

Appendix A
23 Code of Federal Regulations
§450.210

FEDERAL REGULATIONS

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§ 450.210 Interested parties, public involvement, and consultation.

(a) In carrying out the statewide transportation planning process, including development of the long-range statewide transportation plan and the STIP, the State shall develop and use a documented public involvement process that provides opportunities for public review and comment at key decision points.

(1) The State's public involvement process at a minimum shall:

(i) Establish early and continuous public involvement opportunities that provide timely information about transportation issues and decision making processes to citizens, affected public agencies, representatives of public transportation employees, freight shippers, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, providers of freight transportation services, and other interested parties;

(ii) Provide reasonable public access to technical and policy information used in the development of the long-range statewide transportation plan and the STIP;

(iii) Provide adequate public notice of public involvement activities and time for public review and comment at key decision points, including but not limited to a reasonable opportunity to comment on the proposed long-range statewide transportation plan and STIP;

(iv) To the maximum extent practicable, ensure that public meetings are held at convenient and accessible locations and times;

(v) To the maximum extent practicable, use visualization techniques to describe the proposed long-range statewide transportation plan and supporting studies;

(vi) To the maximum extent practicable, make public information available in electronically accessible format and means, such as the World Wide Web, as appropriate to afford reasonable opportunity for consideration of public information;

(vii) Demonstrate explicit consideration and response to public input during the development of the long-range statewide transportation plan and STIP;

(viii) Include a process for seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services; and

(ix) Provide for the periodic review of the effectiveness of the public involvement process to ensure that the process provides full and open access to all interested parties and revise the process, as appropriate.

(2) The State shall provide for public comment on existing and proposed processes for public involvement in the development of the long-range statewide transportation plan and the STIP. At a minimum, the State shall allow 45 calendar days for public review and written comment before the procedures and any major revisions to existing procedures are adopted. The State shall provide copies of the approved public involvement process document(s) to the FHWA and the FTA for informational purposes.

(b) The State shall provide for nonmetropolitan local official participation in the development of the long-range statewide transportation plan and the STIP. The State shall

have a documented process(es) for consulting with non-metropolitan local officials representing units of general purpose local government and/or local officials with responsibility for transportation that is separate and discrete from the public involvement process and participation in the development of the long-range statewide transportation plan and the STIP. Although the FHWA and the FTA shall not review or approve this consultation process(es), copies of the process document(s) shall be provided to the FHWA and the FTA for informational purposes.

(1) At least once every five years (as of February 24, 2006), the State shall review and solicit comments from nonmetropolitan local officials and other interested parties for a period of not less than 60 calendar days regarding the effectiveness of the consultation process and any proposed changes. A specific request for comments shall be directed to the State association of counties, State municipal league, regional planning agencies, or directly to nonmetropolitan local officials.

(2) The State, at its discretion, shall be responsible for determining whether to adopt any proposed changes. If a proposed change is not adopted, the State shall make publicly available its reasons for not accepting the proposed change, including notification to nonmetropolitan local officials or their associations.

(c) For each area of the State under the jurisdiction of an Indian Tribal government, the State shall develop the long-range statewide transportation plan and STIP in consultation with the Tribal government and the Secretary of Interior. States shall, to the extent practicable, develop a documented process(es) that outlines roles, responsibilities, and key decision points for consulting with Indian Tribal governments and Federal land management agencies in the development of the long-range statewide transportation plan and the STIP.

Appendix B
Stakeholder Interview
Summary Report



M O O R E I A C O F A N O G O L T S M A N , I N C .

Date: December 6, 2007

To: Leslie Snow, Sr. Transportation Planner, Division of Transportation Planning, California Department of Transportation

From: Nancy Kays, Sr. Project Manager

Subject: Report on Stakeholder Interviews

During October and November 2007, MIG undertook a phone survey of forty-one stakeholder organizations from around the State to assist Caltrans with the development of a SAFETEA-LU compliant Public Participation Plan for the California Transportation Plan (CTP) and the Federal State Transportation Improvement Program (FSTIP). The interviews, which took about 15-20 minutes each, were intended to find out if these groups have been involved in the process of developing the CTP or FSTIP in the past, if they want to stay or become involved, and if so, what are the most effective methods to use for meaningful input.

A list of the groups that were contacted is found in Attachment A. In most cases, the interviewees were executive directors, or other high-level staff who have a direct interest in transportation. The list is representative, and not exhaustive, but it yielded a good number of valuable suggestions from a broad variety of stakeholders. Although we had great success reaching the stakeholders we had targeted, we had less success with some of the community groups (Lung Association, AARP, YMCA, Latino Issues Forum, NAACP and Urban League to be specific) despite numerous attempts. Given the full agendas of the staff from these groups, it is not too surprising that returning our phone calls was a low priority. What it also suggests is that the Public Participation Plan must include very proactive and tailored approaches to reaching these groups for their input on the CTP and FSTIP.

The following is a high-level summary of the suggestions that were received during the phone interviews. Attachment A is a list of the organizations that were interviewed and Attachment B is a consolidation of the interviews by stakeholder category. Transcriptions of the individual interviews are also available.

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SUMMARY OF STAKEHOLDER COMMENTS

1. **Many of those interviewed were aware of the CTP or FSTIP, and some of the public agencies have been very involved in the process in the past.** All indicated an interest in being included in future outreach efforts and would need background education on the purpose of the documents and where they fit in the levels of transportation planning and funding in California.
2. **Caltrans needs to communicate the value of the CTP and FSTIP and what these documents signify not only to the stakeholder groups, but to general public.**
 - a. What kind of input does Caltrans seek on the documents?
 - b. What are the most relevant parts to comment upon?
 - c. What is the relevance to our specific interests and to the state as a whole?
 - d. Why is it important for us spend time and energy reviewing these documents?
 - e. Where and how in the process can we affect change in transportation decision making?
3. **There are a large number of hot-button issues for these stakeholder groups; public education and outreach activities should call out these issues and specify how the CTP and FSTIP would address them.** Some potential topics included:: the effects of the transportation system on environmental sustainability and climate change, effects on safety and health, maintenance and rehabilitation of the aging transportation infrastructure, how funding is distributed to rural and urban areas, goods movement, congestion relief, alternatives to driving alone (transit, walking, biking, and rideshare), funding of public transit operations, High Speed Rail, and the accessibility of the transportation system to those with disabilities. Call out the more interesting projects, or controversial projects to stimulate interest (or have other organizations do this).
4. **When developing lists of who to target for comment on the CTP and FSTIP, include all stakeholder groups and normally overlooked or under-represented communities.** Federal agencies noted that the stakeholder groups listed under the SAFETEA-LU regulations is a beginning, and that Caltrans needs to go beyond these regulations to include other groups that are or could be interested in the State's plans and programs. For example, groups that may not have been involved in the past include taxicab and shuttle companies, public health interests, youth and retiree organizations, recent immigrants, and non- or limited-

English speakers. Those from Indian reservations, low-income communities, rural communities, and disabled persons feel excluded from transportation decisions, and a special effort must be made to include them in meaningful ways and address their expressed needs. Although everyone should be invited to comment on the CTP and FSTIP, extra efforts should be made to involve representatives of these groups. It is asking a lot to expect taxi drivers to attend night meetings, for example, but their union representatives would probably be willing to participate.

5. **Most stakeholder groups have an organized network of information dissemination that can be leveraged by Caltrans.** By identifying the key umbrella organizations or coalitions, or the key people within organizations (“connectors”), Caltrans can send out information and invitations to comment on the CTP and FSTIP and the word will be spread very effectively. These connectors can also be used to collect comments to be given back to Caltrans. When asked about critical participants, the interviewees listed their members or staff, their Boards, their key committees, their partners, legislators, funders and many others, including the general public for some. The point is that by using connectors within stakeholder groups to disseminate information, Caltrans can reach critical participants.
6. **E-mail is the most common form of communication for stakeholder organizations, both internally and externally.** Nearly every interviewee said that e-mail, e-newsletters, and listservs have replaced or minimized paper-based communications. E-mail can be used to alert a large number of people very quickly about an issue, or to direct them to a website where there is further information. A danger mentioned by some of the interviewees is that e-mail can be over-used and ignored. However many said that if an issue is of interest, an e-mail can be easily forwarded by a person to others who are interested, especially if they are asked to spread the word.
7. **CTP and FSTIP information needs to be presented in user-friendly and accessible formats.** Many people noted that being presented with a large, dense document and asked to comment on it was daunting and should be avoided. It is important to consider that the time of stakeholders and the public is valuable, and they will need to have important information from the documents called out in some type of summary format. One suggestion was that the website version of the FSTIP, for example, include a searchable GIS database of projects, so that people can easily see the descriptions, costs, and timelines for their local projects. Accessible formats would include using HTML format that can be read by software for the sight-impaired, meetings that offer

translation services for non-English speakers, sign-language interpretation services for the hearing-impaired, and meeting locations that are accessible to wheelchairs and are near public transit. Meetings should also be held in public locations that are open and well-known, such as community centers and library rooms.

8. **Caltrans needs to take the chance of letting people engage in a meaningful way with the CTP and FSTIP.** A number of interviewees commented that it would go a long way with many people if Caltrans would accept changes to these documents that are the result of public comment, or at least acknowledge that the comments are heard and there is a commitment to address them.
9. **There was some difference of opinion on when to obtain input from stakeholders and the public.** Some think that it is important to get input early in the process when a plan or program can be shaped, and other think that there needs to be a plan or program first so that it can be commented upon, but not so late that there is no chance to make changes.
10. **The Public Participation Plan should include a toolbox of methods that is tailored for different groups.** The methods used for different groups should depend on their needs and wants, as well as on how they typically receive information and engage in public discussions. For example, e-mail doesn't work for groups without computers or where they don't use a lot of written materials. Radio and personal contacts may work better for these groups. A number of people said that the more outreach the better. More information on what methods work best with which groups can be found in Attachment B.
11. **Caltrans should avoid passive outreach methods** such as traditional public hearings (especially if it's only one covering the entire state, or if the hearing goes too long), announcements that appear only on the website, paid newspaper ads, flyers that sit on tables, and information-only workshops. Some interviewees also mentioned that mailed newsletters aren't cost-effective.
12. **People mentioned surveys as powerful tools, but that they need to be well-designed and used sparingly.** Some people said they don't really like surveys -- "get too many of them"-- or find them frustrating because of the limited choices they present. A number of people said that surveys (either phone or e-mail) can be very helpful in finding out about specific issues, though.

13. **Make websites user-friendly.** Make sure the information on the CTP and FSTIP is easy to find, and not buried on the website. Internet users don't usually have a lot of patience in navigating a website to look for something specific, and will easily give up if faced with barriers. When sending an e-mail that tells of a website link, a PDF of the document can also be attached if that is more convenient for people to access.
14. **Use public meetings or workshops,** as long as they include enough background information, invite attendees to participate, and aren't used only to disseminate information. Many people said that the most valuable form of public engagement is to discuss issues with others in some type of public meeting, where there is the opportunity to listen to others, express one's own opinion, and see where the consensus lies. These kinds of meetings build community as well as provide feedback to the sponsors. One person said that it is important not to over-structure a meeting at the beginning, and allow people to more easily express themselves. Also, information given in workshops needs to be relevant to the local area.
15. **Make presentations to local or statewide stakeholder groups.** Having a captive audience guarantees feedback.
16. **Develop a relationship with the press.** Use press releases and work with knowledgeable reporters who can provide good information to the public through interesting stories. Meet with editorial boards of major newspapers.
17. **Provide feedback and follow-up to all who participated,** letting them know the results of their comments and the next steps in the process.
18. **Consider using new high-tech methods, such as webinars and webcasts** instead of meetings. These can incorporate e-mailed or phoned-in comments and questions.
19. **Model the Public Participation Plan after MTC's or SCAG's.** These plans have been adopted and found to comply with SAFETEA-LU.
20. **A successful outreach process can be measured by the process and the product,** including
 - a. whether or not all members of the public and stakeholder groups had an opportunity to participate in some way,
 - b. that everyone involved was respected and feels they had a voice,
 - c. by the level of understanding of the issues,
 - d. by Caltrans having responded to all comments, and
 - e. by satisfaction with the final product.

Interviewees generally thought that the number of attendees at meetings and the number of comments made, while interesting, weren't particularly informative measures.

ATTACHMENT A
LIST OF INTERVIEWED STAKEHOLDER ORGANIZATIONS

Local, Regional, State and Federal Agencies and Organizations

Federal Highway Administration
Federal Transit Administration
State Department of Water Resources
U.S. Fish and Wildlife
State Historic Preservation (SHIPO)
Regional Council of Rural Counties
Amador County Transportation Commission
Regional Transportation Planning Agency Group
Caltrans District 12
California State Association of Counties (CSAC)
California League of Cities
City of San Jose Public Works
Shasta County Public Works

Local Business, Pedestrian and Bicycle Advocacy and User Groups

California Chamber of Commerce
California Walks
WalkSacramento
California Bicycle Coalition
San Diego Bike Coalition

Community and Environmental Groups

Sierra Club – San Diego
Sierra Club – Bay Region
Planning and Conservation League
Housing California
Latino Coalition for a Healthy California
Caltrans Native American Advisory Committee

Affected Public Agencies, Groups, and Individuals

Port of Los Angeles
California Highway Patrol
Safety Center – Sacramento
California Transit Association
California Association for Coordinated Transportation (CalACT)
The California Automobile Association

Representatives of Public Transportation Employees

Amalgamated Transit Union
United Taxicab Workers, San Francisco

Freight Shippers

Network Public Affairs (maritime shipping consultants)
California Trucking Association
California Aviation Alliance

Private Providers of Transportation

Super Shuttle
MV Transportation, SF Bay Area

Representatives of Users of Public Transportation

The Transit Coalition (Los Angeles)
San Joaquin Valley Rail Committee

Representatives of the Disabled

Californians for Disability Rights
Protection and Advocacy, Inc.

**ATTACHMENT B
CONSOLIDATED ANSWERS TO
STAKEHOLDER INTERVIEW QUESTIONS**

1. *What is your knowledge of the CTP and FSTIP? Have you participated in before in these planning processes? Do you wish to provide input on this plan and program? How much education would be needed about them?*

Federal, State, Regional, and Local Agencies and Organizations

Knowledge of the CTP and FSTIP and the processes used to develop them varied a lot with this group. Some have participated in the past, and some have never participated. All are interested in either staying or becoming involved, but they need education. Some of the agencies have recently started formally coordinating with Caltrans because they feel it is in their best interest. Some would like to be notified, even if they don't get actively involved. A regional agency representative commented that the general public definitely needs education because people perceive that the state will take care of all transportation needs without local financial contributions.

Local Business, Pedestrian and Bicycle Advocacy and User Groups

These groups have some familiarity, but would need education about the CTP and FSTIP. They want to be involved, but one of the pedestrian group executive directors questioned the effectiveness of the CTP.

Representatives of Public Transportation Employees

The groups don't have any knowledge of the CTP or the FSTIP, but they've been actively involved at either the county or regional level in transportation planning. They'd like to be involved at the statewide level.

Representatives of Private Transportation Providers

These groups haven't had any involvement in the CTP and FSTIP in the past, but they are interested and would like education. They believe they bring a good perspective from working with many different clients.

Users of Public Transit

Haven't been involved, would like to be and would need education.

Representatives of the Disabled

Have heard of it through the CalACT organization, want to be involved. One organization would have its issue team look at the documents first. It is important that involvement be possible in accessible formats, locations and with conferencing available. Caltrans should also contact consumer groups such as the People First groups. The education should state why it is important for someone with disabilities to review the plan.

Freight Shippers

Have some knowledge and have commented in the past, and are very interested in commenting in the future. Are interested in the larger view in relation to their interests. It would be particularly interesting for their

constituents to know the relationship between levels of plans, who's approving the funding, and what the consensus is.

Affected Public Agencies, Groups, and Individuals

This varied between the agencies. The Port has been very involved, but the others have had limited knowledge and involvement. They would like to participate and would need education.

Community and Environmental Groups

Some of these groups have been involved in the past, but all are interested in commenting and would need education.

2. *What are the hot-button issues for your constituency? What are the topics that really engage people?*

Federal, State, Regional, and Local Agencies and Organizations

For the federal and state agencies, the list includes major climate change, environmental, water, growth, land use and transportation as well as the linkages between many of these issues that need to be addressed in planning for the future. The other set of issues were about the aging infrastructure and how to pay for maintenance, rehabilitation, and new facilities. Another is whether rural and urban areas receive a fair share of funding and attention from Caltrans.

Local Business, Pedestrian and Bicycle Advocacy and User Groups

For the California Chamber of Commerce, the biggest issue is goods movement and the adequacy of the infrastructure, funding and how it's raised. They would like to see removal of barriers, such as litigation. The walking organizations are interested in promoting that mode, development of complete streets, safety, speed management, design and enforcement, and funding. The biking organizations are concerned primarily with safety and making sure that biking is viable and not degraded by other projects that favor vehicular traffic. Bicycle planning doesn't tend to energize local biking groups.

Representatives of Public Transportation Employees

Funding of public transit, operations and expansion, improvements to transit, especially in suburban areas. Taxis are public transit, but are not usually seen that way. They should have some of the privileges of transit, such as use of HOV lanes. Road maintenance is also an issue.

Representatives of Private Transportation Providers

Traffic congestion (particularly San Francisco and Los Angeles), use of HOV lanes when vehicles are empty, road quality. Generally, private providers feel that they offer a public transit service, but are treated as private vehicles on HOV lanes and at airports.

Representatives of Users of Public Transit

For the groups interviewed, the issue is rail, at different levels. They want better performance out of existing systems, and additions of service throughout the state.

Representatives of the Disabled

The accessibility of the transportation system to people with physical, cognitive, and psychiatric disabilities. Availability of paratransit, and its rules. More public transit for everyone.

Freight Shippers

Goods movement capacity (bridges, rail, freeway, truck lanes, terminal access routes, truck parking and rest areas), regulation (e.g. CARB, CEQA), and tolls. For aviation, it's development of inappropriate land uses around airports.

Affected Public Agencies, Groups, and Individuals

Air quality, funding, safety, ADA enforcement and interpretation, congestion relief, automated enforcement, keeping the road system running smoothly, offering alternative modes to driving.

Community and Environmental Groups

Each group has interests related to its purpose, such as environmental sustainability, fighting sprawl and pollution, social equity, promoting alternatives to driving, health related to transportation, housing for low-income and homeless persons, safety.

