



Best Practices in Public Participation

outreach
lessons
tools
success
results

prepared by



February 2011

table of contents

Introduction	1
Success Factors	1
Case Studies	2
Kroy Pathway Conceptual Improvement Outreach—District 3.....	3
Strategic Planning Workshop for the Crenshaw Community of Los Angeles—Headquarters.....	4
BART to Livermore Community Workshops—District 4.....	5
SACOG MTP 2035 Update Environmental Justice Focus Groups—District 3	5
State Route 46 East Comprehensive Corridor Study—District 5	6
Highway 99 Soundwall Community Safety and Enhancement Project—District 3	7
Community Visioning Processes in Rural California Communities—District 9	8
Corridor System Management Plans (CSMPs)—District 3, District 4 and District 12	9
City of Winters State Route 128/Grant Avenue Complete Streets—District 3	10
Conclusion	11

Introduction

Beginning in November 2006, Caltrans developed a partnership with MIG, Inc. to provide on-call assistance through the Public Participation and Engagement Contract (PPEC). With funding provided through the PPEC, Headquarters and District staff could request consulting assistance and additional resources to improve stakeholder and community involvement in Caltrans planning efforts.

Through this effort, Caltrans staff greatly increased their outreach skills and demonstrated success by improving relationships with stakeholders, responding to community concerns and advancing responsive solutions. As a result, Caltrans has some great success stories to share and results that include:

- Improved interagency partnerships;
- Increased community collaborations;
- Heightened environmental justice community involvement;
- Exceptional levels of public engagement that exceed SAFETEA-LU requirements;
- Strategies and alternatives that demonstrate receptivity to public input; and
- Improved overall project results!

Research conducted through the PPEC to develop a public participation plan for the California Transportation Plan 2035 and the FSTIP validates our understanding of the public's interest in transportation planning. Through interviews, focus groups and a web-based survey conducted statewide, we have confirmed that:

- Californians want to know more about the transportation system; how it is planned, programmed and funded. They want to provide input and know that their comments are meaningful.
- Caltrans agency partners and stakeholder groups recognize the importance of participation to ensuring that the system meets their needs. They want to be actively involved in future planning efforts.
- Members of the general public provide invaluable insight into how the state's transportation system works and what can be done to improve it, even if they are not trained technical experts. They are interested in the development of their local and regional transportation system and want to be asked for input.



The first bicyclists set out on the new Kroy Pathway in Sacramento—one result of a successful public engagement process.

- The general public and stakeholders support the participation of representative groups in statewide transportation planning. They want community groups, agencies, business organizations, and/or trade unions to advocate on their behalf.
- Everyone wants Caltrans to maintain transparency and keep the public informed about the status of projects and how the system works. They want easily accessible, high-quality, and timely information about transportation projects.

Caltrans and MIG considered these findings as it developed the approach to each outreach project.

Success Factors

Outreach activities that address the factors listed below are very likely to achieve positive outcomes. While interactions with the public can feel unpredictable at times, these factors help ensure your team is flexible and prepared.

1. Develop shared goals and objectives

Every project should have clear outcomes and shared understanding of success – for Caltrans and its project partners. Key questions include: What is Caltrans hoping to achieve? What problem will this project or plan address? How will your partners benefit from participating in this process?

2. Identify your partners and key stakeholders up front and throughout the process

As you begin project planning, start developing your stakeholder list. Identify the agencies, organizations, interest groups, elected officials, and environmental justice advocates who need to be involved. Continue to grow your stakeholder list throughout the project period.

3. Develop agreements within Caltrans

The project team should involve other Caltrans departments and Headquarters early—before bringing in stakeholders. This provides time to develop the necessary internal agreements and allows Caltrans to speak with one voice as it comes to agreement on key issues.

4. Develop agreements with your partners

Most Caltrans projects and plans cross jurisdictions and involve a range of agencies. A willingness to collaborate and achieve mutual goals is essential to setting up a project for success. In some cases, Caltrans will need to invest some time to build and grow relations with essential partners.

