirected to build better roads.	8/21/2013 5:47 PM
737	<b>miscellaneous</b> Sponsor a float in Rose Festival Grand Floral parade	8/21/2013 5:47 PM
738	<b>no comment</b> -	8/21/2013 5:46 PM
739	<b>no comment</b> Not today!	8/21/2013 5:45 PM
740	<b>no comment</b> not at this time	8/21/2013 5:44 PM
741	<b>no comment</b> o	8/21/2013 5:42 PM
742	<b>miscellaneous</b> Don't let the mayors take away Metro's enforcement capabilities - otherwise what would be the point?	8/21/2013 5:42 PM
743	<b>miscellaneous</b> I personally wish there was no metro, worst boondoggle before ratepayers voted to pay for shutting down Trojan.	8/21/2013 5:42 PM
744	<b>Transparency/clarity/awar</b> Interaction on broader subjects rather than specific projects or actions....	8/21/2013 5:41 PM
745	<b>status quo</b> I think Metro does a very good job engaging the public currently	8/21/2013 5:40 PM
746	<b>no comment</b> Nope	8/21/2013 5:39 PM
747	<b>miscellaneous</b> listen to the public, too often public opinion is ignored	8/21/2013 5:38 PM
748	<b>no comment</b> No	8/21/2013 5:37 PM
749	<b>Transparency/clarity/awar</b> Tell the truth about how Tri-met is funded. Employme bnt tax. Actually make sure city punishes employees for not doing jobs and lying.	8/21/2013 5:36 PM
750	<b>miscellaneous</b> Have public brainstorming meetings rather than just a list of preferred option votes pre-determined by Metro staff as to what are the priorities and how they should be implemented	8/21/2013 5:36 PM
751	<b>no comment</b> no	8/21/2013 5:36 PM
752	<b>Mtgs outside city center</b> <b>partner w/ organizations</b> I have been thinking about this as you have asked this question before and it intrigues me. I do not have another answer and feel that much of Metro's problems are the result of the public not being aware of what you do. How about speaking at local meetings? I know members of the Beaverton City Council do this and you could as them if it has worked.	8/21/2013 5:36 PM



# Metro Public Engagement Guide survey

753	<b>Inform how input used</b> Give the public a voice and follow through.	8/21/2013 5:36 PM
754	<b>mailings</b> <b>region-public places</b> Reach out via Metro managed facilities (e.g. the zoo) and via direct mail.	8/21/2013 5:36 PM
755	<b>no comment</b> no	8/21/2013 5:35 PM
756	<b>no comment</b> no	8/21/2013 5:35 PM
757	<b>partner w/ organizations</b> <b>region-public places</b> Staff booths at area activities.	8/21/2013 5:35 PM
758	<b>Transparency/clarity/awar</b> Make your work more understandable. It's often pretty wonky make surveys shorter.	8/21/2013 5:35 PM
759	<b>no comment</b> No	8/21/2013 5:34 PM
760	<b>no comment</b> nope.	8/21/2013 5:33 PM
761	<b>advertise</b> OPB	8/21/2013 5:31 PM
762	<b>miscellaneous</b> I'd like to see community meetings where Metro listens to what residents want, instead of Metro telling residents what they're going to get.	8/21/2013 5:29 PM
763	<b>status quo</b> I think Metro is doing OK.	8/21/2013 5:09 PM
764	<b>no comment</b> No.	8/21/2013 4:33 PM
765	<b>miscellaneous</b> <b>partner w/ organizations</b> Include methods that bring in the voice of the unaffiliated resident, whose only "stake" is the overall good of the community or region. For instance, give a substantial number of seats on task forces and committees to civic-minded individuals without a personal or organizational stake in the outcome. Not doing so is poisoning our civic engagement processes.	8/20/2013 5:15 PM
766	<b>partner w/ organizations</b> <b>research</b> Focus on connecting to existing or building new leadership Democracy and equity go and in hand with social justice. Community organizing is a set of disciplined strategic practices to build democratic and collective power to assure the conditions in which communities can thrive. Look for community leaders respected in the community and spend a lot of time listening to the key concerns of the community.	8/20/2013 4:27 PM
767	<b>advertise</b> <b>Inform how input used</b> Publicize & promote more the public engagement activities & describe how these outreach programs benefited the program/project being undertaken.	8/20/2013 10:44 AM
768	<b>Inform how input used</b> report what made a difference. see that the public engagement does make a positive difference	8/19/2013 10:06 AM
769	<b>Inform how input used</b> Find a way to make sure that feedback provided actually impacts decision making. I am impressed with the format chosen to make sure comments are identified and to let people know when comments impact decision making.	8/19/2013 10:06 AM
770	<b>miscellaneous</b> Personal outreach when possible	8/19/2013 9:51 AM
771	<b>Transparency/clarity/awar</b> Stop speaking "planner".	8/19/2013 9:29 AM
772	<b>Different times/locations</b> <b>Mtgs outside city center</b> Hold community meetings at area schools at convenient hours. Why not have your Metro meetings outside of your building and in community settings?	8/19/2013 8:20 AM
773	<b>miscellaneous</b> keep on the path you are going- i would like to see a collective equity message from city , county and metro- I do not think at this time thy are consistant	8/16/2013 2:04 PM
774	<b>Inform how input used</b> <b>Transparency/clarity/awar</b> To be sure you follow thru with whatever you say you will do. It takes a LONG time to build trust and confidence and just one slip up and you lose most all the ground to have gained. So if you make a commitment ... keep it!!!!	8/16/2013 12:40 PM
775	<b>miscellaneous</b> I think overall Metro is doing a pretty good job. The SW Corridor project, in particular, has included better-than-average attempts to do Title VI work.	8/16/2013 9:48 AM
776	<b>miscellaneous</b> keep up the good work	8/14/2013 5:15 PM