3. *How do people get their information? What methods have they come to rely upon? Could Caltrans use your newsletter or website for outreach to your constituents? Would you be willing to sue your e-mail list to send out information about the CTP and FTSIP comment periods?*

Federal, State, Regional, and Local Agencies and Organizations

The larger state and federal agencies disseminate information internally mainly through e-mail. There is usually a transportation coordinator at the highest level who acts as a clearinghouse for information and comments that go in and out of the agency, communicating with field offices or branches. Websites are also used for posting information and documents. Associations such as CSAC or League of Cities with many members often use extensive e-mail lists of contacts for spreading the word, either through e-mail alerts or regular e-newsletters or listservs. Sometimes the e-mail lists are organized into sub-lists depending on the topic area. Some organizations also use phone trees. The regional and local agencies use the Internet extensively, but because they often communicate with the public about specific projects, they also hold public meetings, send out flyers and newsletters, and attend the meetings of civic groups to provide information on transportation projects or local plans. For big projects, the media is often a good way to educate the public and generate interest. Everyone interviewed for this project indicated a willingness to allow Caltrans to use their e-newsletters, print materials, and other means, to publicize the CTP and FSTIP and announce comment periods.

Local Business, Pedestrian and Bicycle Advocacy and User Groups

Word of mouth, checking websites, print and e-newsletters, e-mail lists, letters, notices, big postcards about events, media stories (for general public). All groups are willing to use their lists to send out information. If Bike Club leaders hear about something, they will spread the word.

Representatives of Public Transportation Employees

E-mail, newsletter, website.

Representatives of Private Transportation Providers

E-mail and e-newsletters. Airports have names and addresses of providers (or the PUC does). For specialized transportation providers, CalACT would be a good avenue.

Users of Public Transit

Electronic newsletters, websites, working with partner organizations.

Representatives of the Disabled

Newspapers, word-of-mouth networking, e-mail, phone, meetings, listservs.

Freight Shippers

Freight industry associations – meetings, e-mails, websites, magazines. Use leadership to get the word out.

Affected Public Agencies, Groups, and Individuals

Agencies tend to have e-mail distribution lists in a very structured way, as well as e-newsletters. People at the Port get their information through the MPO and RTPAs. CHP and the Safety Center primarily uses paper communications. The associations use a lot of e-mail blasts and newsletters. AAA communicates through magazines, letters, website, some surveys on policies, and e-mails. All of these groups are happy to work with Caltrans to spread the word.

Community and Environmental Groups

Public meetings, e-mail alerts and listservs, websites, newsletters, committee announcements, conferences, regional workshops

4. *Whose participation is critical? How do you recommend we get them involved?*

Federal, State, Regional, and Local Agencies and Organizations

The federal transportation agencies want to see Caltrans meet the SAFETEA-LU regulations about groups to include but also go beyond the regulations by including other groups that are or could be interested. FTA staff talked about involving the general public in a meaningful way, with presentation of the plans and programs in user-friendly formats such as a website that allows people to search their own local area for future planned or programmed projects. They suggested using non-traditional media such as cable TV and Internet to solicit interest, with a message of “this is why you should care.” For U.S. Fish & Wildlife, the critical parties are simply field office transportation coordinators. Some agencies listed critical stakeholder groups and elected officials. Organizations that have a

membership, such as League of Cities, have boards and committees that are critical stakeholders. Local agencies consider the general public, neighborhood groups and key stakeholder categories such as business and environmental groups to be critical. The comment was made that the way to get all of these groups involved is to craft key messages that convince people that they need to be involved, and then list the specific reasons.

Local Business, Pedestrian and Bicycle Advocacy and User Groups

The Boards and membership of their organizations and partner organizations. Usually there is a hard core group of interested persons in each group.

Sierra Club

The participation of the general public at all levels is critical, particularly those who are most impacted or who have been underrepresented in the past.

Representatives of Public Transportation Employees

For the California Amalgamated Transit Union, the 30-40 statewide leaders are the critical ones.

Representatives of Private Transportation Providers

MV Transportation – Operational VPs in the regions.

Users of Public Transit

Depending on the issue – politicians, communities, business, the general public.

Representatives of the Disabled

People with disabilities and the general public, transit providers, legislators, funders, legal rights agencies, other like organizations

Freight Shippers

Pacific Merchant Shipping Association, Waterfront Coalition, railroads. Trucking Association – their membership (geographic areas, policy committees, Board). Aviation Alliance – carriers at commercial airports, local city and county lawmakers, CSAC.

Affected Public Agencies, Groups, and Individuals

Port engineering staff, SCAG, MTA, CHP Headquarters with help from regional offices, larger companies that are members of Safety Center, possibly Board of Directors. CTA says management and appropriate staff at their member agencies, CalACT says key players such as active Board members from larger transit agencies, ADA Coordinators, transit managers. AAA says businesses, motoring public, Board of Directors for the region, transportation committee, Public Affairs Dept. staff.

Community and Environmental Groups

Usually these groups have a policy committee or a group that can speak for the membership as a whole. Some involve only those who would be interested, or senior staff, or regional agency liaisons.

5. Based on past experience, what public involvement methods work well, and what methods did not deliver as expected? How do people provide input or engage in the process?

Federal, State, Regional, and Local Agencies and Organizations

Avoid passive methods such as:

- Traditional public hearings announced in the newspaper. These are a waste of time because they attract few people, and they are usually the same people.
- Burying information on a website. Don't send people to a website and expect them to find something. Provide a PDF version of the document so it is easily accessible.

Good methods are proactive ones, including:

- Developing extensive e-mail lists (or using the lists of others) to send out messages to those likely to be interested. E-mail should be used judiciously, but if messages are well-written, relevant, and provoke interest, people will forward them to others.
- Presentations to scheduled meetings of local civic groups or statewide organizations.
- User-friendly websites. Websites are somewhat problematical because even though they can be very well-designed and informative, they are still a passive form of delivering information and may be underutilized unless people know about them and are motivated to seek them out. However, one agency had a good experience with a web survey that was announced on a listserv.
- Local meetings or workshops where people are given very specific information about their area and asked to provide their input, both verbally and in comment forms.
- Press releases, and better yet, develop a good relationship with a reporter who is knowledgeable and can help get the word out.
- Make it real – explain to people what this document is for, what happens to it when it's completed, what's at stake, and why they should care about it. How is their local area going to benefit? How much funding are they going to get?
- Use a variety of communication methods – flyers, postcards, ads, workshops, presentations, website, listservs, e-mails, newsletters, radio, TV, newspapers.
- Be sure to go to those areas that are traditionally not visited by Caltrans – such as rural areas, inner city, or ethnic communities.

Local Business, Pedestrian and Bicycle Advocacy and User Groups

Avoid:

- Just "fulfilling requirements."
- Typical hearing notices.
- Paid advertising.

- A generic plan for public participation – it won't work for everyone and will not amount to true public participation

Good methods:

- The more opportunities the better
- Involvement that actually seeks public input as opposed to an audience. Take the chance of actually letting people engage in the process and impact the result.
- Public workshops with dialog and feedback (held at convenient times, such as during the day and early evening, in multiple locations, with plenty of advance notice). Let people see where the consensus is possible and then reflect it in the documents. These help build community as well as get involvement.
- On-line surveys and focus groups may work
- Newspaper ads/stories
- Verbal announcements at MPO/RTPA meetings
- Use key contacts in organizations to spread the word to others who are interested
- Hire/contract with individuals to spread the word to their constituencies
- Develop a strong Internet presence, especially good for engaging young people
- Provide feedback and follow-up

Representatives of Public Transportation Employees

Avoid:

- Surveys – people get too many of them

Good Methods:

- Public meetings where you interact with others, with adequate notice to interested parties
- Presentations to their statewide group

Representatives of Private Transportation Providers

Avoid:

- Sending someone to a large website and expect them to navigate

Good Methods:

- Send out collateral material on the plans, saying why it is important for them to comment
- Hold workshops

Users of Public Transit

Avoid:

- Don't just put out a flyer and expect it to be read.
- Very long public meetings where people get tired and go home before testifying

Good Methods:

- Tabling, to meet people, distribute newsletters.
- Public meetings
- Meetings with editorial boards of media

- Continue to do what is being done

Representatives of the Disabled

Avoid:

- In meetings, giving people too few options to choose from (don't overplan at the beginning)
- Presentations without the ability to provide feedback
- Surveys with limited choices sometimes frustrate people

Good Methods:

- Internet is #1, but must be accessible to the sight-impaired (all documents in PDF and HTML).
- Having documents available immediately in accessible formats would go a long way.
- Signing at meetings needs to be available to people who are hearing impaired.
- Focus groups seem to work best
- Surveys and web surveys good if well-designed
- Make special efforts to go to group facilities
- When meetings are held, make sure that the disability community is HEARD.
- Face-to-face meetings best when there is feedback and back-and-forth (or conference call)
- Go to where people are, make special efforts to go to group facilities

Freight Shippers

Avoid:

- Mailed newsletters aren't cost-effective
- Single meetings (need to be held in multiple locations around the state)

Good Methods:

- Websites
- Get on agendas of established stakeholder groups
- Workshops are good if noticed effectively, transit accessible
- Meetings need to be well-designed, can attract people who just want to shout
- Any method works with enough time and resources
- Some promising new web-based methods, such as web-casting with e-mailed questions, webinars with PowerPoints
- Promote participation
- E-mail
- Relationships with agencies

Affected Public Agencies, Groups, and Individuals

Avoid:

- Mailings, they are too expensive
- Public hearings have very little participation (except at regional level, the regions are experts on this)

Good Methods:

- Meetings need to be in the evening to attract the public
- Have something for people to react to for better input
- Focus groups good for specific issues
- Online surveys could work
- Telephone surveys are good for information, they are more structured
- One-on-one meetings, group meetings are good
- Paid focus groups. Gift cards in addition to food.

Community and Environmental Groups

Avoid:

- E-mail doesn't work for groups without computers or where reading is not done. Radio and personal contacts should be used.
- "Fulfilling a requirement" doesn't work well
- Need to take the chance of actually letting people engage in the process and impact the result.
- Inadequate to have the public participation after the decisions have been made, projects selected, money allocated and a nearly final draft produced.
- Not enough to mail or e-mail people. Explain why it is important for them to get involved, link issues to people.
- General, non-personalized campaigns (although e-mail works)

Good Methods:

- Provide information pertinent to daily issues to get the highest involvement (e.g. congestion, pollution)
- Use a combination of methods for the greatest effect.
- Newspaper stories
- Verbal announcements at MPO/RTPA meetings
- ID people with key contacts in key groups, develop individual plans, and then pay them to implement (or non-profits could implement). A generic plan won't work for everyone.
- Announcements on public transit
- Forums in multiple locations at convenient times, with multiple language options and with good advance notice
- Pay people to attend forums (or offset their costs)
- Include every type of stakeholder (has extensive list)
- Surveys OK if statistically valid and culturally/economically appropriate.
- On-line polls OK if widely advertised/promoted
- Interactive involvement is necessary
- Can have different levels of involvement – at goal setting, programmatic choices, and different levels of time requirements
- If Caltrans wants genuine involvement, need to highlight the differences in the plan or program and make it compelling to stimulate interest and involvement. Use teaser questions. Non-profits can fill that function (government can't do it).

- Direct communication by phone is more effective.
- Anything personalized has a higher response rate; one-on-one with peers
- Getting people together to discuss; it coalesces the energy.
- With Native American community, agencies are looked on with suspicion and meetings are usually not well-attended (past experiences have taught that situations are studied but then nothing comes of it). Best approach – talk with Caltrans Native American Advisory Committee and give them structured questions to discuss.

6. *What are your measures of success for public participation?*

Federal, State, Regional, and Local Agencies and Organizations

Agencies said that a successful public participation process could be measured by:

- Giving all identified parties the chance to weigh in on the FTP or FSTIP.
- Actively involving all stakeholders, or at least the major ones or those who represent many others
- The number of people who participate, or the number of comments, website hits
- The diversity of people who participate
- The types of comments – are they constructive, valuable? Were the comments addressed?
- Conducting a follow-up satisfaction survey to measure whether people understood the documents and if they had a chance to comment.
- An increase in the level of understanding of electeds, stakeholders, and the public
- That the differences between areas are acknowledged (for example, rural areas)

Success for public participation can also be measured by the plan or program itself:

- How much opposition there is to the document in its final form?
- Whether or not the plan/program is approved.
- Tracking implementation progress.

Local Business, Pedestrian and Bicycle Advocacy and User Groups

- The ability to engage in multiple ways, particularly those that involve sharing, conversation, and feedback
- Whether the public has actually participated and had a voice that was reflected in the plan
- If a meaningful plan results
- If people have heard of the CTP
- If there is active participation
- If there's a broad representation of interests that can leaven the conversation.

- If I know that something came of my participation – does the plan reflect my concerns?

Users of Public Transit

- Participation
- When people don't whine and complain
- What's said on websites

Representatives of the Disabled

- Coming from a meeting feeling you were heard
- Hearing statements of respect
- Making progress on needs
- If you really got public input from people with disabilities

Freight Shippers

- Count number of participants, articles in newspaper, public comments
- Projects that can be supported by our association
- That people understand the issues

Affected Public Agencies, Groups, and Individuals

- That we've already thought of all of the major issues
- Level of participation is superficial and not particularly valuable
- A good response rate
- That all association members are knowledgeable and engaged on the issues
- When partnerships are formed to get things done

Community and Environmental Groups

- Involvement that actually seeks public input, gives people the opportunity to work with problems and puts forward solutions/and measures the effectiveness of those solutions
- Whether the public has actually participated and had a voice in the planning and programming of funding
- Number of responses, number of people who turn out for events.
- If changes can be made in the drafts that have been put forward. Participation is more valuable after there's a plan to react to.
- If a plan lays out what is allowed, what is not allowed, and uses assurances.
- If people other than professionals come to meetings
- If enough information is provided to the public for them to really understand and become engaged.
- Native American – if they really have a voice
- Meaningful involvement

7. Do you have anything else to add that will help Caltrans develop its public participation plan?

Federal, State, Regional, and Local Agencies and Organizations

- Caltrans needs to be clear and specific about what kind of input is desired.

- People's time is valuable, they need to be shown the relevant information.
- How will the Public Participation Plan be used, beyond the CTP or FSTIP? How will amendments be handled?
- Use MTC's or SCAG's Public Participation Plans as models, they are adopted and have been approved by the federal agencies as SAFETEA-LU compliant.
- Don't expect agencies to attend a lot of planning meetings. They don't have enough staff time. Instead, give them some options to comment on.
- Hiring a neutral facilitation consulting firm really helped develop our plan – it takes away the charge of bias.

Local Business, Pedestrian and Bicycle Advocacy and User Groups

- Caltrans needs to be clear on what it wants
- Caltrans should learn in advance what the hot issues are so it can focus the conversation and not have to spend time in the meeting identifying issues that everyone knows about

Users of Public Transit

- Caltrans documents are boring, the content must be interesting and relevant. Rail gets people excited.

Representatives of the Disabled

- Make sure topics are at right level for the public, not at a "policy wonk" level.
- Make information relevant.
- Ratchet down the level of information so it is relevant to pocketbook, future of children.

Freight Shippers

- Biggest challenge for Caltrans is "what are you taking comments on?" It's very confusing to the public and there is "stakeholder fatigue," especially at the state level.
- Need to know what is the relevance of these documents – need to structure them, distinguish them from other plans and programs. What level of input is there at the state level?
- Do a multi-lingual brochure – here's why you should care. Show how the priorities are changing at the state level.

Affected Public Agencies, Groups, and Individuals

- Caltrans needs more quality assurance with RTPAs and MPOs entering of project data (from the Port of LA)
- Be sure to get major stakeholder involvement, e.g. AAA
- Look to the regions and make the plans locally relevant.

Community and Environmental Groups

- Environmental justice and transportation equity is an area overlooked.
- It's good if Caltrans current leadership is really trying to get public engagement
- Caltrans should call out the relevant information, target its outreach, synthesize plans and programs

Appendix C
Focus Group Summary Report



Caltrans Statewide Transportation Plan
And Federal Statewide Transportation Improvement Plan

Public Participation Plan Focus Groups Summary

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Table of Contents

I. Introduction	1
II. Objectives of the Focus Groups.....	1
III. Recruitment Methodology	1
IV. Focus Group Methodology	2
V. Overall Focus Group Summary.....	3

Appendices

- A. CTP/FSTIP Process Graphic
- B. Individual Focus Group Summaries
 - 1. Fresno Focus Group Summary
 - 2. Sacramento Focus Group Summary
 - 3. Long Beach Focus Group Summary
 - 4. Oakland Focus Group Summary
- C. Demographic Profile of Focus Group Participants
- D. Feedback Form
- E. Recruitment Summary
- F. Recruitment Advertisement Text

I. Introduction

The California Department of Transportation (Caltrans) is responsible for developing the Statewide Transportation Plan (CTP) and for preparing the Federal Statewide Transportation Improvement Program (FSTIP) on regular cycles. State and federal guidelines prescribe that these planning processes be undertaken with broad, inclusive participation of key stakeholder groups as well as members of the general public.

To ensure compliance with these guidelines, the Department will be developing a comprehensive Public Participation Plan. And to make certain that public, private and civic organizations, as well as individual citizens, have the opportunity to shape the manner in which they will be engaged, the Department is seeking input from those individuals and groups through a multi-strategy outreach and involvement process.

This document summarizes the results of one such strategy, the use of a focus-group-style technique to solicit input from members of the general public on the type and extent of engagement they would like to have with respect to the transportation planning processes for the CTP and FSTIP.

II. Objectives of the Focus Groups

Overall, the focus group objectives were:

- to determine the level of knowledge, awareness and interest members of the general public have with regard to the CTP and FSTIP documents and processes;
- to identify preferred methods for outreach and engagement related to the CTP and FSTIP;
- to identify opportunities to build outreach, information and engagement strategies upon existing community conduits.