5. Create a solid foundation of facts

Every project should be based on a firm foundation of facts and a shared definition of terms. Caltrans and agency partners should agree on the data, and how the conclusions derived from it were achieved.

This is especially important when the results may be unpopular or contrary to public opinion. Remember, opinions vary and may change through the process, but facts should remain the same.

6. Determine your readiness to go out to the public

Caltrans and its partners should be on the same page before going out to the public. A successful process includes time for partners to discuss key issues and review the technical data with the project team. The public will look to your partners for their participation and endorsement of the outreach process; if it is not there, the public is unlikely to support or trust a proposed solution coming solely from one agency.

7. Start where you have agreement

Focusing on areas of agreement is an effective way to engage partners and the public. Establish agreement on the problem and the importance of finding a solution. Determine consensus on the outcome and the desired result. After determining these points of common ground, focus on the details about how to get there.

8. Understand where there are disagreements

At times, partners and the public will disagree about key aspects of a project. They may not agree about the root of a problem, the desired outcomes, or the best way to achieve them. By identifying points of disagreement early, it is easier to find ways to address them and ensure that they do not derail the participation and planning processes.

9. Focus on outcomes

As you work to identify solutions, test them against your outcomes. Do the outcomes address why you are doing this project in the first place? Then test how well they respond to the areas of disagreement.

10. Evaluate your results

Taking time to acknowledge and document success, evaluate results, thank partners, attend a ribbon-cutting and other positive activities is time well spent. These actions are easy to neglect in the culmination of a project, but they are essential to laying the groundwork for ongoing growth and positive outcomes in future projects, and strengthening the community trust that has been built to date.

The PPEC funded almost 50 task orders, all of which achieved positive results. We have selected a few examples of the different types of outreach activities conducted by Caltrans and called out the factors that made these projects successful. As you'll see from these examples, it requires an investment of time both up front and throughout the process, but the benefits received from creating and sustaining successful interactions with the public will serve the District and Headquarters now and over the long term.

Case Studies

We hope you will be inspired by your colleagues' successes and increase your efforts to work with the public. This section includes summaries of Caltrans PPEC projects that exemplify best practices and incorporate the success factors described above. In each of these cases Caltrans employed specific success factors to address the concerns of stakeholders, partners and the public to ensure a participation process that resulted in positive outcomes.

Kroy Pathway Conceptual Improvement Outreach—District 3

Outreach Objective

Develop public agreement on how to improve the safety and functionality of a critical but problematic right-of way.

Project Overview

Sacramento area residents in the Tahoe Park neighborhood were upset that conditions along a short off-street pathway joining Kroy Way to 65th Street had deteriorated and become a haven for crime. Caltrans owned the right of way and was seeking to transfer it to the City. The pathway provides access for pedestrians and bicyclists and serves as a key link between the Tahoe Park neighborhood and the 65th Street corridor and light rail station.



Neighborhood residents refer to conceptual drawings to discuss their preferences for the improvement of Kroy Pathway.

Residents were rightfully concerned about the unsafe and blighted condition of the pathway and were seeking to have the pathway closed. However, the pathway's link to the light rail station made it an important transportation connector which the City preferred to keep open. Caltrans District 3 partnered with the City of Sacramento to involve area residents and businesses in an outreach process. Through community input and participation, MIG helped Caltrans develop a collaborative approach to addressing neighborhood and City concerns and created a new vision for the project. All residents and business owners received postcards in the mail inviting them to participate. Meetings were held at the neighborhood association meeting room.

Building on community feedback collected at two public workshops, Caltrans, the City and MIG were able to identify design solutions that addressed most issues. The project team worked collaboratively to ensure that proposed strategies would address their specific needs. MIG prepared visualizations and conceptual drawings to illustrate these potential solutions and preliminary costs. The illustrations helped the community to better understand and quickly come to consensus on improvements to the bike path that would address their concerns and meet the City's transportation goals. Community members were very concerned about the cost of the proposed improvements, since they didn't want to identify strategies that would be too expensive to implement. Caltrans and the City were able to take this into account as they developed potential alternatives.