October 11, 2013

Public Engagement Review Committee  
Metro Regional Center  
600 NE Grand Avenue  
Portland, OR 97232

Re: OPAL Comment on Metro's Draft Public Engagement Guide

Dear Public Engagement Review Committee Members:

OPAL is pleased to be able to provide comment on Metro's Draft Public Engagement Guide. While we acknowledge and admire Metro's goal in creating a "standard agency wide public engagement guide"<sup>1</sup>, the focus of much of our research and concerns lie in the primary reason this guide is updated every four years: transportation planning. Although Metro has taken steps to improve its process for public engagement, opportunities exist to improve its efforts.

This comment details Metro's oversight responsibility and advises actions to make public engagement more efficient, effective, equitable and responsive. These recommendations specifically include (1) incorporation of federal requirements specific to transportation as a model for best practices throughout the agency, (2) explicit incorporation of environmental justice principles, (3) specific guidelines for a proper course of action in relation to time and economic restraints, (4) improvement of behavioral research collection and dissemination, and (5) an enforcement provision. These recommendations are based in large part on Title VI Compliance Reviews of transit agencies conducted by the U.S. Department of Transportation Federal Transit Administration Office of Civil Rights, comprehensive research of effects of transportation policies on minorities prepared by The Civil Rights Project at Harvard University and the Center for Community Change, as well as the Federal Transit Administration's Circulars.

To understand the connection between public involvement and an MPO's effective and efficient allocation of resources, we took a more detailed review of the United States Department of Transportation's *Evaluation of Statewide Long-Range Transportation Plans*. We were happy to find Oregon used as an example of where advisory committees are being used for input on overall goals and direction. Much of our comment, however, focuses on what a committee is (or should be), when it meets, the responsibilities and roles of the committee, and the composition of its members. We hope that you find our analysis useful.

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<sup>1</sup> Metro. *Public Engagement Review Committee Meeting Minutes*. February 25, 2013. p.4

In the end, we share the same concern as Kay Durtschi: “citizens are being left out of this process, especially when these committees meet only [a few times] a year”.<sup>2</sup> It is crucial to recognize that “challenges often arise when transit agencies and planning ‘experts’ tell a minority or low-income community what is best”.<sup>3</sup> Ultimately, our comment seeks to provide an increased awareness of when, how, and why the public should be involved in decision making and project development, and an efficient use of the project team’s time and resources.

## **Opportunities Exist to Further Improve Public Involvement Practices**

The following subsections identify areas where we believe Metro’s Public Engagement guide will benefit from our recommendations. While circumstances on each project differ and we have focused on the issue of transportation, we believe that providing more specific guidelines, probable situations, and specific elements of a compliance review will provide an invaluable tool to the public, various stakeholders and Metro staff.