III. Recruitment Methodology

In order to sample public opinion from representative populations statewide, four focus group workshops were held, one in each of the following cities: Oakland, Sacramento, Fresno and Long Beach. MIG, Inc., the Department's public involvement consultant, recruited the participants electronically by placing an advertisement on Craigslist, www.craigslist.org, in the various communities in which the focus groups were to be held. MIG's goal was to recruit 12-15 participants from the immediate area for each of the four groups. The ad offered a \$60 stipend for participating, and specified that we were looking for active participants with an interest in learning about issues and stating their opinions. No compensation for transportation or parking was offered for the Fresno, Sacramento, or Oakland groups; however, due to the expense of parking in downtown Long Beach, MIG arranged for that location to validate parking for participants. Refreshments were also provided.

Applicants were asked to answer a series of questions regarding demographics and their preferred modes of transport (see Appendix F). Participants were then selected on the basis

of ensuring as wide a representation of demographic variation and choice of transportation modes as possible. Follow-up phone calls were made to further screen participants and confirm that they could commit to attending. An attempt was also made in Fresno and in Sacramento to fulfill Caltrans' inclusion requirements by recruiting directly from local Native American reservations or Rancherias. Staff in Rancheria business offices were provided via email with flyers so they could publicize the focus groups on-site. This had considerable success in Fresno but in the Sacramento area, it elicited no response.

A number of participants dropped out of each group on the day of the meeting for various reasons, but there were still from ten to fourteen participants in each focus group.

IV. Focus Group Methodology

Each of the focus groups was held from 6:30 to 8:30 pm on a weeknight, at a local community facility, and was staffed by a facilitator and an assistant who took notes. They were also attended by one or two Caltrans staffers who were introduced as interested observers but who did not participate in the conversation.

Participants were invited to sit around a conference table in comfortable chairs, with the facilitator and assistant at one end, and observers positioned outside the table. The facilitator opened the sessions by explaining the purpose and structure of the meeting and describing the groundrules for participation. Attendees were then invited to introduce themselves and say a little about what community they live in, how long they've lived there, and what transportation issues they're particularly interested in.

Next, the level of participant knowledge was assessed by asking what they knew about how transportation projects are prioritized and funded in their region and statewide. After they'd done so, the facilitator made a brief presentation explaining the CTP and FSTIP processes (see Appendix A). This was followed up by a series of questions regarding the degree of interest they have in these processes, what would motivate them to participate, what participation methods would be most attractive to them, and which method of informing them of participation opportunities would be most useful. They were also asked how interested they thought others in their community would be, and what methods of recruitment, information, and participation would work best for others. Finally, they were asked to state how, if they were responsible for getting people to participate in these processes, what they would do, and encouraged to add any further comments. Participants gave feedback both by filling out a feedback form and also by participating in discussion. At the end of the session, the sponsor of the effort was revealed as Caltrans, and the Caltrans representatives introduced themselves, spoke briefly about the history and details of public participation in these processes, and invited questions or comments from the group.

V. Overall Focus Group Summary

Following is a summary of overall results from all four focus groups.

A. *Describe what you know about how transportation projects are planned and paid for in your region and statewide.*

Approximately half of the participants in all groups said that they knew nothing, or very little, about how transportation projects are planned. All but a couple of participants made more or less educated guesses, and some knew more than others (particularly in the Long Beach group), but no one demonstrated comprehensive understanding of the full process from start to finish. Most participants either knew or guessed that local, state and/or federal governments have planning authority, and that funding comes primarily from taxes, as well as being raised through bond measures, and that some federal funds are available. A few were aware that input is gathered from the public regarding transportation planning. Some cynicism with the process was expressed, with a few participants mentioning a sense that taxpayers support a disproportionate percentage of the burden, that the process is slow and contractors overpaid, and that the needs of higher-income areas are prioritized over those of lower-income areas.

B1. *Based on what you now know about the California Transportation Plan process, how interested would you say you are in it?*

The majority of participants were interested in the CTP process – 22 stated that they were very interested, and 20 said they were somewhat interested. Only three participants described themselves as somewhat to fairly disinterested, and only one was not at all interested.

Those who were interested gave one or more of the following reasons:

- They would like the opportunity to inform transportation planners of specific areas needing improvement, and were aware that these needs might not be met if they didn't speak up.
- They would like to be better informed about how transportation projects are planned and prioritized, whether planning is consistent and equitable for all areas.
- They are aware that transportation needs to improve to keep up with California's economic and population growth and the rising cost of oil.
- It affects their everyday life.
- Their areas need better public transportation.
- They were pleased to learn that involvement is possible on a higher than local level.
- They are concerned about the impact of transportation on the environment.

Those whose interest was somewhat qualified mentioned the following concerns:

- Feeling that their input won't make a difference
- Distrust of the government
- Length of CTP timeline – how long projects take to get completed

- The process needs to be made comprehensible. Except for the outcome of votes on bond measures, the process is mysterious to most people.
- The appeal of getting involved in the process is limited to those who benefit from it; it must be relevant to their specific interests.

Those who were disinterested didn't say very much about why this was so. Reasons briefly mentioned included not trusting the government, only being interested in the local process rather than the state, that it would take too long to research and wouldn't affect their way of living, and that they found it boring.

B2. *How interested do you think others in your community – neighbors, co-workers, etc. – would be in the California Transportation Plan process?*

Opinions regarding the interest of others in the CTP process were somewhat more variable than participants' assessment of their own interest. Only 11 thought others in their community would be very interested, and 17 thought others would be somewhat interested. Eight participants overall thought others would be somewhat disinterested, three thought others would be not at all interested, and five had no opinion.

The following were seen as reasons for others in participants' communities to be interested in the CTP process:

- The chance to state their opinions
- People would like more information on transportation plans and how their tax money is spent.
- Dissatisfaction with transportation in their areas
- Need for better public transportation in their areas
- Dislike of crowded freeways
- Expectation that Bay Area residents will be active and concerned
- Concern about the impact of transportation on the environment

The expectation was that others' interest would be limited because people are not interested in researching transportation planning and are too concerned with their daily activities to devote a lot of time to the CTP process.

Those participants who expected others in their communities to be disinterested in the CTP process thought that people are either apathetic or cynical about whether their input will make a difference. They said that people are too busy with their own lives. Even if people are concerned, they would rather not spread themselves too thin over public causes, and would only care if they were personally affected by a specific plan. Otherwise, participants felt, they'd want to leave "distant matters" to experts.

Those who had no opinion were either not confident speaking for others or said that they don't talk to enough neighbors to have a sense of their interest.

C1: Based on what you now know about the Federal Statewide Transportation Improvement Program process, how interested would you say you are in it?

The majority of participants (37) were either very or somewhat interested in the FSTIP process, in about equal proportion, although there were a few more claiming disinterest than with the CTP. Four were somewhat disinterested, three were not at all interested, and two had no opinion.

Participants gave the following reasons for their interest in the FSTIP process:

- They wanted more information on what transportation projects are planned. Several participants asked about specific projects in their area. They would like to know how these projects will influence their lives, how projects are prioritized and why, how the list of projects changes, and where their tax dollars are going.
- They wanted the opportunity to voice their opinions.
- They felt there was more immediacy to the planning at this level and greater possibility of being effectual.
- It seemed that there would be more interpretation offered with this document than with CTP.

Participants' interest was qualified by the following concerns:

- Cynicism as to whether their input will make a difference or how effective it will be in the short term.
- They would want to know that their region was included in the plans.
- They are more interested in short-term results than in plans for 20-25 years in the future.
- Whether the document would be comprehensible.

They also commented that their interest would probably be increased by having more information on the projects, their status and how tax dollars are spent on them.

Reasons for participants' disinterest in the FSTIP process included:

- Cynicism about their input being heard
- Doubt about the effectiveness of FSTIP – they don't see much change in their areas.
- Lack of personal impact because plans in the FSTIP are so long-term

The minimal comments made as to why participants had no opinion centered on ignorance of the process or the fact that transportation problems vary so much throughout the state, so they don't know how the FSTIP will be useful.

C2: How interested do you think others in your community – neighbors, co-workers, etc. – would be in the Federal Statewide Transportation Improvement Plan process?

Once again, there was greater divergence of opinion among participants as to how interested others in their communities would be in the FSTIP process. Only eight thought others would be very interested, while 18 thought others would be somewhat

Interested. Eleven expected others to be somewhat disinterested, five thought they'd be not at all interested, and two had no opinion.

The reasons participants thought that others in their communities would be interested were much the same as with the CTP: getting their opinions heard, receiving more information on what projects are under construction, how they would change the landscape, and the impact on their quality of life; and learning how tax dollars are spent. They felt that greater awareness of the process and its effect on short-term plans would help increase interest in it.

Participants thought that others would only be somewhat interested in the FSTIP because they have limited time and only care about their own areas; they're curious about the outcome but not interested in the process; they might have difficulty understanding the document.

Reasons given for expecting others to be disinterested in the FSTIP process were also similar to the CTP: Apathy; a lack of time and interest in political affairs; lack of faith in government or the planning process; a need to see changes made; interest in results but not in the process; little patience for complexity; and difficulty understanding the process.

Both those who thought others would be somewhat interested or those who expected disinterest again mentioned that people would drive no matter what public transportation improvements were made.

D1: What would it take to get you to participate in these processes?

The same four major themes were repeated throughout participants' answers to this question and to the previous questions regarding their interest in the processes. First of all, **they need to be clearly informed about the process**, with information given in a clear and comprehensible fashion, before they would get involved. **They would need to be assured that their input would make a difference**, that they would have access to decision-makers, and to understand how their input would be taken into account. **Public engagement would have to be made convenient.** Finally, **many noted that they would have to know how the projects being discussed affected them personally.** A few participants in each group noted that **some compensation would be helpful**, so that people feel their time is being valued, but this didn't seem nearly as important.

Specific methods suggested included announcements on public access TV or discussion on talk radio, emails, surveys sent through the mail (the more topic-specific, the better), distributing DVDs, an interactive website with a Q&A section and maps, and meetings or forums. Another participant suggested a citizen review panel be randomly selected, in a manner similar to the jury selection process, which would ensure a broad range of Californians giving input.

D2: What methods of participation would be most attractive to you? Rank the following in order of preference.

An interactive website was the most preferred method of participation overall, with email running a fairly close second. These more "high-tech" methods were seen as

offering convenience – they can be done on one’s own time - and appealing to the majority who prefer electronic communication. **Opinion on the other methods was quite divided. A fair number of people ranked mail-in questionnaires as second or third choice, but no one named it their first choice. Many other participants felt that community meetings and presentations to community groups were effective methods for getting people involved on a local level,** and liked that they are somewhat more personal than electronic communications. **A phone poll was probably the least popular method;** although it received a handful of rankings in the top 3, a larger number ranked it as least preferred.

Although no one ranked an alternative method of participation as their first choice, many alternatives were suggested, including chat groups, electronic voting, text messages, billboards, TV, radio, newspapers and other media, and focus groups.

D3: Of the methods listed, have you participated in any of these in the past six months? If so, what was your experience of these?

Thirty people indicated that they had not participated in these methods recently, or at all. For those who had participated, methods and experiences varied. Three had experienced email surveys and four had used interactive websites – they liked these because they could complete them at their own convenience. Five talked about participating in phone polls, which were mostly seen as invasive and/or useless. Four or five had been involved with community meetings or presentations to community groups. Most thought these methods are useful and effective because they’re more interactive than others, provide individuals opportunities to speak and receive information. A couple of others were discouraged by lack of participation or found it to be a waste of time. One participant who hadn’t experienced any of these methods before commented that this focus group session opened her eyes to how the transportation planning process works. Two participants had experienced other participation methods: webinars with call-in responses (which seemed cost-saving and very effective), and communicating with elected representatives by email.

D4: Regarding community meetings, what types of features or formats would you find most appealing? (Check all that apply).

There was no one feature or format for community meetings that was most appealing to participants. All received roughly equal numbers of votes, with structured presentations very slightly in the lead. **Many seemed to feel that using multiple methods would be most effective – for instance, a structured presentation followed by electronic voting.** Those who found the open house format appealing liked its casual feeling and ease of participation, but some thought it was too distracting and chaotic to have people coming and going. Many liked structured presentations with community discussion, the open house format, and small group discussions because they allow citizens to actively engage; whereas those who favored electronic voting appreciated the ability to vote right then and there yet remain anonymous. Participants liked the visual aspect of interactive graphics, which allows them to filter information well. Three participants proposed alternative methods: an internet-based presentation that allowed public input; TV discussions with an interactive feature (e.g. text messaging); and a ballot by mail.

E1: What is the best way to reach you to let you know about these participation opportunities? Rank the following in order of preference.

Email was clearly participants' first choice for letting them know about participation opportunities, by a wide margin (approximately 75% of responses). A mailer was the second most popular choice – for a few it was better than email, due to the large amount of junk email they receive, although others stated that mailers go straight to recycling. It seemed that both emails and mailers would need to be employed to catch everyone. Newspaper announcements were the third most popular choice. Several mentioned not looking at newspapers because they get their news online. Less than a quarter of all participants listed “other” as a top choice; the alternative methods they suggested included phone calls, TV or radio ads, announcements on public transit, Craigslist, billboards, and contact from a person in their area.

E2: What is the best way to keep you informed about the CTP and FSTIP processes? Rank the following in order of preference.

Again, email was clearly the most popular method for keeping participants informed about the CTP and FSTIP processes - approximately half of all participants voted it first choice. A mailer was a strong second choice, and newspaper ads were the third choice. Many also suggested alternatives, such as a website (possibly along with mailing a postcard with the website link), TV ads or PSAs, phone calls, announcements on public transit, billboards, Craigslist, and other media. In most cases, these alternatives were not the first choice.

E3: If you were responsible for getting people to participate in these planning processes, what would you do?

Participants suggested a mixture of methods to target different groups of people. They overwhelmingly emphasized the importance of informing the public about these processes, giving them ongoing opportunities to participate, keeping communication going, and making it clear that their involvement would make a difference. They felt that the public will respond when given an opportunity to contribute their input. They would seek support from **local and regional leadership programs, homeowners' associations, cities and counties, church groups, and neighborhood organizations** in speaking to people one-on-one and encouraging them to participate. Door to door campaigns, setting up booths at public events, tying into community or neighborhood activities, and using the college system to raise awareness were suggested as further methods of reaching the public. Repeating focus groups similar to these was seen as useful. Participants repeated many suggestions made previously, including email contact, newspaper announcements, mailers, TV commercials, websites, marketing involving live speakers (perhaps celebrities), and ads or flyers at public transportation stops (along with drop boxes for comments). Additional ideas were forming a meet-up group on Craigslist, playing videos at gas station pumps and aboard airplanes, and even ads or distributing flyers in bathroom stalls.

There was some disagreement as to the use of incentives, such as cash, gas cards, a tax break, a FasTrak or public transportation passes. Some thought it would be necessary, at least until people develop a genuine interest in the issues, and that capturing the largest possible participant pool would be a useful budget expenditure. Others didn't like the idea of incentivizing involvement. In particular, the participant who suggested a compulsory "jury system" for involvement had several others in agreement, since it would be an easier way to get people involved and would assure feedback from a cross-section of the populace.

E4: Is there anything else you would like to add?

The additional statements made most often repeated several themes that have already been mentioned as important: making a better effort to inform the public; beginning at the local or community level as the best way to reach people, and clarifying how transportation plans will affect them directly; emphasizing that public input will make a difference; ascertaining that improvements are planned for all areas in an equitable and consistent manner; and using the web to keep people informed and provide an additional venue for feedback.

Caltrans Statewide Transportation Plan
And Federal Statewide Transportation Improvement Plan

**Public Participation Plan Focus Groups Summary
Appendices**

Appendix B: Individual Focus Group Summaries

B1. Fresno Focus Group Summary

The focus group meeting in Fresno was held at the Fresno County Central Free Library on December 6th, 2007. Lou Hexter (MIG) facilitated the meeting. Daniel Krompholz (MIG) took notes. Eleven participants attended the meeting and turned in feedback forms, and two guest listeners from Caltrans attended. The following summary is a synthesis of the participants' oral and written responses to the questions they were asked in the meeting.

A. Describe what you know about how transportation projects are planned and paid for in your region and statewide.

Several participants said they knew nothing, or very little, about how transportation projects are planned and funded. However, most thought that city, county or state planners determine specific projects for their jurisdictions to meet current and growing needs; sometimes plans also arise from citizen demand. They were aware that projects are paid for through statewide general or transportation funds and bond measures, which are in turn funded by the collection of gasoline, property and sales tax, etc. A couple participants also mentioned that they thought these projects sometimes qualify for federal funding. One participant noted awareness that "growth in an area requires expansion of public transportation."

B1. Based on what you now know about the California Transportation Plan process, how interested would you say you are in it?

All participants were interested in the CTP process, six of them very interested and five only somewhat. Those who were very interested talked about how transportation is very relevant to them since it affects daily life. One participant mentioned the importance of transportation's effect on the environment, and another noted that the state's economic strength is dependent on good transportation. One other pointed out that given California's growth rates and rising oil costs, current transportation plans will have a great impact on the next 20-25 years. A participant who lives in a nearby rural area noted that she needs a car to get into town or anywhere, and would like to see public transit improved. All would like to have the opportunity to inform transportation planners of areas that need work, and recognized that their needs might not be met if they didn't speak up. Those who were only somewhat interested were concerned that their voice wouldn't make much of a difference. One said that her interest would depend on the specific topic.

B2. How interested do you think others in your community – neighbors, co-workers, etc. – would be in the California Transportation Plan process?

Opinions diverged a little more for this question. Four participants thought others would be very interested, three thought others would be somewhat interested, and the remaining three expected others to be somewhat disinterested. (One participant did not give an answer to this question.) Those who thought others would be very interested noted that a lot of people are dissatisfied with transportation in Fresno, and would like more information on

both short and long-term plans. Also, those in nearby rural areas need transportation to and from the cities. One participant had discussed transportation needs with friends and neighbors on numerous occasions and thus was certain of their interest. There weren't many comments made to articulate why participants thought that others would only be somewhat interested. One participant noted that she wasn't comfortable speaking for others. The reasons given for expecting others to be somewhat disinterested focused on apathy and cynicism – most people are only interested in their immediate needs and problems such as the high cost of gas, not plans for 20-25 years in the future. Some of these participants saw others are too busy with consumerism to spend time on meaningful concerns. Other participants saw people in their communities as concerned but convinced their voice won't make a difference, or reluctant to spread themselves too thin among the huge number of causes and issues at hand.

C1: Based on what you now know about the Federal Statewide Transportation Improvement Plan process, how interested would you say you are in it?