Project Outcomes

The Sacramento City Council approved the conceptual pathway design that resulted from this public involvement process. In less than one year, the project was fully funded for engineering and construction by the 65th Street Redevelopment Agency. The ribbon-cutting for the new Kroy Pathway was held in early 2010, and the pathway is currently in use. A ground-breaking event for the newly improved trail less than one year after community consensus was reached is an excellent measure of success.

Success Factors

- Caltrans and the City of Sacramento were in agreement on the problem and had a shared vision of project success.
- The community outreach process was inclusive and well-planned, ensuring broad participation.
- A collaborative approach ensured that controversies and disagreements ultimately resulted in agreement.
- Caltrans and the City paid attention to costs of the potential improvements, a key concern of the community.
- Visualizations allowed stakeholders to use technical information to re-envision an unpopular project.
- The City was able to direct redevelopment funds to these improvements and the high level of support allowed the project to be completed in less than one year!

Strategic Planning Workshop for the Crenshaw Community of Los Angeles–Headquarters

Outreach Objective

Convene a diverse group of stakeholders to identify transportation, land use, housing and other improvements to improve the quality of life in an economically distressed neighborhood of Los Angeles.

Project Overview

Caltrans District 7 worked with MIG to involve the Los Angeles Urban League (LAUL), the California Department of Business Transportation and Housing Agency (BTH), the California Department of Housing and Community Development (HCD), and key stakeholders in a strategic planning workshop for the Crenshaw community of Los Angeles. The workshop convened over 50 community stakeholders to identify opportunities to further enhance and improve the quality of life in the Crenshaw community. Along with designing the workshop and documenting results, MIG prepared an overview of the outreach methods, and evaluated which program-stated goals were reached, including lessons learned and recommendations.



MIG facilitates and records a discussion of housing needs and opportunities in the Crenshaw Community.

Project Outcomes

Dialogues during the workshop and new working relationships established during its preparation were a catalyst for the development of a Community Action Plan to enhance the economic conditions of the Crenshaw community. During the workshop, stakeholders identified key projects and programs that addressed housing and transportation needs in the community.

To ensure that a broad spectrum of community stakeholders participated in the discussion, Caltrans reached out to local agencies, organizations and stakeholder groups, including the Los Angeles Urban League, the California Department of Business Transportation and Housing and the California Department of Housing and Community Development. The preparation and dissemination of the workshop summary report laid the foundation for a workplan focused on future improvements in the Crenshaw Corridor.

Success Factors

- Caltrans identified agency and organizational partners early in the outreach process.
- Caltrans worked closely with partners to identify key stakeholders with strong interests in improving the Crenshaw community.
- By starting with areas of common agreement and points of disagreement, Caltrans successfully engaged private sector interests, federal, state, local and regional agencies, elected officials and law enforcement representatives in constructive planning discussions about the future of the Crenshaw Corridor.

BART to Livermore Community Workshops—District 4

Outreach Objective

Conduct community workshops to inform staff and City Council comment on the alternatives in BART’s Environmental Impact Report (EIR) for the proposed BART to Livermore project.

Project Overview

BART’s proposed expansion to Livermore was a project of great interest to local and regional residents. Since the expansion will take place primarily within the Caltrans right of way, Caltrans District 4, in cooperation with the City of Livermore, supported a public involvement process to solicit community opinion to inform the City’s input on the draft EIR for the project. This unprecedented level of community input during the comment period for an EIR helped area residents understand the potential opportunities and constraints presented by the different alternatives. It also provided additional analysis to assist them in determining how the different station locations and combinations would impact their community, reduce congestion on Highway 580 and increase mobility options in the region.