### **Incorporating Jurisdiction, Federal Authorities and Relevant Definitions**

The Federal Transit Administration (FTA) Office of Civil Rights is authorized by the Secretary of Transportation to conduct civil rights compliance reviews. Metro is a recipient of FTA funding assistance, most notably in for form of Regional Flexible Funds, and is therefore subject to the Title VI compliance conditions associated with the use of these funds pursuant to the following:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d).
- Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.).
- Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq).
- Department of Justice regulation, 28 CFR part 42, Subpart F, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs” (December 1, 1976, unless otherwise noted).
- DOT regulation, 49 FRA part 21, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964” (June 18, 1970, unless otherwise noted).
- DOT Order 5610.2, “U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations,” (April 15, 1997).
- DOT Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient Persons, (December 14, 2005).
- FTA Circular 4702.1A, “Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients”, May 17, 2007.
- FTA Circular 4703.1, “Environmental Justice Policy Guidance for Federal Transit Administration Recipients”, August 15, 2012.

<sup>2</sup> Metro. (March 25, 2012). *Memorandum Minutes*.

<sup>3</sup> Federal Transit Administration. (2012) *Environmental Justice Policy Guidance for Federal Transit Administration Recipients*. FTA C 4703.1. p. 28.

Although the list of requirements listed by Metro in its Draft Public Engagement Guide may have been kept limited for the sake of brevity, these authorities have been listed in Title VI Compliance Review reports that have placed MPO and public transportation agency programs and projects in jeopardy. The following cases serve to illuminate the legal importance of sufficient public involvement in government action. While these cases are specific to public transit projects and agencies, they are effective reminders of the considerations that MPOs like Metro must keep in mind when overseeing public engagement efforts in all areas of its work and the work of its partners.

Case Study 1: Oakland, California (BART)

Date of Title VI Compliance Review: February 10, 2010

Action: Deficiencies Found, Further Action Required

Overview

Guidance/Requirement	Agency Action
<p>1. <u>Inclusive Public Participation</u>: FTA recipients should seek out and consider the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities. An agency's public participation strategy shall offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.</p>	<p><u>Deficiencies Found</u>: Even though BART provided a press release, notices in Spanish and Chinese dated 2003 and 2009 providing notices of fare/parking fee increases, testimony from BART's Government &amp; Community Relations staff describing the outreach to residents, and a list of 39 outreach events including community festivals, luncheons and awards ceremonies, the agency said that BART was unable to document that its public participation met the requirement.</p> <p>BART could not document its targeted and active local practices to obtain input from minorities and low-income persons on decisions.</p>
<p>2. <u>Language Access to LEP Persons</u>: FTA recipients shall take reasonable steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities for individuals who are Limited English Proficient (LEP).</p>	<p><u>Deficiencies Found</u>: BART submitted <i>San Francisco Bay Area Rapid Transit District Limited English Proficiency Plan</i>. The reviews of the plan included:</p> <ul style="list-style-type: none"> <li>▪ No effort to identify concentrations of LEP persons; no refinement of data using school enrollment or community outreach.</li> <li>▪ No record of the frequency of contact.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ No discussion of the importance of transit on LEP persons.</li> <li>▪ Plan does not describe internal resources (costs) devoted to LEP.</li> <li>▪ Failed to meet three of the four factors in the Department of Justice’s analytical framework (no identification of LEP persons; no standard operating procedures to fulfill LEP identification; no discussion in plan notifying the public of their rights, other than at Board Meetings).</li> <li>▪ No training of staff as <b>interpreters</b>.</li> </ul>
<p>3. <u>Environmental Justice Analysis of Construction Projects</u>: FTA recipients should integrate an environmental justice analysis into its National Environmental Policy Act (NEPA) documentation of construction projects. (Recipients are not required to conduct environmental justice analyses of projects where NEPA documentation is not required). In preparing documentation for a categorical exclusion (CE), recipients can meet this requirement by completing and submitting FTA’s standard CE checklist, which includes a section on community disruption and environmental justice.</p>	<p><u>Deficiencies Found</u>: EJ Analysis has been revised with the issuance of FTA Circular 4702.1A. The requirements that must be met in an EJ Analysis of Construction Projects:</p> <ul style="list-style-type: none"> <li>▪ A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population.</li> <li>▪ A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income population.</li> <li>▪ A discussion of all positive effects that would affect the identified minority.</li> <li>▪ Description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ A discussion of the remaining effects, if any, and why further mitigation is not proposed.</li> <li>▪ For projects that traverse predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.</li> </ul>
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### Case Study 2: Seattle, Washington (Sound Transit)

Date of Title VI Compliance Review: February 2005

Action: Deficiencies in the Full Implementation of Monitoring Procedures.