Interest in the FSTIP was far less universal among the participants. A couple seemed confused about how this differed from the previous questions (B1 and B2). There were still six who were very interested, but only two were somewhat interested, one was somewhat disinterested, and two had no opinion. Those who were very interested liked the opportunity for public input. They were also particularly interested in short term plans and goals for their areas. One participant specifically noted the need for roads in Fresno to be widened. Another said that she'd love to get involved but information on how and where is hard to come by. Two asked specific questions about what was included, i.e., Measure A, funding for Highway 99, and the airport project. One of the participants that was somewhat interested would want to know if his region was included in the plans. The other generally didn't find herself in agreement with the majority regarding funding and priorities, was irritated by this, and thus is only slightly interested. The participant who was somewhat disinterested didn't give a reason. Of those who had no opinion, one felt he didn't really know how the document works or what goes on; the other "didn't know about the statewide project because the whole state varies with their transportation problems."

C2: How interested do you think others in your community – neighbors, co-workers, etc. – would be in the Federal Statewide Transportation Improvement Plan process?

Only two participants thought others would be very interested in the FSTIP. Five thought others would be somewhat interested. One thought others would be somewhat disinterested, two had no opinion, and one did not answer this question. Of the two who expected others to be very interested, one was the participant who'd already mentioned numerous discussions regarding transportation needs with her friends and neighbors, and the other thought people would appreciate the right to say what needs improvement in their area. The participants who expected others to be only somewhat interested gave a variety of reasons. One repeated that people don't know how to become involved, and greater awareness of this would make a difference. Another thought her community would be curious about the outcome, but perhaps not as interested in the process. The rest felt that there would be

some interest among their communities, particularly among those who are concerned with having their opinions be heard, as well as those who want to know what landscape features would be forever erased by transportation improvements.

D1: What would it take to get you to participate in these processes?

One participant thought that a public announcement, the ability to vote, and some way to move to the next step would ensure his participation. Another wanted to know that her opinion matters, and a third would only participate if it affected her personally. A couple others said it would take a stipend and possibly food.

D2: What methods of participation would be most attractive to you? Rank the following in order of preference.

An interactive website received four #1 rankings, followed closely by community group presentations and community meetings with three #1 votes apiece. Two participants liked email surveys best, only one liked the idea of a phone poll, and no one made a mail-in questionnaire their first choice. Rankings for second place and onward were fairly evenly divided. One participant wrote “NO” next to both the phone poll and the email survey. No comments were made by any of the participants regarding these preferences, and no alternative suggestions were made.

D3: Of the methods listed, have you participated in any of these in the past six months? If so, what was your experience of these?

The majority of the group had no experience of these public participation methods. The two participants who had attended community meetings had sharply different experiences. One found it to be a waste of time. The other, while aggravated and discouraged by limited participation from her community, found it very effective for those who did show up. The only other experienced participant had participated in some webinars which involved looking at a presentation online and then calling in with responses. She felt that it was very effective and cost-saving. Finally, one attendee who hadn't participated in any of these methods commented that community meetings or presentations are better because they are more interactive than the other methods, which aren't personal enough.

D4: Regarding community meetings, what types of features or formats would you find most appealing? (Check all that apply).

The group liked the format of a structured presentation the most; all but one checked that option. Interactive graphics were second most popular – people liked the visual aspect. Small group discussion appealed to the majority of the group as well, although one person was concerned that they can be “too chaotic.” About half the group liked the concept of electronic voting; one pointed out that it can work well following a structured presentation. The open house format was the least popular option, although a number of participants liked the idea.

E1: What is the best way to reach you to let you know about these participation opportunities? Rank the following in order of preference.

The majority of participants favored either email notices or various alternative suggestions, although two thought a mailer was the best way to reach them. (One participant's opinion differed sharply; that person thought that email should never be used.) No one marked the newspaper as their first choice, although it received a high number of second and third place votes, as did mailers. Alternative suggestions made included publicity involving celebrities, PSAs, TV ads or announcements, billboards, phone calls, notices on Craigslist, advertising on non-profit websites, spreading info through colleges or church groups, promotional demos along transportation routes, use of volunteers, and people in their area promoting these opportunities.

E2: What is the best way to keep you informed about the CTP and FSTIP processes? Rank the following in order of preference.

Five participants picked a mailer as their first choice of method for keeping them informed. Three ranked email as #1, although one participant thought that email should not be used. No one ranked the newspaper as a first choice, though it and email were the most popular second-choice methods by far. Not everyone ranked these methods; a couple of participants just checked off their favored methods. There were two check marks for each of email and newspaper, and one for mailer. One person's first choice was the alternative method of TV news announcements; specifically Fox News, because "I don't watch any other stations." Other alternative methods suggested included PSAs and phone calls, although these were third- or fourth-ranked choices in each case.

E3: If you were responsible for getting people to participate in these planning processes, what would you do?

Suggestions made by the group included email contact, newspaper announcements, word of mouth, mailers, door-to-door campaigns (perhaps passing out free ink pens or other items), and similar focus groups that repeat. They emphasized the importance of talking to people one-on-one and discussing why their participation is important. One participant suggested advertising on free/non-profit websites and using the college system to raise awareness. Marketing was another popular idea for raising public awareness, using live promotional demonstrators, perhaps celebrities to attract extra attention.

E4: Is there anything else you would like to add?

- I would like to be able to navigate to planning/funding website for resources/announcements.
- That my opinion/time and efforts will amount to something, otherwise the whole thing is bogus!
- REPEAT – redundant persistence...maybe this issue is a passing fancy. To really hit home keep up with people.
- Thank you for the sandwiches, and for allowing me to participate in this focus group.
- I believe more community involvement would decrease major mistakes in engineering and gaps in construction.

B2. Sacramento Focus Group Summary

The focus group meeting in Sacramento was held in a meeting room at the Sacramento YMCA Administrative Building on December 13th, 2007. Nancy Kays (MIG) facilitated the meeting, Daniel Krompholz (MIG) took notes, twelve participants attended the meeting and turned in completed feedback forms, and two guest listeners from Caltrans attended. The following summary is a synthesis of the participants' oral and written responses to the questions they were asked in the meeting.

A. Describe what you know about how transportation projects are planned and paid for in your region and statewide.

From the written responses to this question, many claimed they were only making educated guesses since they were not certain how transportation projects got planned and funded. Most respondents offered partial explanations, mentioning involvement at some form of governmental level and the reliance of tax dollars. None of the answers demonstrated the level of understanding comparable to the illustrative diagram that Nancy revealed soon after the respondents finished answering this question. Nancy used the diagram to briefly explain how California plans and funds transportation.

B1. Based on what you know about the California Transportation Plan (CTP) process, how interested would you say you are in it? Give some reasons for your answer.

While respondents were very interested in talking about transportation issues and recognized the CTP process as a very important tool for transportation planning and funding, they also discussed how the CTP's appeal is limited to those who directly benefit from it. The feedback forms revealed that two people were very interested, eight were somewhat interested, and two were somewhat disinterested. The people who were very interested in the CTP said they care about their region and would like to be informed about how it is planned. Those that were somewhat interested gave reasons why transportation planning affects their everyday life and expressed a general interest to learn more about it and improve it. One person commented that they were only somewhat interested since it takes effort to learn about it and it's not convenient. The comments from the two people who marked somewhat disinterested said that they were not personally involved in the transportation planning process and have issues with the government.

In discussion, one respondent suggested that while the CTP is something on which everybody has an opinion, it needs to be targeted to appeal to certain interests or broken down to be comprehensible. This idea was generally well accepted. Another respondent said that a major obstacle he thinks discourages people from caring about the CTP is some kind of proof that public input makes a difference. Others had concerns about the time it takes for the CTP to make changes to the transportation system.

B2. How interested do you think others in your community – neighbors, co-workers, etc. – would be in the California Transportation Plan process?

The feedback forms showed that three people thought others would be very interested, three somewhat interested, one between somewhat interested and somewhat disinterested, two somewhat disinterested, one not at all interested, and two with no opinion. The people who indicated very interested said that the community would be interested if the planning process was understood, that Californians care in one way or another about the environmental implications with regards to transportation, and would like to know where our tax dollars go. The three people that marked somewhat interested commented that while most people aren't interested in looking up information and researching transportation planning, "everybody has a say, opinion and issue with transportation in general." The respondent who marked between somewhat interested and disinterested remarked, "in the community where I live my neighbors are elderly" - with the implication that the CTP is long-range and they wouldn't have as much a stake in it. The two respondents who checked somewhat disinterested commented that most people would only be interested if they were personally affected, and most people don't have time or the inclination to pay attention to the plan. The respondent who thought the community would not be interested at all said people are busy enough handling day to day affairs. Respondents with no opinion said they didn't know many of their neighbors or people in California.

C1. Based on what you know about the Federal Statewide Transportation Improvement Program (FSTIP) process, how interested would you say you are in it? Give some reasons for your answer:

Most people responded very to somewhat interested, two were disinterested, and one person responded not at all interested. Their reasons for being interested echoed aforementioned comments including liking to be informed about the planning process, understanding how tax dollars are spent, and seeing how the process influences their lives. The two people who were somewhat disinterested doubted the effectiveness of the FSTIP and said they didn't know much about it.

C2. How interested do you think others in your community – neighbors, co-workers, etc. – would be in the FSTIP process?

Two people marked very interested, three were somewhat interested, four were somewhat disinterested, and three were not at all interested. People who showed some level of interest said that other people are interested in transportation planning and funding, but only have limited time. Those respondents who marked somewhat disinterested doubted people's interest in the FSTIP since it wouldn't affect them, or they wouldn't be educated enough to have the ability to participate in any planning. Those respondents who marked not interested at all said that most people don't have the time or interest, especially with something at the federal level.

D1. What would it take to get you to participate in these processes?

Respondents generally said they needed to be informed about the transportation process before they could get involved and ask questions. Some ideas that were mentioned to educate the public included raising awareness on college campuses, having a website people could go to with a Q&A section and interactive map, providing testimonials from people who spoke up and made a difference, emails, discussion on talk radio, distributing DVDs, and providing information via regular mail. Respondents emphasized the need to relate the process to people's interests, for information to be easily comprehensible, and to make public engagement as convenient as possible. One respondent said that if participating is something he can do on "my time," he is much more likely to be involved.

D2. What methods of participation would be most attractive to you? Rank the following in order of preference.

While there was some dissent among respondents, most preferred participating through an interactive website and email. Some respondents favored more personal means of participation including community meetings and telephone conversations while others promoted less personal high-tech methods such as chat groups and electronic voting.

D3. Of the methods listed have you participated in any of these in the past six months? If so, what was your experience of these?

Eight respondents had not participated in any of the aforementioned participation methods. One respondent commented that this focus group session really opened up her eyes to how the transportation system works. The four other respondents who had participated had done so by a phone poll, a website, and a mail-in.

D4. Regarding community meetings, what types of features or formats would you find most appealing? (Check all that apply).

There wasn't one type of format that was most appealing to respondents. Their responses seemed to indicate that using multiple methods to get public feedback would be the most effective approach. One respondent suggested an additional approach, an internet-based presentation that allowed public input.

E1. What is the best way to reach you to let you know about these participation opportunities? Rank the following in order of preference.

Most respondents indicated email as their top choice, and fewer people selected newspaper and mailer as a top choice. Some other ways that respondents suggested notifying the public were using TV, radio, a website, and shopping bag fliers, and changeable message signs on freeways.

E2. What is the best way to keep you informed about the CTP and FSTIP processes? Rank the following in order of preference.

Again, most responses indicated email as the preferred method of staying informed, and websites were listed as an alternative method of engagement.

E3. If you were responsible for getting people to participate in these planning processes, what would you do?

Many respondents chose to employ a mix of the aforementioned outreach methods to target different groups of people. Many respondents favored an interactive website, while one suggested forming a meet-up group on craigslist. One respondent mentioned creating an incentive to participate, and another suggested capturing the greatest participant pool with the budget.

E4. Is there anything else you would like to add?

- The website has to look jazzy!
- There should be a feedback section on the website.
- Educate through schools.
- I just don't think transportation is a "hot button" subject unless it is something locally that impacts individuals.
- Get rid of carpool lanes
- (3) Create an incentive for people to participate; make it inviting
- I would like to learn more about this process.
- I am a real proponent of the internet-based approach.
- Our community has a place to host a speaker to inform the community on these issues.

B3. Long Beach Focus Group Summary

The focus group meeting in Long Beach was held in a conference room on the third floor of the World Trade Center on December 13th, 2007. Nancy Kays (MIG) facilitated the meeting, Daniel Krompholz (MIG) took notes, thirteen participants attended the meeting and turned in completed feedback forms, and two guest listeners from Caltrans attended.

The following summary is a synthesis of the participants' oral and written responses to the questions they were asked in the meeting.

A. Describe what you know about how transportation projects are planned and paid for in your region and statewide.

Since the responses to this prompt were not discussed at the meeting, only the feedback forms provided information regarding their knowledge of transportation funding and planning. Most respondents attributed some transportation planning authority to either local, state, or federal governments. They also generally identified the main source of transportation funding from taxes. A few respondents went more in-depth, describing the agencies involved and mentioning measures that contributed to transportation funding, and two respondents admitted they didn't know or have any idea. While some responses conveyed a better overall understanding of transportation funding and planning than others, none of these demonstrated a comprehensive understanding from start to finish how transportation projects get carried out. Soon after the respondents finished answering this question, Nancy used a diagram to briefly explain how California plans and funds transportation.

B1. Based on what you know about the CA Transportation Plan process, how interested would you say you are in it?

Ten respondents indicated they were somewhat interested, two very interested, and one between somewhat disinterested and not interested at all. Respondents who were very interested said that the CTP would affect projects that they cared about. Respondents who indicated somewhat interested were discouraged by how long the planning process takes, and were concerned that their feedback wouldn't make a difference. One respondent said, "some of the things we vote on never come to fruition because of the long-term scope of the CTP, which gives us the impression that it's all a lie." Another respondent called the CTP "kind of a mystery," saying that the public doesn't know much about the political process outside of the window of time before and after elections. Overall, many respondents expressed skepticism over the government's plans and called for more political transparency and true public involvement. However most respondents did express interest to understand how statewide plans would improve local and state transportation problems. The respondent who marked somewhat disinterested said he was not interested in the state's transportation system – only the local one, the CTP would take too long to research, and his opinion wouldn't affect his way of living.

B2. How interested do you think others in your community – neighbors, co-workers, etc. – would be in the California Transportation Plan process?

Three respondents marked very interested, five somewhat interested, one somewhat disinterested, two not at all interested, and two had no opinion. Respondents who indicated very interested reasoned that people would want to know about public transportation projects and want to know how their tax dollars are being spent. Respondents that marked somewhat interested said while people are concerned a little too much with their day to day activities to put a lot of faith in the CTP, they would generally be interested in the state's plans to fix local problems and provide better public transportation. The respondent who marked somewhat disinterested said most people would be apathetic towards the CTP since their transportation issues are not being addressed at the state level. The two respondents who marked not at all interested commented that the public's feedback wouldn't be of much use, and a language barrier would prevent people from their community from being interested. Another concern raised in discussion of this question was that not many people would take the time to research the CTP. The respondents who marked no opinion said they could not speak for anyone but themselves.

C1. Based on what you know about the Federal Statewide Transportation Improvement Program (FSTIP) process, how interested would you say you are in it? Give some reasons for your answer:

Five respondents marked very interested, six somewhat interested, and two not interested at all. Those respondents who indicated very interested said they would want to know what projects are being funded and built in their region, where their money is going, and ensure that projects are justifiable and helpful to the community. Respondents who marked somewhat interested commented that they would like to see improvements to all levels of transportation in California, know what projects are being planned and constructed, and to find out the projects will impact them. However, some respondents were skeptical about how effective the FSTIP is at addressing transportation needs over the short-term. One respondent said he might be more interested in FSTIP if he could see list of projects, their status, and how his tax dollars were being spent. After discussion, it was clear that respondents were more interested in a plan that produced results over the short-term than the FSTIP which projects transportation projects twenty years into the future. The respondents who marked not at all interested commented that any federal transportation plans are long-range and would have less of an impact on them.

C2. How interested do you think others in your community – neighbors, co-workers, etc. – would be in the FSTIP process?

Three respondents marked very interested, three somewhat interested, four somewhat disinterested, two not at all interested, and one no opinion. Respondents who marked very interested and somewhat interested said people would be interested to learn about where their money is being spent, what transportation projects are under construction, and how projects will impact their quality of life. Those that marked somewhat disinterested said they have no faith in the government, and people would not be able to appreciate the FSTIP unless they see small changes and improvements. Respondents who marked not at all

interested criticized the public's lack of interest in political affairs, and said people are interested in positive changes and results – not so much the process that brings these about. The respondent with no opinion said he did not know how to respond to the question.

D1. What would it take to get you to participate in these processes?

Respondents suggested meetings, forums, emails, public access TV, and an interactive website that spread awareness of the processes and importance of participating. Some respondents said they would only participate under certain conditions; they would participate if it was convenient for them, didn't take too much time, and their feedback was well-received.

D2. What methods of participation would be most attractive to you? Rank the following in order of preference.

Most respondents preferred the interactive website, and email and mail were the next most preferred choices. Other methods of participation suggested included interactive workshops, text messages, billboards, focus groups, TV, radio, newspapers, and other media.

D3. Of the methods listed have you participated in any of these in the past six months? If so, what was your experience of these?

Seven respondents said they had not participated while those that did said they answered mail and email questionnaires, provided feedback on interactive websites, and were involved in community meetings.

D4. Regarding community meetings, what types of features or formats would you find most appealing? (Check all that apply).

Respondents favored the open house format, structured presentation with community discussion, and electronic voting. One respondent commented that TV discussions with a way to interact with the public (e.g. text messaging) would appeal to him.

E1. What is the best way to reach you to let you know about these participation opportunities? Rank the following in order of preference.

Most respondents indicated email as their top choice, and second most preferred method was mail. Some respondents suggested TV, announcements on public transit, phone calls, billboards, craigslist, and other media.

E2. What is the best way to keep you informed about the CTP and FSTIP processes? Rank the following in order of preference.

Again, most respondents preferred email over mailers and the newspaper. Other suggestions included TV, announcements on public transit, a website, billboards, a post card with a website link, craigslist, and other media.

E3. If you were responsible for getting people to participate in these planning processes, what would you do?