Through a series of three workshops, each attended by almost 150 people, the public had an opportunity to interact and provide input.



A small group exercise helps Livermore residents match proposed BART station types to identified community goals.

Project Outcomes

Community members attending the workshops represented a broad spectrum of opinions and participated actively in discussions. In April 2010, the Livermore City Council unanimously supported the locally-preferred alternative derived through this process. The City considered the workshops to be instrumental in garnering community involvement and intends to discuss this outreach process at various planning and engineering conferences as a model for other processes. Specifically, this process may serve as a model for other communities desiring to reflect community opinion during the development and review of environmental documents for significant infrastructure projects.

Success Factors

- Caltrans District 4, City and consultants collaborated strongly on outreach goals.
- The project team agreed on the technical data and how it was presented in advance of each workshop.
- The technical data provided a neutral fact-based way to discuss and evaluate the alternatives.
- The community highly valued an opportunity to weigh in on a significant transit expansion project.
- The process created a foundation for continued community discussions.

SACOG MTP 2035 Update Environmental Justice Focus Groups—District 3

Outreach Objectives

To have direct discussion with representatives drawn from low-income and minority residents in the Greater Sacramento Area to inform the Sustainable Community Strategy of Sacramento Area Council of Governments (SACOG)’s Metropolitan Transportation Plan (MTP) 2035 update.

Project Overview

Caltrans District 3 Planning and Local Assistance engaged MIG on behalf of SACOG to assist in the update to the Metropolitan Transportation Plan (MTP) 2035, which addresses the new SB 375 mandates to develop a Sustainable Community Strategy.



Environmental Justice Focus Group participants identify their residence, essential destinations and travel patterns in the Sacramento region.

With a goal of increasing participation from those not typically engaged in transportation planning processes, MIG conducted eight focus groups with environmental justice (EJ) community representatives throughout the SACOG region, including 3 groups with low income participants, 2 groups conducted in Spanish and one in Vietnamese/Mandarin, a group with Native American participants and one group with African American participants. Participants discussed a series of specific questions, used maps to identify essential destinations in the area, and indicated their preferred priorities for local and regional transportation funding from a list of options. The input gleaned from these focus groups was compared to responses from a similar effort in 2007 in order to analyze changes in perception and attitudes toward travel options in the region.

Project Outcomes

Outreach conducted with the assistance of local community based organizations (CBOs) yielded 89 residents who would likely not have attended a conventional community meeting. Stipends paid for participation proved to be an extremely cost-effective way to ensure participation from these communities and reassure them that their time and opinions are valued. The discussions yielded rich, detailed in-depth information regarding the transportation needs of communities who have very specific needs but fewer options, due to income and other factors.

Participants in the focus groups came away with a much better understanding of state highway issues and challenges. They helped to identify solutions to address transportation gaps and to prioritize transportation projects.

In the future, Caltrans and SACOG can build on partnerships with CBOs to increase opportunities for EJ community involvement. Results from these focus groups will be available on SACOG's website (www.sacog.org); they will also inform SACOG's MTP 2035 and future funding decisions.

Success Factors

- Caltrans identified a diverse, targeted group of stakeholders early in the outreach process, ensuring representation from Spanish-, Mandarin- and Vietnamese-speaking communities, as well as Asian, African-American, Native American/American Indian and Latino participants in groups balanced according to gender, age and disability status.
- Caltrans worked closely with CBOs to achieve mutual goals for engaging EJ communities in the focus groups.
- Understanding that different cultural groups communicate in different ways, Caltrans approached focus group conversations with an early concentration on areas of common agreement and points of disagreement, resulting in strong participation and overall positive responses.

State Route 46 East Comprehensive Corridor Study—District 5

Outreach Objectives

Renew working relationships with local partners and identify interim and long-term corridor improvements.