#### Overview

<b>Guidance/ Requirement</b>	<b>Agency Action</b>
<p>1. <u>Minority Representation on Decision-Making Bodies</u>: Must provide a racial breakdown of transit-related <i>non-elected boards, advisory councils or committees, which are an integral part of the transit agency's planning process</i> and a description of the efforts to encourage minorities to participate on such boards, councils, or committees.</p>	<p><u>No Deficiencies Found</u>: 3 of 18 of the Sound Transit Board Members (17%) are people of color. The 15 member Citizen's Oversight Panel is comprised of 7 men and 6 women (two vacancies at the time). The recruitment process for these committees has specific language: "Persons of color and women are encouraged to apply."</p>
<p>2. <u>Multilingual Facilities</u>: Recipients must provide a description of the extent to which bilingual persons and/or materials are or will be used to assist non-English speaking persons desiring use of the transit system.</p>	<p><u>No Deficiencies Found</u>: Multiple languages are used in schedules, signage, public notices, rail ticket bending machines. Conference calls with a non-English speaking member of the public and an interpreter can be conveniently set up. Written and audio information is provided in multiple languages. At the time of visit, upcoming meetings were planned in nine languages at the community office.</p>
<p><u>Internal Monitoring Procedures</u>: Recipients must develop and implement procedures to monitor the</p>	<p><u>Deficiencies Found</u>: Sound Transit had not fully implemented the required "level of service" and "quality of</p>



<p>level and quality of service provided to the minority community, against overall system averages.</p> <p>MINIMUM: must monitor transit service and related benefits to determine whether the transit service provided to minority communities and minority users is consistent with Title VI objectives.</p>	<p>service” monitoring procedures; services changes were not analyzed for impacts on minority communities or riders.</p>
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### Case Study 3: Denver, Colorado

Date of Title VI Compliance Report: February 2007

Action: Deficiencies Found

<b>Guidance/Requirement</b>	<b>Agency Action</b>
<p>1. <u>Monitor/Update Language Assistance Plan</u>: Recipients should have a process for monitoring and updating the LEP Plan, on an ongoing basis.</p>	<p><u>Deficiencies Found</u>: RTD did not have a Language Assistance Plan; there was no process in place to evaluate and review the effectiveness of the methods as well as responding to potential changing demographics.</p>

These case studies highlight the importance of public participation and the legal repercussions when not meeting the standards. They also provide justification for Metro and its partners to invest time and resources into research as part public engagement efforts in order to spot situations in which these laws are triggered. We highly recommend incorporating these principles of early, continuous and meaningful engagement throughout all of Metro’s practices.

### **Require an Explicit Environmental Justice Analysis for the “Completing Public Engagement Checklist”**

Among all of the principles found within the Title VI Compliance Report case studies, the lessons that prove most effective when analyzing Metro’s public engagement checklist<sup>4</sup> is: “make the procedures specific, the unit of analysis appropriate, and the community outreach efforts sensitive to the range of cultures, backgrounds and socioeconomic levels of the various stakeholders.” First, we have included a summary of the FTA’s Environmental Justice checklist as a guide for Metro to use in its public engagement guidelines *for each project*, rather than a distinct effort conducted by Metro itself after project sponsors submit proposals:

- *ENVIRONMENTAL JUSTICE ANALYSIS*

<sup>4</sup> Metro. (2013) *Public Engagement Guide Public Review Draft*. Appendix G.