Many respondents employed a mix of the aforementioned outreach methods to target different groups of people. A few respondents said they would seek support from local and regional leadership programs, cities, and counties to inform the public and encourage them to participate. Other ideas proposed included establishing a list of local homeowners' associations and community groups and having a team of individuals that lobbied these groups, setting up booths at public events such as fairs and community events, having incentives for people (i.e. gas cards), distributing fliers in bathroom stalls, imprinting toilet paper, and playing videos at gas station pumps and onboard airplanes.

E4. Is there anything else you would like to add?

- Thank you for the opportunity to know more about this topic.
- I am glad the state is trying to inform people about plans that will affect them.
- People won't participate unless there is a sort of incentive. Offer some sort of coupon to capture people's interests.
- The CTP should have as many Southern CA representatives as Northern CA representatives so Southern CA gets its fair share.
- By educating the public and having forums for discussion, transportation plans can be carried out effectively and expediently.
- Knowledge is power!
- Get the local activists involved. Tie it in to the environment and other issues.

B4. Oakland Focus Group Summary

The focus group meeting in Oakland was held at the Cesar Chavez Branch Library on December 18th, 2007. Lou Hexter (MIG) facilitated the meeting. Maria Mayer (MIG) took notes. Ten participants attended the meeting and turned in feedback forms, and Leslie Snow and Pam Korte of Caltrans attended as listeners. The following summary is a synthesis of the participants' oral and written responses to the questions they were asked in the meeting.

For this group, “transportation” seemed chiefly to mean “public transit,” and the balance of their comments focused on that. Although there was some mention of congestion on freeways, driving was mostly considered as an inferior alternative to public transit.

A. Describe what you know about how transportation projects are planned and paid for in your region and statewide.

Several participants mentioned not knowing much about this process, although most offered at least partial explanations. They were aware that transportation improvements are paid for at least partly through revenues from state taxes, bridge tolls, and public transportation fares, and partly through federal or state transportation or general funds. A couple of participants also mentioned bond initiatives as a source of funding, and their sense that some transportation plans are voted on, with the process sometimes beginning as a voter initiative. Others thought that plans are usually formulated on the state level by the DOT or Caltrans, focusing on congested areas and considering how to resolve the issues, or by specific local transit agencies. They guessed that professional planners do most of the planning and implementation, but that public meetings are often held to get feedback from the community.

A few negative perceptions were noted. One participant mentioned his perception that during the current state administration's tenure, a much larger part of the burden is supported by taxpayers than used to be the case. Another suggested that the contractors involved in the work are overpaid, and that they rarely get finished on schedule, leading to higher costs yet. Several also had a sense that projects such as freeway improvements in higher-income, suburban areas are given priority over projects that chiefly benefit lower-income or more urban areas (BART and Bay Area bridges were the examples specified).

B1. Based on what you now know about the California Transportation Plan process, how interested would you say you are in it?

The majority of participants were interested in the process – four said they were very interested and five others said they were somewhat interested. They felt plans for transportation were crucial given California's rising population, and were eager for the opportunity to voice their opinions. They also wanted to learn how transportation planning is prioritized – whether it's in line with what the public feels is needed, as well as consistent over the long-term and decided equitably. A few participants voiced some cynicism about how much public input is taken into consideration in making transportation planning decisions. Others were pleasantly surprised to learn that citizen involvement was possible at a regional or statewide level, as opposed to just local, and that CTP was connected to and

affected by the regional level. Although most of the group seemed to focus on public transportation, one person commented at this point that we're also talking about moving goods. Only one participant was not at all interested – the only reason mentioned was that they found the presentation boring.

B2. How interested do you think others in your community – neighbors, co-workers, etc. – would be in the California Transportation Plan process?

In general, the group gauged the interest level of others in their communities as slightly lower than their own. Only one felt that others would be very interested; six felt that others would be somewhat interested, two thought they'd be somewhat disinterested, and one had no opinion. Those who thought others would be interested believed that those who need to use public transportation frequently, or who live in areas without adequate public transport, would be most likely to participate, and would appreciate the opportunity to voice their opinions. A couple participants mentioned that they expect Bay Area residents to be active and concerned with community issues, particularly since no one likes dealing with our crowded freeways. Those who thought others would be disinterested, on the other hand, said that people generally expect that their voices won't be heard at a state level, and are so overwhelmed that they'd rather leave "distant" matters to the experts. Several participants also noted California's love affair with cars – they thought most people would drive no matter what, and, as long as they have a reliable car, wouldn't feel they had any transportation issues. Note that once again, most participants presumed that we were primarily talking about public transportation. The participant who had no opinion said that "transportation is a topic I never discuss with others."

C1: Based on what you now know about the Federal Statewide Transportation Improvement Plan process, how interested would you say you are in it?

The majority of participants were interested – only one claimed to be very interested, with seven others somewhat interested. Only one participant was somewhat disinterested. As with the CTP process, participants liked the idea of being able to voice their opinion, and also learn more about what projects get prioritized and why. They wanted to know which projects are being worked on, what's being spent on them, and how the list changes when it's updated. One participant felt that there was more immediacy and a greater possibility of being effectual at this level of the process since it involved short-range funding decisions. Another assumed that a higher level of interpretation would be provided with this document than with CTP, and that raised his interest. However, another was concerned that the document would be incomprehensible to the general public, and several again mentioned a level of cynicism about how effective public input would be. The participant who was somewhat disinterested said that it was because "I haven't seen any progress on a few areas that need major help with traffic congestion – they've been that way for years and I don't have a lot of faith in the process making a difference."

C2: How interested do you think others in your community – neighbors, co-workers, etc. – would be in the Federal Statewide Transportation Improvement Plan process?

Participants' expectations of others' interest level was similar to their own. One thought others would be very interested, seven thought others would be somewhat interested, and only two thought others would be somewhat disinterested. The reasons given were also similar to those that participants gave for their own interest (the opportunity to give input and to receive information). They felt that the short-term nature of this process would increase community members' interest. The note of cynicism was still present, however, with participants feeling that community members would only care what was happening in their own areas, would have difficulty interpreting the document, and will continue to drive no matter what. The participants who felt that others would be somewhat disinterested echoed this last point – everyone they knew had a car and drives no matter what the options are. Plus, they thought that most of their fellows had little patience for this level of complexity.

D1: What would it take to get you to participate in these processes?

Participants wanted more information for public review, given in a reasonably clear fashion. They noted that the public isn't made aware of these processes – one participant said that this was the first they'd heard about this, despite being a lifelong Bay Area resident. They also felt that they would need some kind of assurance that their participation would truly make a difference – some accountability from the state of California, plus open and consistent access to transportation planners and decision-makers. They would like an understanding of how public input would be processed. Two participants noted that surveys to complete, sent through the mail, would be a useful method. They felt that the more topic-specific the survey, the better – if the subject matter affects or speaks to them directly, they'd be happy to participate regardless of the format. One participant also noted that token compensation would be a good idea, so people feel their time is being valued - at least to start, until more such involvement becomes standard. Another suggested a citizen review panel be randomly selected, in a manner similar to the jury selection process. That would ensure a broad range of Californians giving input.

D2: What methods of participation would be most attractive to you? Rank the following in order of preference.

Email surveys were the most popular method of participation, with an interactive website a fairly close second. Participants liked that these methods could be done on one's own time, and also felt that people prefer to do electronic communication. It's also easy to reach a lot of people with just one email to all the members of a given group. The group was quite divided on the value of mail-in questionnaires, and presentations to community groups, and community meetings. Those who work with or for community groups placed those options high – they felt that people on a neighborhood level aren't aware of these processes, won't answer their phones or fill in mail-in questionnaires, so it's the only way to get them informed and involved. Others were more dubious about the value of community meetings and/or presentations. A phone poll was the least popular method – it received one vote

each for the first four rankings, but the balance of the votes all placed it last. One participant added “other” as the least favored option, although they neglected to identify what their proposed alternative would be.

D3: Of the methods listed, have you participated in any of these in the past six months? If so, what was your experience of these?

Several members of the group had not participated in any of these methods recently (or at all). Those who had participated had the following comments:

- Interactive website/email surveys – I prefer these methods because I can complete them at my own convenience.
- Interactive websites of other kinds – I would love to discover these for public policy matters!
- Phone polls:
 - I participated out of politeness, but I found it “invasive” of my private time.
 - They seem useless (and mostly one gets called by organizations asking for money!).
 - I didn’t participate – called on a bad day.
- Community meetings and presentations to community groups. My experience is that they provide individuals opportunities to speak and receive info to raise awareness and involvement in issues affecting neighborhoods.
- Have had experience with surveys and phone polls (from radio stations, etc.). Has been in community meeting presentations. It would be hard to pick people to target – you don’t want too many people in one area, as would happen with community groups, because you only get local opinions.
- I’ve communicated with my elected representatives by email; I have not, however, worked with the state or federal administration.

D4: Regarding community meetings, what types of features or formats would you find most appealing? (Check all that apply).

The open house format appealed to more participants than any other option – eight people checked it off. They liked the casual feeling of this. However, a couple of participants thought it was a bad idea, too distracting and chaotic with people coming and going, and noted their preference for a more structured presentation. Electronic voting came in a close second with seven check marks. Participants liked the idea of getting to vote right then and there, plus being able to remain anonymous. Five participants liked the idea of small group discussions, allowing citizens to actively engage and make sense of the issues. Four approved of structured presentations. Only three checked off interactive graphics – those who did commented on appreciating it because they were “visual people” and could filter information best when given in that format. One person suggested a ballot by mail as an alternative method.

E1: What is the best way to reach you to let you know about these participation opportunities? Rank the following in order of preference.

Once again, email was by far the most popular method – the majority of the group ranked it at number one. One participant noted that of the methods listed, email is the only one she accesses. A mailer was second most popular. One participant preferred a mailer to emails because she receives too many random emails and might not read the notice. Newspaper ads were a relatively distant third. One participant suggested ads in the Chronicle; another liked the idea of using alternative papers such as the Guardian, but a third noted that the dispensers for the free papers are often empty. Other methods suggested were notification by phone, perhaps automated phone call alerts of some kind (rankings for this varied from #2 through #4), and TV commercials. A couple participants said that although phone calls are a bad idea in general, they wouldn't mind if it was about something they were already involved in – and that since they get their news online, they don't look at newspapers, and mailers go straight to recycling.

E2: What is the best way to keep you informed about the CTP and FSTIP processes? Rank the following in order of preference.

The responses to this question were very similar to the last question – email the most preferred, mailers second choice, and newspaper ads third. Other methods suggested were notification by phone, perhaps automated phone call alerts of some kind; a website that could be checked on a monthly basis (ranked number 2); and TV commercials (the participant who suggested this last idea ranked it as number one).

E3: If you were responsible for getting people to participate in these planning processes, what would you do?

The one factor that participants emphasized most strongly was informing the public about these processes, and making it clear that their involvement would make a difference. Success stories linking tangible results to public participation would be helpful. They would talk to people in their community – at church, neighbors, family and friends, etc. - about how much their opinion would count. Public outreach could be planned to tie into community/neighborhood activities. They thought that it's very important to keep communication going, and give people ongoing opportunities to participate. Equalitarian involvement is also very important – making certain that a representative cross-section of the population is being reached and inspired to get active.

Specific methods suggested included TV commercials, collecting email addresses, ads/announcements on public transportation systems and posted at major stops as well as drop boxes for comments, and flyers distributed at public transportation stops. One participant suggested that the flyer be kept simple, with an attention-grabbing header, i.e. “don't throw this away – we need your opinion to improve public transportation!” Another pointed out that when you give the public an avenue to give their input, they respond – a few years ago when MUNI put up a complaint line and advertised it through a PSA, it was called so frequently they had to take it down again.

There was a divergence of opinion regarding the use of cash and other incentives for participation. Several members of the group thought that paying people, at least initially until they develop a genuine interest, would be necessary. Perhaps a tax break, a FasTrak or public transportation passes would be appealing. However, the participant who had previously suggested a randomly selected transportation “jury” disagreed – he felt it shouldn’t be incentivized, but compulsory. A couple other participants agreed, saying that using the jury system would be an easier way to get people involved, and would also assure feedback from a true cross-section of the populace.

E4: Is there anything else you would like to add?

- I really believe in order to reach people, you need to start at the local level – introduce topics/open up discussions about their personal modes of transportation. State-level issues are too conceptual for most people to take interest in.
- I don’t think the freeways will ever catch up with the driving population.
- Transportation is an important issue and I’d be interested in comparisons between what ours and other counties’ plans are.
- I am a software developer, and so I know how difficult it is to deploy a computerized solution which is both PUBLIC and SECURE. Things like online e-voting solutions would be extremely problematic because of the possibility of astroturfing (“stuffing the ballot” by getting people on a political message board or blog to give the answers you want, for example) or technological fraud (using a proxy to vote multiple times, or the agency involved “losing” results that aren’t what their administrators want).
- I’m curious who is funding this group, and why! Must be Caltrans...but what is the motivation? Most cynically, I imagine more support of bond ballot measures is desired...
- Higher taxes (help with public transportation) on: Expensive SUVs, expensive cars, polluters, petrol/gas companies!!
- This was very educational after all.

Appendix C: Demographic Profile of Focus Group Participants

Following is an overall profile of participants in all four focus groups, broken down by the demographic and transportation use categories that were specified in the recruitment questionnaire.

Age:

Less than 21: 1
21-40: 20
41-65: 24
Over 65: 1

Gender:

Female: 26
Male: 20

Residential Area Size:

Large Urban (>250,000): 27
Moderate Urban (50,000 - 250,000): 13
Small City or Town (<50,000): 4
Rural: 2

Race:

African American/Black: 9
African American/Hispanic: 1
Asian: 4
Asian/Other Pacific Islander: 1
Hispanic/Latino: 8
Hispanic/European: 1
Hispanic/Native: 1

Native American: 2
Native Hawaiian/Other Pacific Islander: 1
White (non-Hispanic): 16
White/Hispanic: 1
Other (unidentified): 1

Education:

High School Graduate: 3
Currently in College: 6
Some College: 4
Associate Level Degree or Technical Certification: 9

Bachelor's Degree: 17 (1 currently a grad student)
Post-Graduate Degree: 6
Missing information: 1*

Mode of Transportation/Frequency of Use

(Note: Most participants utilized more than one form of transportation, on average about three. Only four participants named a single form of transportation used - driving their own automobile on a daily basis. All of these were Fresno residents.)

Auto:

Daily: 26
3-6 times/week: 11
1-3 times/week: 6
Seldom: 1

Walking:

Daily: 15 (one with assistive device)
3-6 times/week: 12
Once or twice a week: 7
Occasionally or seldom: 2

Public Transit:

Daily: 5
5 times/week: 4
3-5 times/week: 5
Once or twice a week: 6
Once or twice a month: 6
Less than once a month: 9

Bicycle:

Daily: 5
3-5 times/week: 5
Once or twice a week: 10
Less than once a week: 3
Seldom: 3

*Note: Some items of demographic information were lacking from one of the participants.

Following are individual demographic profiles of each of the four focus groups.

Fresno Focus Group Demographics

Age:

Less than 21: 1
21-40: 3
41-65: 7

Gender:

Female: 8
Male: 3

Residential Area Size:

Large Urban (>250,000): 8
Small City or Town (<50,000): 2
Rural: 1

Race:

African American/Black: 1	Hispanic/Latino: 3
Asian: 1	Native American: 2
Asian/Other Pacific Islander: 1	White (non-Hispanic): 3

Education:

Currently in College: 2	Bachelor's Degree: 4
Some College: 1	Post-Graduate Degree: 1
Associate Level Degree or Technical Certification: 2	Missing information: 1*

Mode of Transportation/Frequency of Use

Auto:

Daily: 7
3-6 times/week: 2
Twice a week: 2

Walking:

3-6 times/week: 2
Once or twice a week: 1
Occasionally: 1

Public Transit:

Once a month: 1
Less than once a month: 2

Bicycle:

Daily: 2
3-5 times/week: 1 (for exercise)
Once or twice a week: 3

*Note: Some items of demographic information were lacking from one of the participants. This participant was selected on the basis of fulfilling Caltrans' inclusion requirements for Native American participation.

Sacramento Focus Group Demographics

Age:

21-40: 4

41-65: 7

Over 65: 1

Gender:

Female: 6

Male: 6

Residential Area Size:

Large Urban (>250,000): 5

Moderate Urban (50,000 - 250,000): 5

Small City or Town (<50,000): 1

Rural: 1

Race:

African American/Black: 2

Hispanic/Latino: 2

Hispanic/Native: 1

White (non-Hispanic): 6

White/Hispanic: 1

Education:

High School Graduate: 1

Currently in College: 2

Some College: 1

Associate Level Degree or Technical

Certification: 3

Bachelor's Degree: 3

Post-Graduate Degree: 2

Mode of Transportation/Frequency of Use

Auto:

Daily: 7

3-6 times/week: 1

1-3 times/week: 1

Seldom: 1

Walking:

Daily: 62

3-6 times/week: 2

Once or twice a week: 3

Public Transit:

Daily: 3

3-5 times/week: 1

Once or twice a week: 2

Once or twice a month: 1

Seldom: 1

Bicycle:

3-5 times/week: 2

Once or twice a week: 2

Less than once a week: 1

Seldom: 1

Long Beach Focus Group Demographics

Age:

21-40: 6

41-65: 7

Gender:

Female: 7

Male: 6

Residential Area Size:

Large Urban (>250,000): 7

Moderate Urban (50,000 - 250,000): 5

Small City or Town (<50,000): 1

Race:

African American/Black: 4

Asian: 2

Hispanic/Latino: 3

White (non-Hispanic): 3

Other (unidentified): 1

Education:

Currently in College: 2

Some College: 1

Associate Level Degree or Technical
Certification: 2

Bachelor's Degree: 7 (1 currently a grad
student)

Post-Graduate Degree: 1

Mode of Transportation/Frequency of Use

Auto:

Daily: 6

3-6 times/week: 7

Walking:

Daily: 6 (one with assistive device)

3-6 times/week: 4

Once or twice a week: 1

Public Transit:

Daily: 1

5 times/week: 1

3-5 times/week: 1

Once or twice a week: 3

Once or twice a month: 2

Less than once a month: 4

Bicycle:

Daily: 1

3-5 times/week: 2

Once or twice a week: 2

Less than once a week: 2

Seldom: 2

Oakland Focus Group Demographics

Age:

21-40: 7

41-65: 3

Gender:

Female: 5

Male: 5

Residential Area Size:

Large Urban (>250,000): 7

Moderate Urban (50,000 - 250,000): 3

Race:

African American/Black: 2

African American/Hispanic: 1

Asian: 1

Hispanic/European: 1

Native Hawaiian/Other Pacific Islander: 1

White (non-Hispanic): 4

Education:

High School Graduate: 2

Some College: 1

Associate Level Degree or Technical

Certification: 2

Bachelor's Degree: 3

Post-Graduate Degree: 2

Mode of Transportation/Frequency of Use

Auto:

Daily: 6

3-6 times/week: 1

1-3 times/week: 3

Walking:

Daily: 3

3-6 times/week: 5

Once or twice a week: 1

Occasionally or seldom: 1

Public Transit:

5 or more times/week: 3

3-5 times/week: 3

Once or twice a week: 1

Once or twice a month: 2

Less than once a month: 1

Bicycle:

Daily: 2

Once or twice a week: 3

Appendix D: Feedback Form

TRANSPORTATION PLANNING FOCUS GROUP

FEEDBACK FORMS

*Thank you very much for being part of
this focus group on transportation!*

*Your active participation in tonight's discussion
and your honest responses to the questions posed
are of great value to the sponsors of this effort.*

-
- A. Describe what you know about how transportation projects are planned and paid for in your region and statewide.**

B1. Based on what you now know about the California Transportation Plan process, how interested would you say you are in it?