Project Overview

Caltrans District 5 worked with MIG to provide strategic facilitation services to complete a Comprehensive Corridor Study for a critical east/west transportation corridor for local, regional, and interregional traffic in California's Central Coast. The resulting multi-agency collaboration featured a successful public engagement process that helped to identify interim and long-term



A visual representation of improvement options to, from, along, and across State Route 46 East helped the community identify their preferences.

corridor improvements, and was unanimously accepted by the San Luis Obispo Council of Governments (SLO-COG) Board, SLO County and endorsed by the City of Paso Robles.

Project Outcomes

The successful planning process has improved working relationships between Caltrans and local agencies, and was honored by the California Transportation Foundation as the 2009 Public Outreach Program of the Year.

The project resulted in greater agency partnerships and collaboration, and increased public awareness of long-range, multi-jurisdictional transportation planning issues, integration of Caltrans policies (such as Context Sensitive Solutions) into the process, and the articulation of a long-term vision for the corridor, as well as improving Caltrans' image in the area.

The project demonstrated Caltrans' leadership on transportation and land use and improved relationships with key partners by developing a corridor study that accounted for local circulation patterns in conjunction with the development of the City of Paso Robles General Plan Traffic Circulation Element Update.

The final results of the process are reflected in the content of the Comprehensive Corridor Study and will be referenced in other local plans such as the Caltrans Corridor System Management Plan (CSMP) for State Route 46 and the SLOCOG Regional Transportation Plan.

Success Factors

- Caltrans identified and built agreement with partners early in the process.
- Caltrans invested the time needed for the partners to come on board before starting the public process.
- Caltrans actively engaged the public in technical analysis of complex and long-range transportation planning.
- Ongoing dialogue and planning discussion at the strategic and technical level improved working relationships with partners and stakeholders.
- Caltrans publicly celebrated the success of the project, receiving a state award, and improved its image in the area.

Highway 99 Soundwall Community Safety and Enhancement Project—District 3

Outreach Objectives

Develop community agreement around the benefits to property owners of receiving a no-cost transfer of lands within a Caltrans right of way.

Project Overview

Along most soundwalls in the state, Caltrans maintains a fenced right of way between nearby homes and businesses so it can access and maintain the soundwall. In some communities, this practice has had unintended consequences, creating an alley way that leaves properties vulnerable, provides easy access for criminal activity, creates safety concerns, and greatly increases Caltrans maintenance costs for these properties. This describes the current conditions along the Highway 99 soundwall in Sacramento between 12th Avenue and 47th Avenue. Forty-eight properties have experienced negative consequences due to right-of way conditions and Caltrans maintenance costs are greatly increased by the additional effort required to remove illegally dumped materials and waste from homeless encampments.

MIG coordinated and facilitated a public outreach process to incorporate stakeholder input on outreach implementation strategies, to discuss issues and concerns, to effectively present the community benefits of eliminating this buffer area by selling the State right-of-way to property owners, and to assist property owners with the steps in that process.



The process graphic clearly illustrates the step-by-step transfer process of Highway 99 right-of-way lands from Caltrans to property owners.

Project Outcomes

A key goal of this project is to establish this planning and outreach work as a model for future partnerships between Caltrans, local jurisdictions and low-income communities. As a result, the project culminated in the creation of a guide which other Caltrans districts can utilize in similar processes.

MIG's facilitation of this planning process helped result in a strong and effective collaboration among the Caltrans District 3 Planning, Right of Way, Maintenance and Surveying departments. This led to internal resolution of key issues related to the appraisal process and costs, scheduling of surveys and maintenance responsibilities. Approximately 25 percent of the property owners in the project area have expressed intentions to participate, and the vast majority of key issues and challenges associated with this process have been addressed and resolved. This relinquished right-of-way will achieve significant cost saving and reduce maintenance requirements.

Success Factors

- Project staff invested significant time up front to ensure that staff from the multiple disciplines needed to address this issue were informed and had a clear understanding of the project and desired outcomes.