- At the most basic level, what is the socioeconomic information about the people who live and/or work in your community?
  - [Without this information, you cannot determine whether your potential program/project will even affect minority and/or low-income populations].
  - Two primary sources for demographic data: Decennial Census of Population (Census) and the annual American Community Survey.
- What is the unit of geographical analysis you will use for your project?
  - Consider the **impacts** of the project and its scope.
  - Example: If the project is a light rail line, including the population all along the new track would be appropriate, but if the project was a maintenance yard, then the scope would shrink and focus on those located adjacent to the maintenance yard.
  - Are you part of a Statewide or metropolitan planning process?
    - If yes, make sure to conduct an evaluation of the system-level impacts of a collection of projects in the long-range plan. When projects move from long-range to short range, they are assumed to be “reasonably assured of funding and ready for implementation”.
- Now that you have your unit of analysis, do you know if an EJ Population is present?
  - Remember: **disproportionately high and adverse effects, not population size, are the bases for environmental justice.**
    - What this means: just because there’s a small community classified as EJ, doesn’t mean the potential EJ categorization has gone away.
  - **EJ determinations are based on effects, NOT population size.**
    - The point of the analysis is to consider the impact between the different population groups.
    - Example: If the construction of the maintenance yard is going to require hours of construction near low-income housing, but the non-low-income community doesn’t even know you’re there, then you most likely have an EJ concern.
    - Methods to make the judgment of whether the project results in disproportionate burdens on EJ versus non-EJ populations:
      - Traditional Route: identify the presence of EJ populations and the proximity; make a judgment call but be sure to justify.

- Non-Traditional Route: Community outreach to organizations, schools, tribal governments.
- Work closely with FTA or other regional authorities for this!
- If there is an EJ population that is experiencing a disproportionate burden, then continue to analyze: Is the effect adverse?
  - Engage a public discussion of adverse effects *as part of the public engagement process*:
    - Generally includes the totality of significant individual or cumulative health or environmental effects to human health, the natural and social environment, community function, etc.
      - Also includes the denial, reduction or delay in receiving benefits.
    - Specific examples include: bodily impairment, illness or death, denial of benefits, soil contamination, air and water pollution, destruction or disruption of man-made or natural resources, impacts on community cohesion or economic vitality, noise and vibration, displacement of persons, businesses, farms, etc.
- If the effects may reasonably be deemed to be adverse, are they disproportionately high?
  - You're allowed to take into account any mitigation and enhancement measures to offset the full effects.
  - Process involves weighing the adverse effects (see above) against the benefits of the project.
    - Specific benefits include: decrease in travel time, improved air quality, expanded employment opportunities, better access to transit options, improved quality of transit service, increased property values.
  - Engage with the members of EJ populations, facilitate conversations/debate to listen to the specific concerns [refer to community outreach tactics]
- If you determine that there are disproportionately high and adverse effects, then ask: Are there further mitigation measures or alternatives that are practicable?
- If yes, then begin implementation of these measures before moving forward with the project.
  - Definition of practicable: the social, economic (including costs) and environmental effects of avoiding or mitigating the adverse effects will be taken into account.

While Metro's checklist serves to give the holistic approach of public involvement in a concise manner, the requirement of individual project analysis has been lost. Instead of community outreach in which public meetings provide an opportunity for concerns to surface about the locality and impacts of projects, the simple

“overlay” of maps depicting EJ communities are incorrectly considered sufficient for identifying EJ concerns. For example, this overlay of maps was often the only effort made in the Regional Flexible Funds Allocation (RFFA) process to identify potential EJ concerns. This is neither true to the letter nor the spirit of the FTA Circular 4703.1 and best practices. Indeed, the “fundamental objective of public engagement programs is to ensure that the concerns and issues everyone with a stake in transportation decisions are identified and addressed *in the development of the policies*, programs and projects being proposed in their communities”.<sup>5</sup> We believe that if a map overlay can constitute early public involvement and serve as an affidavit of a crucial step in the environmental justice analysis, millions of federal tax dollars will be ineffectively spent, the integrity of the RFFA process will suffer, and projects truly chosen by the people for the people could be lost.

### **Require/Improve Research Collection & Dissemination**

Briefly, we will address the lack of local research on behavior relevant to project proposals, such as transportation use and access in impacted areas. A citizen’s access to data to help them understand the patterns of bus vs. rail use or the impacts of local traffic congestion is limited. As described in the case studies, this research is essential for effective and targeted outreach efforts, not simply in analyzing potential Title VI and EJ impacts after projects have been developed and submitted to Metro. This research focuses on learning more about the people in the community, the various local subcultures, and the ideological and behavioral differences between the different generations. We believe this research also provides a pipeline initiative for more members of the community to become involved in the democratic process.