Very Interested	Somewhat Interested	Somewhat Disinterested	Not at all Interested	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Give some reasons for your answer:

B2. How interested do you think others in your community – neighbors, co-workers, etc. – would be in the California Transportation Plan process?

Very Interested	Somewhat Interested	Somewhat Disinterested	Not at all Interested	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Give some reasons for your answer:

C1. Based on what you now know about the Federal Statewide Transportation Improvement Program process, how interested would you say you are in it?

Very Interested	Somewhat Interested	Somewhat Disinterested	Not at all Interested	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Give some reasons for your answer:

C2. How interested do you think others in your community – neighbors, co-workers, etc. – would be in the Federal Statewide Transportation Improvement Program process?

Very Interested	Somewhat Interested	Somewhat Disinterested	Not at all Interested	No Opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Give some reasons for your answer:

D1. What would it take to get you to participate in these processes?

D2. What methods of participation would be most attractive to you? Rank the following in order of preference.

- Phone poll
- Email survey
- Interactive website
- Mail-in questionnaire
- Presentation to Community Groups
- Community Meeting

D3. Of the methods listed, have you participated in any of these in the past six months? If so, what was your experience of these?

D4. Regarding community meetings, what types of features or formats would you find most appealing? (Check all that apply.)

- Open House format – drop in as you can
- Structured presentation with community discussion
- Electronic voting
- Small group discussions
- Interactive graphics

E1. What is the best way to reach you to let you know about these participation opportunities? Rank the following in order of preference.

- Email
- Newspaper announcement
- Mailer
- Other _____

E2. What is the best way to keep you informed about the CTP and FSTIP processes? Rank the following in order of preference.

- Email
- Newspaper announcement
- Mailer
- Other _____

E3. If you were responsible for getting people to participate in these planning processes, what would you do?

E4. Is there anything else you would like to add?

Appendix E: Recruitment Summary

MIG recruited the transportation focus group participants electronically by placing an advertisement on Craigslist, www.craigslist.org, in the various communities in which the focus groups were to be held. MIG's goal was to recruit 12-15 participants from the immediate area for each of the four groups. The ad offered \$60 for participants to participate, and specified that we were looking for active participants with an interest in learning about issues and stating their opinions. No compensation for transportation or parking was offered for the Fresno, Sacramento, or Oakland groups; however, due to the expense of parking in downtown Long Beach, MIG arranged for that location (the World Trade Center) to validate parking for participants. Refreshments were also provided.

Applicants who replied to the initial ad were emailed and asked to answer a series of questions regarding demographics and their preferred modes of transport (see Appendix D). Participants were then selected on the basis of ensuring as wide a demographic variation and choice of transportation modes as possible. An attempt was also made in Fresno and in Sacramento to fulfill Caltrans' inclusion requirements by recruiting directly from local Native American reservations or Rancherias. This had considerable success in Fresno but in the Sacramento area, it elicited no response.

A number of participants dropped out of each group on the day of the meeting for various reasons, but there were still from ten to thirteen participants in each focus group.

Appendix F: Recruitment Advertisement Text

Initial Ad Text

The advertisement initially placed on Craigslist was as follows:

Earn \$60 for participating in our Transportation Focus Group

We are seeking residents of the Bay area to participate in a study regarding transportation planning. Participants must be willing to attend a two-hour focus group that will be held the evening of Tuesday, December 18 from 6:00-8:00 pm in downtown Oakland. Participants will receive \$60 at the end of the focus group for attending; food will also be provided. People of color are strongly encouraged to apply. To be considered, please provide ALL of the following contact information:

Name:

Address:

Phone (Daytime number, if possible):

E-mail:

NOTE: This is a one-time opportunity for the evening of December 18th ONLY. We are not a staffing or employment firm and are not planning any other focus groups. We are seeking active participants – people who are interested in learning about issues and stating opinions. Please apply only if you are interested in actively participating. You will be contacted initially by email to further determine if you meet the criteria for this study.

Follow-up Questionnaire

Respondents to the initial advertisement were sent an email with the following text, and participants chosen from among those who responded to the questionnaire.

Hello,

Thank you very much for responding to our ad.

We'd like a little more information about you. Could you please reply to ALL of the following questions? We are seeking to involve as diverse a group as possible, and this will help us make that determination. (Some of you have already answered some of these questions in your original email; if so, apologies for asking you to repeat the information. It will help us if you can do so.)

Please keep the following in mind:

- This is a one-time opportunity for a focus group on the evening of Tuesday, December 18th ONLY. The focus group takes place from 6:00-8:00 p.m. that evening in downtown Oakland. You must attend for the entire time period to receive your payment.
- Follow-up calls will not be made until the week of December 3-7, or possibly early the next week. If you are interested, please hold the date until that time has passed.
- As we mentioned in the original ad, we are seeking active participants – people who are interested in learning about issues and stating opinions. While of course we won't force you to speak, if your intention is to sit quietly and collect a paycheck at the end of the evening, please don't bother replying.
- We will not be holding any other focus groups; once you've replied to this message, please do not send follow-up emails. If you don't hear from us by phone, that indicates that you did not meet the criteria or that the group is full.

What is your gender?

- _____ Male
- _____ Female

What is your age?

- _____ Less than 21
- _____ 21-40
- _____ 41-65
- _____ Over 65

What is your racial or ethnic background?

- _____ White (non-Hispanic)
- _____ Hispanic/Latino
- _____ American Indian/Native American
- _____ African American/Black
- _____ Asian
- _____ Native Hawaiian/Other Pacific Islander
- _____ Other

Rank these modes of transportation in order of your most frequent use, and state how frequently you use them (daily, 3-5 times a week, weekly, monthly, seldom, etc.)

- _____ Auto - How frequently? _____
- _____ Bicycle - How frequently? _____
- _____ Public transit - How frequently? _____
- _____ Walking - How frequently? _____
- _____ Motorcycle/other motorized vehicle - How frequently? _____

Which of the following subgroups BEST describes your occupation or title? (Please check only one.)

- Elected/Appointed Official
- Private Citizen
- Public Agency Staff
- Metropolitan Planning Organization/Regional Transportation Planning Agency
- Community Based Organization
- Environmental Group Representative
- Tribal Government
- Business Community
- Retired
- Unemployed
- Other – describe: _____

What is your highest level of education?

- Grade school
- Attended high school
- High school graduate
- Attended trade school
- Currently in college
- Associate's Degree
- Bachelor's degree
- Masters degree
- Ph.D or M.D.
- Other – describe: _____

How would you characterize the area that you live in or represent?

- Rural
- Small city or town (<50,000)
- Moderate sized urban area (50,000 – 250,000)
- Large urban area (>250,000)

And finally, could you give your email and phone number once again? This'll save us time, thanks...

Once again, thanks very much for your interest. We will be contacting you by phone if we are interested in your participation, and will confirm the location at that time.

Sincerely,

Maria M.
MIG, Inc.

Appendix D
Web Survey Summary Report

**DEVELOPING A COMPREHENSIVE AND
EFFECTIVE PUBLIC PARTICIPATION PLAN FOR
THE CALIFORNIA TRANSPORTATION PLAN AND
THE FEDERAL STATE TRANSPORTATION IMPROVEMENT PLAN**

Summary of Web Survey

March 2008



Prepared by:

MIG, Inc.
800 Hearst Avenue
Berkeley, CA 94710

Background to the Web Survey

The California Department of Transportation (Caltrans) is responsible for developing the Statewide Transportation Plan (CTP) and for preparing the Federal Statewide Transportation Improvement Program (FSTIP) on regular cycles. State and federal regulations prescribe that these planning processes be undertaken with the broad, inclusive participation of key stakeholder groups as well as members of the general public.

To ensure compliance with these regulations, Caltrans will be developing a comprehensive Public Participation Plan for gathering input and feedback on its plans and programs. As background for that Plan, Caltrans engaged MIG, Inc. to undertake research on public participation strategies that are meaningful, efficient, and effective.

In its research, MIG used several different methods to engage with members of the public and key stakeholders to determine

- Their knowledge of the CTP and FSTIP
- Their interest in becoming involved in the CTP and FSTIP processes, and
- If yes, how they wished to be involved.

The methods used were:

- Phone interviews with representatives of key stakeholder groups
- Focus groups of the general public
- A website survey of stakeholders and the general public

This report summarizes the methodology and results of the web survey. Caltrans and MIG acknowledge that a web survey is by its nature biased towards those who use the Internet as a form of communication. There were a couple of reasons for using this method despite this bias. One is that it is a very cost effective and efficient method for gathering input, and in this case over 300 people responded. The other reason is that MIG's experience on other projects, as well as the stakeholder interviews on this project, shows that there is an increasing preference among both stakeholders and the public for Internet-based communications.

Survey Design and Methodology

The survey, developed by MIG and Caltrans staff, is shown in Attachment A and the questions are summarized below.

Summary of Survey Questions

- Have you ever heard of the CTP? If yes, have you ever commented upon it?
- Would you be interested in learning about this plan and providing comments?

- Have you ever heard of the FSTIP? If yes, have you ever commented upon it?
- Would you be interested in learning more about the FSTIP and providing comments?
- What are you most interested in learning about? (followed by a listing of transportation topics, as well as local, regional, and state levels of transportation plans and programs, and space to write in other topics).
- Would you be interested in commenting on the CTP and FSTIP through these public participation methods? (listing of methods)
- If you were to attend a community meeting, would you like to see any of the following features or formats? (listing of features and formats)
- Please let us know how best to reach you to participate (listing of methods)
- Do you have any other suggestions for involving the public in statewide transportation planning and programming? (write in)
- Demographic information (optional)
 - Do you commute to a job or school? If yes, what is your most common method of travel? (listing of travel modes)
 - Zip code of residence
 - Age (listing of ranges)
 - Your highest educational level (listing of levels)
 - Ethnic group (listing of groups and place to write in other)
 - Gender

MIG web designers created the web survey (using its Townsquare™ web technology) with the look and feel of a Caltrans web page. The survey was then uploaded onto a MIG server and linked to the Caltrans website home page. Anyone visiting the home page could click on the link and fill out the survey during the month of January 2008.

MIG sent e-mails announcing the survey and giving the link to addresses supplied by the Caltrans Division of Planning, and the Caltrans Division of Programming sent similar e-mails to Metropolitan Planning Organizations and Regional Transportation Planning Agencies throughout the State.

Survey Results

The survey was filled out by 307 persons during the time it was activated on the Web. Attachment B shows the tallied results. The following is a demographic profile from demographic data provided in these 307 surveys:

- 56% are male, 37% are female
- 83% are between the ages of 21 and 65, and 11% are over 65
- 66% are White, 18 % don't state race, 7% are Asian, 4% Hispanic, 2% African-American or Black, 3% Other
- 80% have college or post-graduate degrees
- 69% commute to a job or school. Of those, 42% drive alone.

- The following counties are represented in the zip code information (17 people did not give a zip code, and 7 people who put down zip codes were from outside of California):

COUNTY	# OF RESPONDENTS
Alameda	16
Contra Costa	12
El Dorado	4
Fresno	10
Humboldt	1
Inyo	1
Kern	4
Lake	1
Los Angeles	13
Madera	1
Marin	6
Mariposa	1
Merced	4
Monterey	2
Nevada	1
Orange	8
Placer	4
Plumas	33
Sacramento	20
San Benito	1
San Bernardino	2
San Diego	49
San Francisco	7
San Joaquin	2
San Luis Obispo	5
San Mateo	4
Santa Barbara	1
Santa Clara	50
Santa Cruz	3
Shasta	3
Solano	5
Sonoma	2
Tulare	2
Ventura	2
Yolo	4
TOTAL	283

The respondents are skewed towards college-educated, white commuting males, probably because the e-mails that encouraged people to take the survey were sent to stakeholders who are professionally involved with the transportation system. However, half of those who filled out the survey say they have never heard of the CTP or the FSTIP. Although this survey was not designed to scientifically represent a cross-section of California residents, it does provide valuable input on what public participation methods might work for people who have never been involved, or even have been previously involved in the statewide transportation processes. MIG looked at the results separately for those who have heard of the CTP and those who haven't, and found little substantive difference.

The following are some overall results from the survey.

Knowledge of the CTP and FSTIP

- Of the half of the respondents who have heard of the CTP, 65% have never commented on it.
- Fewer than half have ever heard of the FSTIP, and of those who have, 70% say they have commented on it (and 30% have never commented on it). Those who say they have commented may have not understood that the FSTIP is the statewide document and not the regional document (because this number seems very high).
- 81% of all respondents would be interested in learning about the CTP and providing comments, and 85% would be interested in learning about the FSTIP and commenting on it.

Topics of Interest

Respondents were asked to check off all of the transportation topics that are of interest to them. The order of interest, in terms of number of times checked off, is:

TOPIC	% OF RESPONDENTS WHO CHECKED THIS TOPIC
Local transportation	65%
Regional transportation	61%
Public transit	50%
Bikeways and pedestrian facilities	48%
Transportation funding	45%
Highways and freeways	41%
Statewide transportation	38%
The connection between transportation and land use	37%
Statewide rail and bus connections	37%
New transportation technology and information systems	36%
Environmental issues such as air quality and global warming	35%
Preservation of agricultural land or open space	32%

Methods to reduce driving, including rideshare programs	31%
Safety programs	26%
Carpool lanes	24%
Toll roads	17%

Other topics written in are -- transportation security, congestion pricing, information on driving conditions, maintenance, transportation for seniors and the disabled, ferries, enforcement, carsharing programs, rural highways, historic preservation, high speed rail and monorail, landscaping, and bus lanes.

Public Participation Methods

Respondents were asked if they are interested in different methods of providing public input on the CTP and FSTIP, with these over all results in rank order of popularity:

METHOD	YES	NO
E-mail survey	81%	6%
Interactive website	71%	7%
Mail-in questionnaire	40%	28%
Community meetings	30%	31%
Presentations to community groups	26%	34%
Phone poll	15%	56%

Other ideas offered are Caltrans workshops with university research partners, stakeholder meetings, World Café (<http://theworldcafe.com>), formal agency comments, and written comments.

Community Meeting Formats

When asked about different formats for community meetings, respondents register these opinions, in order of popularity:

MEETING FORMATS	YES	NO	NO ANSWER
Structured presentation with community discussion	59%	6%	25%
Open House – drop in as you can	37%	10%	35%
Interactive graphics	38%	11%	34%
Electronic voting	34%	12%	36%
Small group discussions	29%	17%	34%

Although these methods are ranked in order of yes/no, many respondents did not answer, suggesting a lack of clarity or perhaps lack of an opinion about meeting formats.

Preferred Communications Methods

METHODS	PREFERRED	LESS EFFECTIVE	NOT EFFECTIVE	NO ANSWER
Email	90%	3%	2%	6%
Postcards or newsletters	20%	38%	10%	31%
Newspaper announcements	7%	19%	41%	33%

Although email appears to be the most popular method to know about the CTP and FSTIP, some people clearly prefer more traditional mailings of postcards or newsletters. Newspaper ads and announcements are ranked very low in effectiveness by almost all respondents.

Conclusions

A link to the web survey was sent out broadly to Caltrans partners and transportation stakeholders within California, as well as being placed on the Caltrans homepage for the general public to fill out. Most respondents appear to be professionals, and many have some knowledge of the CTP and FSTIP. Here are some basic conclusions from the survey data:

- There is a high degree of interest in learning about, and commenting on the CTP and FSTIP
- People tend to be more interested in their local transportation system, then the regional system, and finally the statewide system.
- They are also very interested in public transit, bicycle/pedestrian facilities, funding, and freeways, in that order. Least interesting are toll roads and carpool lanes on freeways.
- E-mail and interactive websites are the most popular forms of learning about transportation planning and programming for this group of respondents, followed by mail-in questionnaires.
- These respondents are ambivalent about community meetings (about 30% are interested in them and 30% not interested in them).
- If community meetings are held, most people prefer structured presentations with community discussion.
- The great majority of respondents prefer keeping in touch with planning and programming processes via e-mail, and some people prefer postcards or newsletters. Newspaper ads and announcements are not considered effective.
- Since these conclusions are based on an Web-based survey, they reflect the views of those who use the Internet for communications and information. In MIG's final report on the research performed for the Public Participation Plan, there are

recommendations for a toolbox of public involvement methods that go beyond electronic methods, for the benefit of those who for one reason or another do not use the Internet, but prefer to become involved in other ways.

ATTACHMENT A. CALTRANS CTP/FSTIP PPP WEB SURVEY INSTRUMENT

LimeSurvey

<http://limesurvey.migcom.com/admin/admin.php?action=showprint...>

CALTRANS CTP/FSTIP PPP WEB SURVEY

Caltrans is developing a new Public Participation Plan for its statewide transportation plans and funding programs. You can help! Your response to the following questions will be used to develop a set of public communication strategies to get people more involved.