- Caltrans worked collaboratively with local jurisdictions to identify concerns, answers and solutions, thereby ensuring that planning partners were on the same page with consistent messaging prior to undertaking community outreach.
- Caltrans conducted a door-to-door outreach strategy that helped provide a "friendly face" for the project and bolstered community trust in the outreach process.
- By listening closely to community concerns, Caltrans quickly developed responses to concerns that if not addressed, would have derailed the project in its early stages.
- Through good team communications, community members received consistent information from all players involved in the process.

Community Visioning Processes in Rural California Communities—District 9

Outreach Objective

Develop community consensus about desired future growth scenarios and related improvements for an updated Transportation Corridor Report.

Project Overview

Caltrans District 9 and Mono County, with assistance from MIG, engaged the small rural communities of Benton (population 500) and Chalfant (population 300) located on Highway 6 in extensive community discussions to develop a vision for their future growth. Caltrans was preparing to update the Transportation Corridor Report for Highway 6 and needed input from these communities to plan for anticipated growth, development and associated impacts to the state highway system. The town of Chalfant is located 15 miles north of Bishop and is bisected by Highway 6. Benton is 40 miles north of Chalfant, located at the intersection of Highway 6 and State Route 120.

Highway 6 is heavily travelled by interregional truck traffic carrying freight to and from the Port of Long Beach. While the visioning process and outreach activities for the two processes were similar, and included many of the same stakeholders, the results were strikingly different.



Benton residents identify key locations to accommodate community growth and transportation improvements.

Chalfant residents developed guiding principles and goals to help ensure minimal growth and few changes. For example, many community members were opposed to a proposal to construct a new school in Chalfant. Depending on the proposed school’s location, Caltrans might need to plan for required safety improvements, especially to accommodate pedestrian traffic across the highway.

Benton community members, on the other hand, see targeted growth and related transportation improvements as tools for increasing economic activity in their community.

Project Outcomes

In both towns, the documents resulting from the visioning processed benefited residents and local decision makers and were incorporated into the Mono County General Plan. They will also be used by Caltrans to inform future potential rural blueprint planning for the region, including the Regional Transportation Plan, the Benton Area Plan and the Mono County Environmental Assessment Report.

Success Factors

- Early preparation and planning identified the need for strong collaboration with Mono County.
- Local elected officials were strong supporters of the project and were available to consult with as needed during project development.

- Early identification of partners and stakeholders ensured that the process could consider land use and transportation issues within a larger regional context.
- Mono County helped identify key stakeholders and encourage their participation in these planning processes.
- In Chalfant, Caltrans involved the local school district in the process since their proposed facility could have a significant impact on improvements needed to Highway 6.
- In Benton, Caltrans coordinated with local tribes and business owners in order to discuss the impact of growth.
- Actively engaging the public resulted in clear and distinct visions for each community that reflect the qualities these residents value most.
- By determining how each community intended to grow in the future, Caltrans was able to plan for focused transportation infrastructure improvements that matched each community’s needs.

Corridor System Management Plans (CSMPs)—District 3, District 4 and District 12

Outreach Objectives

Provide facilitation, educational and informational outreach assistance to help Caltrans with the development of Corridor System Management Plans in three Caltrans Districts.

Project Overview

MIG worked with Caltrans to foster partnerships with MPOs and RTPAs in three Caltrans districts to develop Corridor System Management Plans (CSMPs). CSMPs were required in travel corridors that received Prop 1B funding. These comprehensive corridor planning documents were designed to incorporate local agency input and evaluate, recommend and prioritize operational strategies, needed capital improvement projects, and opportunities for transportation technology integration. CSMPs were designed to ensure that efficiency is increased through infrastructure investment and that taxpayer money is used effectively.



A variety of outreach materials supported educational efforts regarding CSMPs in Districts 3, 4, and 12.