“Inequitable transportation policy decisions are often made because minority and low-income individuals and communities are unable to learn about transit options or have little voice in planning because of language barrier or lack of information”.<sup>6</sup> The disconnect between those that are burdened by these inequitable policies and the decision makers is a key motivation to allocate resources to research, collaboration with the research participants subsequent to the study, and special attention to these underserved communities. We echo Harvard University’s Civil Right Project’s specific recommendations: “create and support efforts to develop research programs that focus the attention of academic institutions, in partnership with community organizations, on examining impacts of transportation policies on low-income and minority communities”.<sup>7</sup> These efforts should be collaborative and lead to ideas for practical ways to address negative impacts.<sup>8</sup> Investing in the research is the first step to more equitable

<sup>5</sup> Federal Transit Administration. (2012) *Environmental Justice Policy Guidance for Federal Transit Administration Recipients*. FTA C 4703.1. p.21

<sup>6</sup> Sanchez, Thomas W., Stolz, Rich, Ma, Jacinte S. (2003) *Moving to Equity: Addressing Inequitable Effects of Transportation Policies on Minorities*. Cambridge, MA: The Civil Rights Project at Harvard University.

<sup>7</sup> *Id* at p. 40.

<sup>8</sup> *Id*.

transportation policy decisions, but the second step is disseminating information related to the project or program.

Public education is deeply intertwined with public engagement and involvement. Because effective implementation of the “Public Engagement Tools and Techniques” outlined in Appendix J of Metro’s Guide are not fully described, we suggest Metro adopt AmericaSpeak’s Joe Goldman’s 8 principles of public education. They are:

1) Relate to people’s lives by crafting your message carefully.

What this means: Don’t use or relate to the language most policy experts and government officials use. Relate to the motivations of the people you are speaking with.

*“Don’t invite people to attend a forum to talk about regional economic competitiveness in the global economy”*

*“Do ask them to come together to talk about what we can do to ensure that our kids don’t move away because they can’t find jobs.”*

2) Use **active** outreach strategies that are engaging.

What this means: Passive outreach includes anything like flyers, meeting notices and press releases. Ask yourself, “Am I using this to raise awareness?” If so, then it is more probable than not it is passive outreach. Active outreach involves a much more lively discussion (discussion being key word). Nothing can beat face-to-face interaction.

*“Don’t build your outreach strategy around flyers, newspaper listings and email blasts.”*

*“Do recruit volunteers and ambassadors to get out and talk to people, organize phone banks, make presentations and speeches, and set up tables at highly trafficked events.”*

3) Enlist trusted spokespeople and ambassadors

What this means: Think about an individual or organization that the people in your project’s area admire and trust. Enlist those people.

*“Don’t send just anyone into the community to reach out and recruit participants.”*

*“Do identify trusted ambassadors to explain why people should participate.”*

4) Touch people multiple times through multiple mediums.

What this means: Choose multiple forums and vehicles for the message and reach out many times over.

*“Don’t limit your communications to one or two mediums.”*

*“Do design an outreach and communications strategy that incorporates multiple mediums.”*

#### 5) Communicate why participation matters

What this means: Metro expressed the importance of explaining the purpose in a meeting, reason why a person is participating in the process and attaining commitment from someone.

*Don’t assume that people will show up because the topic is important.*

*Do take the time to explain what will happen after your forum and how the public’s ideas will be addressed.*

#### 6) **Track who is coming** and adjust your strategy as needed

What this means: “Who must or should participate?” Set up a registration system, then pay close attention to the demographics as well as instances of regular attendance.

*Don’t assume all of your outreach strategy will be effective.*

*Do create a system to monitor registrations that can adjust your strategies and tactics as needed.*

#### 7) Assume that half of the people who intend to participate will not participate.

What this means: Understand that people have other obligations and to plan accordingly.

*Don’t plan on everyone attending who signed up.*

*Do take steps to increase the likelihood that registrants will attend and assume that a significant number of registrants will not attend.<sup>9</sup>*

#### 8) Take your outreach to social media, especially social networks.

What this means: Understand and take advantage of recent changes in the way people communicate, such as the use of social media sites on the Internet.