1 -- Survey Questions

1-0: At the state level, Caltrans is responsible for a long-range multi-modal transportation plan called the California Transportation Plan, or CTP, that is updated every five years. The CTP, which guides the development, maintenance and operation of the transportation system reflects local, regional, and state-level transportation policies and strategies.

1-1: Have you ever heard of the CTP?

Please choose *only one* of the following:

- Yes
 No

[Only answer this question if you answered 'Yes' to question '1-1 ']

1-1y: If yes, have you ever commented upon this plan in a meeting, on a website, or some other way?

Please choose *only one* of the following:

- Yes
 No

1-2: Would you be interested in learning about this plan and providing comments on it?

Please choose *only one* of the following:

- Yes
 No

1-3: Caltrans is also responsible for a short-range program of projects, updated every two years, called the Federal Statewide Transportation Improvement Program (FSTIP). The FSTIP lists priority projects to be funded over the following four years. These are local, regional and state-level projects that are ready for design, engineering, and construction.

1-4: Have you ever heard of the FSTIP?

Please choose *only one* of the following:

- Yes
 No

[Only answer this question if you answered 'Yes' to question '1-4 ']

1-4y: If yes, have you ever commented upon this program in a meeting, on a website, or in some other way?

Please choose *only one* of the following:

- Yes
 No

1-5: Would you be interested in learning more about the FSTIP and providing comments?

Please choose *only one* of the following:

- Very Interested
 Somewhat Interested

- Somewhat Disinterested
 Not at all Interested

1-6: What are you most interested in learning about?

Please choose *all* that apply:

- Statewide transportation
 Regional transportation
 Local transportation
 Public transit
 Bikeways and pedestrian facilities
 Highways and freeways
 Carpool lanes
 Statewide rail and bus connections
 New transportation technology and information systems
 Methods to reduce driving, including rideshare programs
 Environmental issues such as air quality and global warming
 Transportation funding
 Toll roads
 Preservation of agricultural land or open space
 The connection between transportation and land use
 Safety programs
 Other (specify below - text input will open when the check box is checked)

[Only answer this question if you answered 'Other (specify below - text input will open when the check box is checked)' to question '1-6']

1-6o: Please specify what else you are most interested in learning

Please write your answer here:

1-7: Would you be interested in commenting on the CTP and FSTIP through these public participation methods?

Please choose the appropriate response for each item:

- | | | | |
|---|------------------------------|------------------------------------|-----------------------------|
| Phone poll | <input type="checkbox"/> Yes | <input type="checkbox"/> Uncertain | <input type="checkbox"/> No |
| Email survey | <input type="checkbox"/> Yes | <input type="checkbox"/> Uncertain | <input type="checkbox"/> No |
| Interactive website | <input type="checkbox"/> Yes | <input type="checkbox"/> Uncertain | <input type="checkbox"/> No |
| Mail-in questionnaire | <input type="checkbox"/> Yes | <input type="checkbox"/> Uncertain | <input type="checkbox"/> No |
| Presentations to community groups | <input type="checkbox"/> Yes | <input type="checkbox"/> Uncertain | <input type="checkbox"/> No |
| Community meeting | <input type="checkbox"/> Yes | <input type="checkbox"/> Uncertain | <input type="checkbox"/> No |
| Other (specify below - text input will open when "Yes" is selected) | <input type="checkbox"/> Yes | <input type="checkbox"/> Uncertain | <input type="checkbox"/> No |

[Only answer this question if you answered 'Yes' to question '1-7 (Other (specify below - text input will open when "Yes" is selected))']

1-7o: Please specify what other public participation methods you would like to use.

Please write your answer here:

1-8: If you were to attend a community meeting, would you like to see any of the following features or formats?

Please choose the appropriate response for each item:

- Open House – drop in as you can Yes Uncertain No
- Structured presentation with community discussion Yes Uncertain No
- Electronic voting Yes Uncertain No
- Small group discussions Yes Uncertain No
- Interactive graphics Yes Uncertain No
- Other (specify below - text input will open when "Yes" is selected) Yes Uncertain No

[Only answer this question if you answered 'Yes' to question '1-8 (Other (specify below - text input will open when "Yes" is selected))']

1-8o: Please suggest other preferred ways to reach you about this process:

Please write your answer here:

1-9: Please let us know how best to reach you to participate:

Please choose the appropriate response for each item:

- | | preferred | less effective | not effective |
|------------------------|--------------------------|--------------------------|--------------------------|
| Email | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Newspaper announcement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Postcard or newsletter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[Only answer this question if you answered 'Yes' to question '1-8 (Other (specify below - text input will open when "Yes" is selected))']

1-10: Please specify other features/formats of community meeting you would like to see

Please write your answer here:

1-11: Do you have any other suggestions for involving the public in statewide transportation planning and programming?

Please write your answer here:

2 -- Demographic information

2-1: Please tell us about yourself (optional)

2-2: Do you commute to a job or school?

Please choose *only one* of the following:

- Yes
 No
-

[Only answer this question if you answered 'Yes' to question '2-2 ']

2-2y: If you commute, what is your most common method of travel?

Please choose *only one* of the following:

- Drive alone
 Carpool
 Bus or train
 Bicycle
 Walk
 Ferry
 Combination of two or more transportation methods
 Other (specify in the comment space)

Make a comment on your choice here:

2-3: Zipcode of residence?

Please write your answer here:

2-4: Your age?

Please choose *only one* of the following:

- Under 21
- 21-65
- Over 65

2-5: Your highest educational level?

Please choose *only one* of the following:

- High school
- Technical school
- College degree
- Postgraduate degree
- Other

2-6: Your ethnic group?

Please choose *only one* of the following:

- Hispanic
- Asian
- African-American or Black
- Pacific Islander
- White
- Other (specify in the comment space)

Make a comment on your choice here:

2-7: Your gender?

Please choose *only one* of the following:

- Female
- Male

Submit Your Survey.

Thank you for completing this survey. Please submit by 2008-02-01.

ATTACHMENT B. TALLIED SURVEY RESULTS

LimeSurvey

http://limesurvey.migcom.com//admin/admin.php?action=statistics

LimeSurvey

Quick Statistics











Filter Settings ▢

Results

No of records in this query: 307
 Total records in survey: 307
 Percentage of total: 100.00%

Field Summary for 1-1:

Have you ever heard of the CTP?

Answer	Count	Percentage
No answer	9	2.93%
Yes (Y)	149	48.53%
No (N)	149	48.53%

Field Summary for 1-1y:

If yes, have you ever commented upon this plan in a meeting, on a website, or some other way?

Answer	Count	Percentage
No answer	160	52.12%
Yes (Y)	50	16.29%
No (N)	97	31.60%

Field Summary for 1-2:

Would you be interested in learning about this plan and providing comments on it?

Answer	Count	Percentage
No answer	30	9.77%
Yes (Y)	250	81.43%
No (N)	27	8.79%

Field Summary for 1-4:

Have you ever heard of the FSTIP?

Answer	Count	Percentage
No answer	10	3.26%
Yes (Y)	135	43.97%
No (N)	162	52.77%

Field Summary for 1-4y:

If yes, have you ever commented upon this program in a meeting, on a website, or in some other way?		
Answer	Count	Percentage
No answer	175	57.00%
Yes (Y)	41	13.36%
No (N)	91	29.64%

Field Summary for 1-5:		
Would you be interested in learning more about the FSTIP and providing comments?		
Answer	Count	Percentage
No answer	19	6.19%
Very Interested (17a)	109	35.50%
Somewhat Interested (17b)	151	49.19%
Somewhat Disinterested (17c)	20	6.51%
Not at all Interested (17d)	8	2.61%

Field Summary for 1-6:		
What are you most interested in learning about?		
Answer	Count	Percentage
Statewide transportation (18a)	116	37.79%
Regional transportation (18b)	187	60.91%
Local transportation (18c)	198	64.50%
Public transit (18d)	155	50.49%
Bikeways and pedestrian facilities (18e)	148	48.21%
Highways and freeways (18f)	126	41.04%
Carpool lanes (18q)	74	24.10%
Statewide rail and bus connections (18g)	113	36.81%
New transportation technology and information systems (18h)	109	35.50%
Methods to reduce driving, including rideshare programs (18i)	96	31.27%
Environmental issues such as air quality and global warming (18j)	106	34.53%
Transportation funding (18k)	138	44.95%
Toll roads (18l)	52	16.94%
Preservation of agricultural land or open space (18m)	99	32.25%
The connection between transportation and land use (18n)	114	37.13%
Safety programs (18o)	81	26.38%

Other (specify below - text input will open when the check box is checked) (18p)	38	12.38%
Field Summary for 1-6o:		
Please specify what else you are most interested in learning		
Answer	Count	Percentage
Answer <input type="button" value="Browse"/>	37	12.05%
No answer	270	87.95%
Field Summary for 1-7(19a):		
Would you be interested in commenting on the CTP and FSTIP through these public participation methods? [Phone poll]		
Answer	Count	Percentage
No answer	55	17.92%
Yes (Y)	54	17.59%
No (N)	165	53.75%
Uncertain (U)	33	10.75%
Field Summary for 1-7(19b):		
Would you be interested in commenting on the CTP and FSTIP through these public participation methods? [Email survey]		
Answer	Count	Percentage
No answer	18	5.86%
Yes (Y)	246	80.13%
No (N)	20	6.51%
Uncertain (U)	23	7.49%
Field Summary for 1-7(19c):		
Would you be interested in commenting on the CTP and FSTIP through these public participation methods? [Interactive website]		
Answer	Count	Percentage
No answer	38	12.38%
Yes (Y)	224	72.96%
No (N)	23	7.49%
Uncertain (U)	22	7.17%
Field Summary for 1-7(19d):		
Would you be interested in commenting on the CTP and FSTIP through these public participation methods? [Mail-in questionnaire]		
Answer	Count	Percentage

No answer	50	16.29%
Yes (Y)	132	43.00%
No (N)	88	28.66%
Uncertain (U)	37	12.05%

Field Summary for 1-7(19e):

**Would you be interested in commenting on the CTP and FSTIP through these public participation methods?
[Presentations to community groups]**

Answer	Count	Percentage
No answer	63	20.52%
Yes (Y)	78	25.41%
No (N)	104	33.88%
Uncertain (U)	62	20.20%

Field Summary for 1-7(19f):

**Would you be interested in commenting on the CTP and FSTIP through these public participation methods?
[Community meeting]**

Answer	Count	Percentage
No answer	55	17.92%
Yes (Y)	97	31.60%
No (N)	91	29.64%
Uncertain (U)	64	20.85%

Field Summary for 1-7(19g):

**Would you be interested in commenting on the CTP and FSTIP through these public participation methods?
[Other (specify below - text input will open when "Yes" is selected)]**

Answer	Count	Percentage
No answer	235	76.55%
Yes (Y)	9	2.93%
No (N)	53	17.26%
Uncertain (U)	10	3.26%

Field Summary for 1-7o:

Please specify what other public participatiuon methods you would like to use.

Answer	Count	Percentage
Answer <input type="text" value="Browse"/>	7	2.28%
No answer	300	97.72%

Field Summary for 1-8(110a):

If you were to attend a community meeting, would you like to see any of the following features or formats? [Open House – drop in as you can]		
Answer	Count	Percentage
No answer	100	32.57%
Yes (Y)	118	38.44%
No (N)	44	14.33%
Uncertain (U)	45	14.66%
Field Summary for 1-8(110b):		
If you were to attend a community meeting, would you like to see any of the following features or formats? [Structured presentation with community discussion]		
Answer	Count	Percentage
No answer	69	22.48%
Yes (Y)	191	62.21%
No (N)	16	5.21%
Uncertain (U)	31	10.10%
Field Summary for 1-8(110c):		
If you were to attend a community meeting, would you like to see any of the following features or formats? [Electronic voting]		
Answer	Count	Percentage
No answer	95	30.94%
Yes (Y)	120	39.09%
No (N)	44	14.33%
Uncertain (U)	48	15.64%
Field Summary for 1-8(110d):		
If you were to attend a community meeting, would you like to see any of the following features or formats? [Small group discussions]		
Answer	Count	Percentage
No answer	98	31.92%
Yes (Y)	99	32.25%
No (N)	56	18.24%
Uncertain (U)	54	17.59%
Field Summary for 1-8(110e):		
If you were to attend a community meeting, would you like to see any of the following features or formats? [Interactive graphics]		
Answer	Count	Percentage

No answer	97	31.60%
Yes (Y)	132	43.00%
No (N)	30	9.77%
Uncertain (U)	48	15.64%
Field Summary for 1-8(110f):		
If you were to attend a community meeting, would you like to see any of the following features or formats? [Other (specify below - text input will open when "Yes" is selected)]		
Answer	Count	Percentage
No answer	252	82.08%
Yes (Y)	10	3.26%
No (N)	32	10.42%
Uncertain (U)	13	4.23%
Field Summary for 1-8o:		
Please suggest other preferred ways to reach you about this process:		
Answer	Count	Percentage
Answer <input type="text" value="Browse"/>	6	1.95%
No answer	301	98.05%
Field Summary for 1-9(111a):		
Please let us know how best to reach you to participate: [Email]		
Answer	Count	Percentage
No answer	24	7.82%
preferred (111a)	269	87.62%
less effective (111b)	8	2.61%
not effective (111c)	6	1.95%
Field Summary for 1-9(111b):		
Please let us know how best to reach you to participate: [Newspaper announcement]		
Answer	Count	Percentage
No answer	108	35.18%
preferred (111a)	31	10.10%
less effective (111b)	61	19.87%
not effective (111c)	107	34.85%
Field Summary for 1-9(111c):		
Please let us know how best to reach you to participate: [Postcard or newsletter]		
Answer	Count	Percentage

No answer	105	34.20%
preferred (111a)	68	22.15%
less effective (111b)	104	33.88%
not effective (111c)	30	9.77%
Field Summary for 1-10:		
Please specify other features/formats of community meeting you would like to see		
Answer	Count	Percentage
Answer Browse	6	1.95%
No answer	301	98.05%
Field Summary for 1-11:		
Do you have any other suggestions for involving the public in statewide transportation planning and programming?		
Answer	Count	Percentage
Answer Browse	72	23.45%
No answer	235	76.55%
Field Summary for 2-2:		
Do you commute to a job or school?		
Answer	Count	Percentage
No answer	12	3.91%
Yes (Y)	213	69.38%
No (N)	82	26.71%
Field Summary for 2-2y:		
If you commute, what is your most common method of travel?		
Answer	Count	Percentage
No answer	96	31.27%
Drive alone (23a)	129	42.02%
Carpool (23b)	12	3.91%
Bus or train (23c)	21	6.84%
Bicycle (23d)	18	5.86%
Walk (23e)	1	0.33%
Ferry (23f)	2	0.65%
Combination of two or more transportation methods (23g)	26	8.47%
Other (specify in the comment space) (23h)	2	0.65%
Field Summary for 2-3:		
Zipcode of residence?		
Answer	Count	Percentage

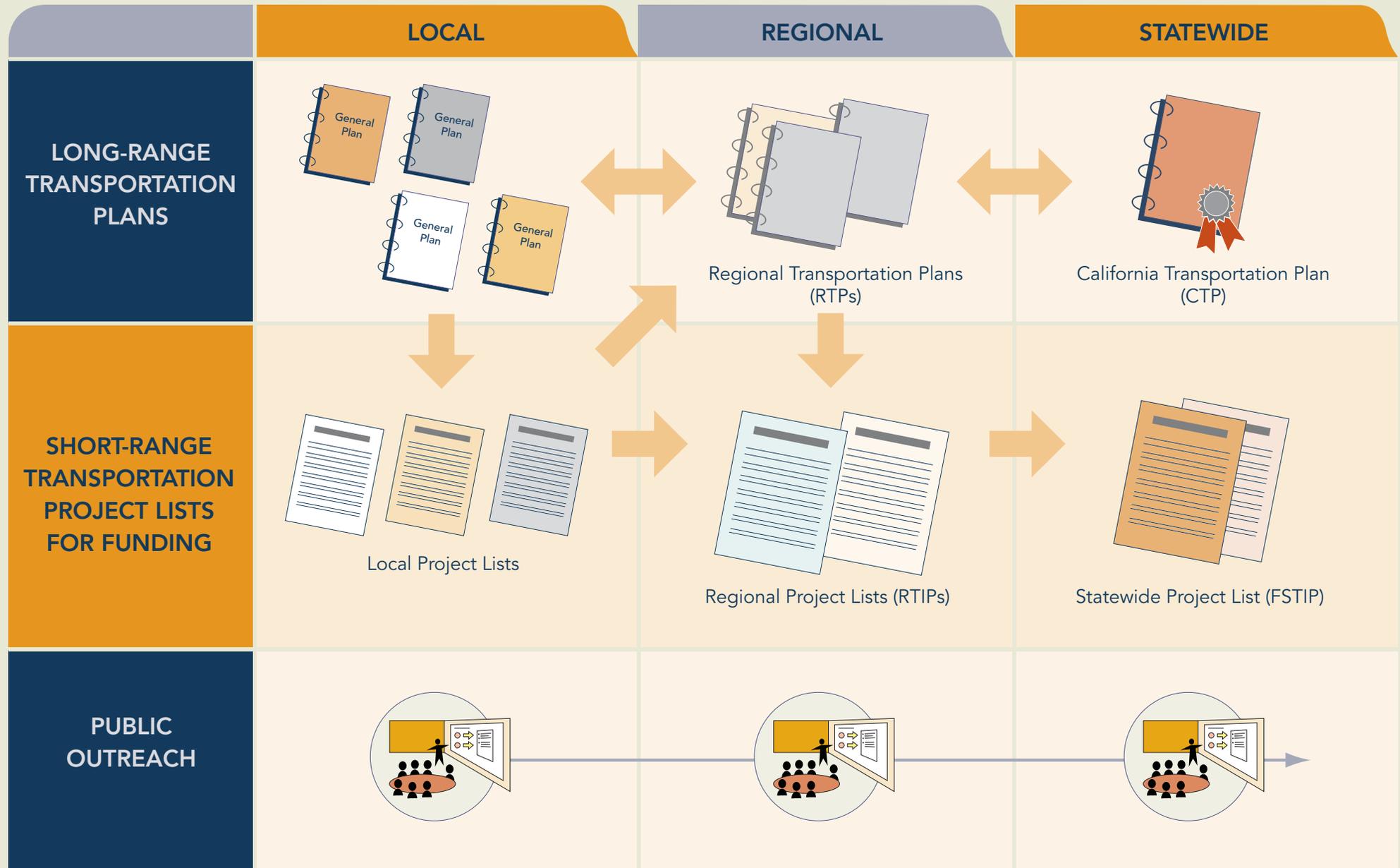
Answer Browse	290	94.46%
No answer	17	5.54%
Field Summary for 2-4:		
Your age?		
Answer	Count	Percentage
No answer	15	4.89%
Under 21 (24a)	1	0.33%
21-65 (24b)	255	83.06%
Over 65 (24c)	36	11.73%
Field Summary for 2-5:		
Your highest educational level?		
Answer	Count	Percentage
No answer	15	4.89%
High school (26a)	25	8.14%
Technical school (26b)	14	4.56%
College degree (26c)	134	43.65%
Postgraduate degree (26d)	111	36.16%
Other (25e)	8	2.61%
Field Summary for 2-6:		
Your ethnic group?		
Answer	Count	Percentage
No answer	55	17.92%
Hispanic (27a)	12	3.91%
Asian (27b)	20	6.51%
African-American or Black (27c)	5	1.63%
Pacific Islander (27d)	3	0.98%
White (27e)	204	66.45%
Other (specify in the comment space) (27f)	8	2.61%
Field Summary for 2-7:		
Your gender?		
Answer	Count	Percentage
No answer	21	6.84%
Female (F)	113	36.81%
Male (M)	173	56.35%