Project Outcomes

Working with local agency partners, MIG developed a variety of materials to support educational efforts regarding CSMPs. Materials included a statewide CSMP web portal, a CSMP brochure describing the nine CSMP corridors in District 4 and a series of fact sheets for all of the CSMP corridors. MIG also provided graphic and production support to create a unique look for the CSMP documents.

MIG also provided facilitation assistance and support for many Technical Advisory Committee and local agency partner meetings to solicit corridor-specific input at key milestones, to review existing and future corridor conditions, and brainstorm potential mitigation strategies.

The corridor planning process has strengthened relations between Caltrans and local agency partners. These efforts are particularly relevant today as Caltrans strives to play a leadership role in the emerging field of coordinated transportation and land use planning. The CSMP planning process has provided an invaluable opportunity

to begin a process of interagency cooperation and coordination that will be required to ensure success in meeting the mandates of AB 32 and SB 375.

Success Factors

- Regular communication took place with local agency partners.
- The projects were conducted with a high degree of responsiveness to local agency and advisory committee concerns.
- The outreach plan developed for the process supported project management activities in preparation for the project.
- Ongoing evaluations helped the team to be responsive and support further collaborative efforts.

City of Winters State Route 128/ Grant Avenue Complete Streets—District 3

Outreach Objectives

Educate community members about Complete Streets Planning concepts and develop agreement on how these concepts can be used to improve community safety, mobility and connectivity.

Project Overview

MIG worked with Caltrans District 3 to identify safety and aesthetic improvements along Grant Avenue/State Route 128 in Winters. MIG implemented a community-based planning process to help inform the design solutions, and facilitated communications between the Department and local staff and decision makers to ensure that the concepts were feasible. A series of photo visualizations were developed to help residents and stakeholders understand how potential improvement options might look along the corridors.

Project Outcomes

In Winters, the Complete Streets Concept Plan has met with support on all levels, from the community to City of Winters and Yolo County officials and Caltrans District 3 staff. The Plan identified locations for a number of improvements, including roundabouts at key intersections, natural bioswales for stormwater run-off and bicycle facilities. Special attention was given to



A Winters resident presents small group discussion results on how Complete Streets concepts can address the safety concerns of the community.

the needs of the primarily Spanish-speaking residents of the El Rio Villa community that have to walk across the I-505 bridge to get to work, school and shopping in Winters. The Concept Plan will also be included as an addendum in future planning document updates such as the General Plan and the Caltrans Transportation Corridor Concept Report for SR 128.

Success Factors

- Actively engaging the public resulted in Complete Streets concepts with broad support from stakeholder groups, including property and business owners and tribal representatives.
- Effectively presenting technical information using visualizations and graphics allowed for meaningful input from stakeholders and the general public.
- Early coordination with agencies, local partners ensured that the process resulted in a strong vision and long-range plan for the corridor.
- The project required that special consideration and accommodation be made for the needs of agricultural equipment and trucks. MIG's Complete Streets design team communicated directly with the operators of these types of equipment and measured the equipment to ensure that proposed designs could accommodate them.

Conclusion

Caltrans continues to grow and demonstrate its capabilities to work with stakeholders and the public to address statewide mobility needs while responding to local needs and concerns. For every outreach activity, there is significant behind the scenes preparation and discussion that is needed to achieve a successful outcome. This time is often the best investment for any project. Stakeholders and the public bring important information and perspective to our transportation plans, programs and projects. Through successful outreach activities Caltrans can benefit from this expertise and achieve its goals for mobility throughout the state and in local communities.



Caltrans

Terri Bridges, Associate Transportation Planner
HQ - Sacramento
Office of Community Planning, MS-32
1120 N Street, Room 5124, Cubicle 15
Sacramento, CA 95814
Phone: (916) 654-3419
Fax: (916) 653-4570
terri_bridges@dot.ca.gov



MIG, Inc.

Joan Chaplick, Project Manager
800 Hearst Avenue
Berkeley, California 94710
Phone: (510) 845-7549
Fax: (510) 845-8750
www.migcom.com
joanc@migcom.com