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<sup>9</sup> Goldman, Joe, Peters, Joseph. (2010). *Eight Principles of Public Outreach: Recruiting Diverse Groups to Participate*. AmericaSpeaks.

*Don't ignore social media and social networks in your outreach strategy.*

*Do consider creating messages and targeting participants in social networks and investigates the power of cost effective advertising using these media.*

### **Create Enforcement Policies and Procedures for Violations of Public Engagement Guidelines**

“It is Metro’s responsibility to meet federal, state and Metro Charter transportation planning requirements for this metropolitan area”.<sup>10</sup> Because Metro has assumed a supervisory role in regional planning, we believe that there must be an internal review of the public involvement process for each project and program. While continuous evaluation of community outreach efforts is required, we are concerned with Metro’s checklist-style approach.

We believe that Metro should create incentives for effective, efficient and ethical community outreach. At the same time, there should also be deterrents for improper or substandard performance. Regional prioritization processes, such as RFFA, RTP and MTIP, are key opportunities for this type of enforcement. Additionally, projects and/or programs that are currently on the list may require additional conditions for further public engagement upon funding. We are not in a position to declare the specific guidelines for Metro’s enforcement program, but we do believe that a failure to take proactive measures in the regulation and supervision of federally funded programs would be negligent in light of Metro’s duty to the region.

Metro has provided “Public Engagement Tools and Techniques”, a descriptive list of previous tools that have been used in community outreach efforts.<sup>11</sup> The various tools and techniques are also aligned with the four goals. This comprehensive list provides description as well as the chosen level of the program coordinator.

In an effort to utilize the time and resources of Metro staff, we have identified the investment of time and labor, financial cost, and effectiveness of some of the common outreach methods. While Metro has the ultimate discretion on how accurate these findings are in the Portland Metro Region context, we believe that an effort to compile a reference sheet detailing these types of concerns will provide insight to Metro staff members. Community outreach is creative in nature, and can be very successful with new innovate methods. This is particularly useful for younger generations and social media. However, we believe that there is a pragmatic value that should be transmitted to future project teams.

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<sup>10</sup> Metro. (2013). *Public Engagement Guide Public Review Draft*. p. 24.

<sup>11</sup> *Id* at Appendix J.

<b>COMPARING COMMUNITY OUTREACH METHODS<sup>12</sup></b>			
<b>Outreach Method</b>	<b>Investment of Time and Labor</b>	<b>Financial Cost</b>	<b>Effectiveness</b>
<b>Signage</b>	<b>Low.</b> Develop message for sign and drop off signs at sites.	<b>Low-Medium.</b> Dependent on the quality of the signs (temporary or permanent and attractiveness)	<b>Low-Medium.</b> Community members will have to read and respond to signs. People tend to ignore signs after awhile.
<b>Inserts/Flyers/Articles &amp; Other Written Materials</b>	<b>Low.</b> Develop message for flyer and distribute.	<b>Low.</b> Paper, photocopying and labor.	<b>Low-Medium.</b> Message must be compelling to community members so they read and remember it.
<b>Media Coverage (Radio, TV, Public Service Announcement)</b>	<b>Low.</b> Develop message & contact media to publicize it for your community.	<b>Low.</b> Time and labor to do press releases.	<b>Low.</b> Depends on availability of media service in your community. Most people will not hear your message.
<b>Newsletters</b>	<b>Low-Medium.</b> Write, edit, publish and distribute to community members.	<b>Low-Medium.</b> Depends on cost of printing, distributing & labor.	<b>Low-Medium.</b> Articles must be interesting so people read them. Include pictures to spike interest.
<b>Door-Door Campaigns</b>	<b>Medium.</b> People doing campaign must dedicate time to go to each household.	<b>Low-Medium.</b> If volunteers agree to go door-to-door costs will stay low.	<b>Medium-High.</b> Talk to residents one-on-one to address their concerns. Also effective way to learn about the local culture, hot topics, and ideas

<sup>12</sup> For full discussion of ranking these tools and techniques, see Alaska Native Tribal Health Consortium's *Public Education and Community Outreach: "Building Support for Your Program"*. Appendix 2.



			to incorporate in other community outreach methods.
<b>Briefings and Presentations</b>	<b>Low-Medium.</b> Many people like to give public talks. Time to prepare depends on type of presentation & audience.	<b>Low-Medium.</b> Depends on materials needed and type of handouts. Paper, photocopying, and labor.	<b>High.</b> Potentially large audience; reaches community members, agency staff, & community leaders.
<b>Outreach to Schools</b>	<b>Medium-High.</b> Depends on size of event(s), activities planned & number of students.	<b>Medium-High.</b> Depends on size and type of event(s) and activities planned, and materials needed.	<b>High.</b> Potentially large audience; reaches children & their families. Fun
<b>Meetings &amp; Community Events</b>	<b>Medium-High.</b> Depends on size of events and/or activities planned.	<b>Medium-High.</b> Depends on size of events, activities planned, and materials needed.	<b>High.</b> Potentially large/diverse audience. Fun or memorable activities can draw community members into your program and help spread your message.
<b>Workshops &amp; Training</b>	<b>Medium-High.</b> Depends on size of workshop, training activities planned.	<b>Medium-High.</b> Depends on size of workshop, training activities planned, materials needed.	<b>High.</b> Provide specific training to community members, address their questions and concerns. Helpful when introducing new programs.

### **Diversify Composition of Metro and Partner Boards or Committees**

As indicated by the transportation case studies included at the beginning of this comment, one of the criteria that are evaluated in terms of meaningful and continuous public involvement is the participation of minorities and low-income

individuals on committees. The United States Department of Transportation's *Evaluation of Statewide Long-Range Transportation Plans* reported that advisory groups or task forces may vary in responsibility, purpose, duration and authority, but a common element remains among all of them: a need for diversity. As indicated in Harvard's study, minorities are not appropriately represented on MPO boards. For example, at the time the study was conducted, Montgomery Alabama had no minorities on its board even though African Americans make up 40 percent of the local population.<sup>13</sup> Research also indicated that when minorities were placed on these committees, the committee more often than not wielded no voting rights.

Reporting the demographics of boards and committees, not just those within Metro but of its partners and project sponsors, would be required by a Title VI Compliance Report, and it would be in the best interest to diversify the composition of these committees taking into account the racial and ethnic background, place of residency in terms of geography, socioeconomic status (categorized on a surface level- low-income, middle-income, high-income), spoken language(s), etc. This diversity is needed to make sure the perspectives of these communities can be heard, addressed and if appropriate, implemented. The requirement of data collection of the composition would be required whenever a committee or advisory council is created for projects and programs.

A hypothetical example is if Metro received an application to expand a streetscape, adding sidewalks, a flashing walk signal, and bike lanes. To fulfill public involvement, the project has chosen to create the X Neighborhood Steering Committee. This committee meets every other week at a community center at 6p.m. on a Thursday. The meeting minutes are made available on a website. Public comment is also consistently encouraged through flyers.

On the surface, this situation provides a robust, meaningful and continuous public involvement. However, if Neighborhood X is predominantly Latino with limited English proficiency and all of the representatives of the committee are white, fluent-speakers of English, and the committee has not explicitly provided accommodations for members of this community, this project must fail in terms of early, continuous and meaningful public engagement.

Requiring this data collection at the outset enables Metro to make educated judgments about the effectiveness and ethical posture of the committee linked to the project. It will also ignite a motivation in project coordinators and team members to diversity the committee, gathering an audience with many more concerns, perspectives and potentially, solutions. Ideally, using the correct public engagement tools and strategies as well as a genuine effort to reach out to the community members, this will foster lasting relationships between government officials and the neighborhood's residents.

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<sup>13</sup> Sanchez, Thomas W., Stolz, Rich, Ma, Jacinte S. (2003) *Moving to Equity: Addressing Inequitable Effects of Transportation Policies on Minorities*. Cambridge, MA: The Civil Rights Project at Harvard University. P.33

Comment received via email on September 19, 2013

Hello. Concerning public engagement methods:

1. I received your e-mail address from EPNO.
2. I believe methods should seek to include our diverse population in my residential area of East Portland, i.e. do outreach in Spanish, Vietnamese, Chinese, Russian, and English at a minimum - perhaps in newspapers publishing in these languages or with flyers with community organizations serving them.
3. Engage the public through senior centers and schools.
4. Permit input via public meetings, e-mail, social networking.

Those are my ideas thus far.

Thanks.