Appendix E

Process Graphic

PLANNING AND FUNDING *TRANSPORTATION PROJECTS* in California



Appendix F
Recommended Strategies
Matrix

Interested Parties Recommended Strategies Matrix

CATEGORY	TARGETED GROUPS	RECOMMENDED STRATEGIES	SPECIAL CONSIDERATIONS	TOPICS OF HIGH INTEREST
General Public	<ul style="list-style-type: none"> • Any and all residents of the State who are not affiliated with a particular interest group • Targeted by geographic area. 	<ul style="list-style-type: none"> • Regional media releases announcing the website and public meetings • Use the communications departments of RTPAs and MPOs to disseminate information (through newsletters and e-newsletters) • Signup on the Caltrans website for e-mailed updates • Strong relationship with transportation reporters in the regional media • Meet with regional newspaper editorial boards 	<ul style="list-style-type: none"> • Assurance that input will make a difference • Specific information about how projects will impact their lives • Particularly interested in local and regional projects 	<ul style="list-style-type: none"> • Local transportation projects • Regional transportation projects • Public transportation • Traffic congestion • Impacts of transportation on the environment and health • The process of transportation planning, timing, and funding • Effectiveness of the CTP and FSTIP
Local, Regional, State and Federal Agencies and Organizations	<ul style="list-style-type: none"> • Federal transportation agencies • State historical and resource agencies • Caltrans Districts • Regional transportation agencies • City and County Public Works Agencies • California State Association of Counties • California League of Cities 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree of that group • Use the communications departments of RTPAs and MPOs to disseminate information • Presentations made to key groups by Caltrans HQ or district staff 	<ul style="list-style-type: none"> • To be informed and included in the public participation processes • Understand key messages that are relevant to the work of these agencies 	<ul style="list-style-type: none"> • Climate change and other environmental issues • Water • Growth • Land use and transportation • Aging infrastructure and how to pay for maintenance and rehabilitation • How to pay for new facilities • Urban-rural fair share of transportation resources

Interested Parties Recommended Strategies Matrix

CATEGORY	TARGETED GROUPS	RECOMMENDED STRATEGIES	SPECIAL CONSIDERATIONS	TOPICS OF HIGH INTEREST
Affected Public Agencies, Groups, and Individuals	<ul style="list-style-type: none"> • Ports • California Highway Patrol • Safety Center • Governor’s Office of Emergency Services • California Transit Association • California Association for Coordinated Transportation • California Automobile Association 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree of that group • Presentations made to key groups by Caltrans HQ or district staff 	<ul style="list-style-type: none"> • To be informed and included in the public participation processes • Understand key messages that are relevant to these organizations • Make sure major stakeholders are all included 	<ul style="list-style-type: none"> • Air quality • Funding • Safety • ADA enforcement and interpretation • Congestion relief • Automated enforcement • Keeping road system running smoothly • Offering alternatives to driving
Business Organizations	<ul style="list-style-type: none"> • California Chamber of Commerce • Other statewide and regional business groups 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree of that group • Presentations made to key leadership groups by Caltrans HQ or district staff 	<ul style="list-style-type: none"> • Business groups are particularly time-sensitive and like to use the website and e-mail more than meetings • Understand key messages that are relevant to business 	<ul style="list-style-type: none"> • Goods movement • Adequacy of transportation infrastructure • Funding and how it’s raised • Removal of barriers to transportation development, such as litigation
Representatives of Users of Pedestrian Walkways and Bicycle Transportation Facilities	<ul style="list-style-type: none"> • California Walks • California Bicycle Coalition 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree of that group • Ask for Caltrans staff to give briefings to statewide and regional groups, tailoring the briefings to the issues most important to those groups 	<ul style="list-style-type: none"> • Feeling included at all levels of transportation planning and programming • Knowing that their input is heard and makes a difference 	<ul style="list-style-type: none"> • Promotion of walking and biking, • Fairness of funding for those modes compared to other modes • Development of complete streets • Safety; speed management • Design and enforcement • Effectiveness of the CTP and FSTIP

Interested Parties Recommended Strategies Matrix

CATEGORY	TARGETED GROUPS	RECOMMENDED STRATEGIES	SPECIAL CONSIDERATIONS	TOPICS OF HIGH INTEREST
Community and Environmental Groups	<ul style="list-style-type: none"> • Sierra Club • Planning and Conservation League • American Lung Association and Breathe California • American Association of Retired Persons • Housing California • Latino Coalition for a Healthy California • Caltrans Nat. American Advisory Committee • NAACP • Urban League. 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree of that group • Provide printed materials upon request if e-mail is not available • Use ethnic media to publicize meetings • Ask for Caltrans staff to give briefings to statewide and regional groups, tailoring the briefings to the issues most important to those groups • Ask to be on the agendas of community leadership groups 	<ul style="list-style-type: none"> • Community groups often require a very pro-active approach to public participation • Personal contacts important to community groups • Include a larger list of community groups to target so as to assure adequate representation • These groups need to feel included at all levels of transportation planning and programming • They need to know that their issues are understood and that they have a voice 	<ul style="list-style-type: none"> • Environmental groups – environmental sustainability, fighting sprawl and pollution, promoting alternatives to driving, health related to transportation, safety. • Community groups – environmental justice and transportation equity, alternatives to driving, health related to transportation, housing for low-income and homeless persons, safety. • Link issues to people and the environment; explain why it is important to be involved
Representatives of Public Transit Employees	<ul style="list-style-type: none"> • Amalgamated Transit Union • United Taxicab Workers 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree • Ask for Caltrans staff to give briefings to statewide and regional groups, tailoring the briefings to the issues most important to those groups 	<ul style="list-style-type: none"> • Have been active at regional level, want to participate at statewide level • Taxi companies want to be seen as public transit 	<ul style="list-style-type: none"> • Funding of public transit • Operations and expansion • Improvements to transit, particularly in suburban areas • HOV lanes • Road maintenance
Freight Shippers	<ul style="list-style-type: none"> • California Trucking Association • Burlington Northern Santa Fe • CA Aviation Alliance 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree of that group • Ask for Caltrans staff to give briefings to statewide and regional groups, tailoring the briefings to the issues most important to those groups 	<ul style="list-style-type: none"> • Want to understand the larger view in relation to their interests • Want to know the different levels of local, regional, and statewide plans • Want the public to understand freight issues 	<ul style="list-style-type: none"> • Goods movement capacity • Regulations • Tolls • Development of inappropriate land uses around airports

Interested Parties Recommended Strategies Matrix

CATEGORY	TARGETED GROUPS	RECOMMENDED STRATEGIES	SPECIAL CONSIDERATIONS	TOPICS OF HIGH INTEREST
Private Providers of Transportation	<ul style="list-style-type: none"> • SuperShuttle • MV Transportation 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree of that group • Ask for Caltrans staff to give briefings to statewide and regional groups, tailoring the briefings to the issues most important to those groups 	<ul style="list-style-type: none"> • They bring a different perspective to the table because they work with so many different clients • They feel they offer a public transit service, but are treated as private vehicles on HOV lanes and at airports 	<ul style="list-style-type: none"> • Traffic congestion, particularly in large urban areas • Use of HOV lanes when vehicles are empty • Road quality
Representatives of Users of Public Transportation	<ul style="list-style-type: none"> • The Transit Coalition (LA) • San Joaquin Valley Rail Committee 	<ul style="list-style-type: none"> • E-mail notifications of website, newsletters, and meeting announcements, requesting that they be forwarded to the web-tree of that group • Ask for Caltrans staff to give briefings to statewide and regional groups, tailoring the briefings to the issues most important to those groups 	<ul style="list-style-type: none"> • For the groups interviewed in this research, rail is the big issue. 	<ul style="list-style-type: none"> • Rail, at different levels • Better performance out of the existing system • Additions to service throughout the state
Representatives of the Disabled	<ul style="list-style-type: none"> • Californians for Disability Rights • Protection and Advocacy, Inc. (Sacramento) 	<ul style="list-style-type: none"> • Email notifications of website, newsletters and meeting announcements • At public meetings, accommodate all needs for accessibility (sign language for hearing-impaired, or assistants for visually-impaired). • Make documents available immediately in accessible formats (such as PDF and HTML for the visually-impaired) • Give briefings to statewide and regional groups, tailoring the briefings to the issues most important to those groups. • These groups like face-to-face meetings; consider focus groups 	<ul style="list-style-type: none"> • Accessibility of all documents and meetings • Timeliness of meeting or document summaries in accessible formats • They need to know that their issues are understood and that they have a voice and are respected • Want to be assured that progress is being made on their needs 	<ul style="list-style-type: none"> • Accessibility of the transportation system to people with physical, cognitive, and psychiatric disabilities • Availability and rules of paratransit • More public transit for everyone • Affordability of transit • Relevance to future generations

Appendix G
Stakeholder Engagement
Record



**California Transportation Plan / Federal Statewide Transportation
Improvement Program: Stakeholder Engagement Record**

Name of Meeting or Event:	
Location:	
Date:	
Recorder's Name:	
Attendees (individual or groups):	
Main Discussion Points:	

Appendix H
Nonmetropolitan Local Official
Consultation Process

DEPARTMENT OF TRANSPORTATION
DIVISION OF TRANSPORTATION PLANNING, MS-32
1120 N STREET
P.O. BOX 942874
SACRAMENTO, CA 94274-0001
PHONE (916) 653-1818
FAX (916) 653-1447



*Flex your power!
Be energy efficient!*

January 28, 2004

Ms. Sue Kiser
Federal Highway Administration
650 Capitol Mall, Suite 4-100
Sacramento, CA 95814

Mr. Ray Sukys
201 Mission Street, Room 2210
San Francisco, CA 94105-1839

Dear Ms. Kiser and Mr. Sukys:

The California Department of Transportation (Department) has developed a formal process for consulting with nonmetropolitan local officials as required by the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA) as a Final Rule and issued in the Federal Register on January 23, 2003, and a correction issued on February 14, 2003. The Department coordinated with Wade Hobbs of the FHWA and Ted Matley of the FTA to determine the scope of the process and the following Departmental units were selected to be included: Regional Planning, System Planning, Statewide Planning, Programming, Rail, Aeronautics and Mass Transportation. The consultation process will have an effective date of February 24, 2004.

The Draft consultation process was distributed statewide to all 26 Regional Transportation Planning Agencies (RTPAs) and was presented to the Rural Counties Task Force on November 21, 2003, followed by a 30-day comment period and again to the group on January 16, 2004 for final comments. The Department received generally positive feedback. Comments were received from one of the Department's Districts and two RTPAs. Please see enclosure for comments.

Enclosed is the final consultation process. We would like to thank both FHWA and FTA for their helpful guidance and assistance throughout the development of this process. If there are any questions or concerns please feel free to contact Sharon Scherzinger at (916) 653-3362.

Sincerely,

A handwritten signature in cursive script that reads "Joan Sollenberger".

JOAN SOLLENBERGER
Chief
Division of Transportation Planning

Ms. Sue Kiser, et al.
January 28, 2004
Page 2

Enclosures

c: Brian Smith
Wade Hobbs, FHWA
Ted Matley, FTA

California Department of Transportation Nonmetropolitan Local Official Consultation Process

Introduction

The California Department of Transportation (Department) has developed these procedures in compliance with 23 Code of Federal Regulations (CFR) Part 450 which implement provisions of Section 1204 of the Transportation Equity Act for the 21st Century (TEA-21) regarding State consultation with nonmetropolitan local officials in the statewide transportation planning and programming process.

The Regulations require that the Department develop a consultation process for nonmetropolitan local officials that is a separate and distinct consultation process from the State's general public involvement process “ . . . *while preserving the statewide planning requirement for a continuing, comprehensive and cooperative planning process. The TEA-21 required States to consult with nonmetropolitan local officials in transportation planning and programming.*” The Regulations further require that nonmetropolitan local officials review the documented process on or before February 24, 2004.

The Department uses the following consultation processes in statewide transportation planning and programming.

Regional Planning

- California has Regional Transportation Planning Agencies (RTPAs) in nonmetropolitan areas described under State statute that are similar in structure and responsibility to federally recognized Metropolitan Planning Organizations (MPOs).
- Twenty-seven are considered rural RTPAs that generally cover single counties and are charged with preparing regional transportation plans and improvement programs.
- The purpose of these agencies is to coordinate planning and programming to ensure cooperative development of the transportation system. The Department works with local officials and RTPA Boards to program State highway projects in the Regional Transportation Improvement Program (RIP) and Interregional Transportation Improvement Program (ITIP).
- The annual Overall Work Program (OWP) includes work elements directly related to Regional, System and Mass Transportation Planning efforts. The OWP sets forth the planning activities that each RTPA will conduct during the year. In conjunction with the Overall Work Program Agreement (OWPA), the OWP constitutes the annual funding contract between the State and the RTPA for State planning funds. The Department works with the RTPA staff to develop the OWP work elements and budget. All OWPs in our rural counties are reviewed and approved by each RTPA's governing board. Development of the OWP is a vehicle for coordination with the RTPAs.
- The significant planning product of the RTPAs is the Regional Transportation Plan (RTP). These documents are directed at the achievement of a coordinated and

balanced regional transportation system, including mass transportation, highway, railroad, maritime, and aviation facilities. The plans are action oriented and pragmatic, considering both the ten and twenty-year planning horizon.

- The Department's Headquarters regional planning primarily consults with local officials statewide through the Rural Counties Task Force (RCTF) and works cooperatively with RTPAs through the twelve Districts statewide. The Districts consult with local officials on a daily basis statewide through the RTPAs, planning advisory committees and board meetings.

System Planning

- The Department is responsible under State statutes for carrying out long-term State Highway System planning to identify future highway improvements in consultation with transportation planning agencies, county transportation commissions, counties and cities.
- The system planning consultation process for the counties that are not within the area of a MPO is addressed similar to that of the MPOs but on a scale applicable to the complexity of the area and issues unique to the region. The basic components of the nonmetropolitan consultation process and primary system planning documents related to it are described below.
- System Planning is comprised of three primary documents, 1) Route or Transportation Corridor Reports (RCR/TCR), 2) Transportation System Development Programs (TSDP), and 3) District System Management Plans (DSMP). Corridor studies provide in depth analyses of specific mobility problems in a corridor or route segment and recommend solutions.
 - Route Concept Reports – the route concept report identifies the concept for improving the State highway route to address current and future traffic, nonmotorized, modal and other transportation aspects on or adjacent to the route. The local elected officials of cities, counties and the regional transportation planning agencies are consulted in development of the reports from the initial stages of preliminary information gathering to the final document. Depending upon the nature of the route the report updates are initiated through town hall meetings or briefings to the various local governmental entities of which the elected officials are council and board members.
 - Transportation System Development Programs – the TSDPs identify the projects and related strategies and actions needed by a route and corridor to improve mobility. This “listing” is the Department's “owner/operator” opinion of route and corridor needs that is used in discussions with regional and local partners for priority setting for concepts that are recommended to go into more refined studies, into regional transportation plans and onto project scoping and commitment of funding for projects. For strategies and actions, the listing is the Department's recommendations for collaborative work with regional and local agencies primarily in the area of voluntary access control, growth management and other local development issues.

- District System Management Plans – the DSMPs present the Department’s vision, goals and objectives for the district’s comprehensive transportation system as both the “owner/operator” of the State Highway System and as a partner with other regional, local and modal agencies in planning and operating transportation systems for improved mobility and quality of life. The Plans communicate to regional agencies, local elected officials and the larger public the Department’s overall and integrated plans for transportation. Plans are developed in consultation with regional and local agencies and modal operators and serve as a strategic document for continuing collaboration in sustained transportation improvement.
- Corridor Studies - the studies are done either through the Department itself or by the RTPAs. In either case the studies are coordinated across agencies and are guided by a policy and technical committee of which the State, transportation planning agency and members of the cities and counties staff are members. The study alternatives and recommendations are provided to the local elected officials in development stages for comment, potential redirection, and for final acceptance during the study process. Most corridor studies also have a public participation component for which the elected officials may take an active role for their representative area and concerns of constituents.

Statewide Planning

- Periodically, California adopts a long-range, statewide, multi-modal California Transportation Plan (CTP) in accordance with State and Federal requirements. The CTP is developed in cooperation with nonmetropolitan RTPAs by:
 - Promoting early and continuous consultation with nonmetropolitan local officials primarily through the RCTF, which is comprised of representatives from each of California’s nonmetropolitan RTPAs.
 - Inviting representatives from the RCTF, League of California Cities and California State Association of Counties to participate on technical and policy advisory committees.
 - Consulting with local officials when planning public meetings and workshops, and when conducting focus groups and surveys within their jurisdiction.
 - Seeking guidance from nonmetropolitan local officials on transportation issues specific to nonmetropolitan areas.

Programming

- In California, the State and Federal requirements for transportation programming have been integrated into a sequential process as shown in Appendix A.
- The seven types of documents which serve as the primary building blocks for the Federal Transportation Improvement Programs (FTIPs) and the Federal Statewide Transportation Improvement Program (FSTIP) are: the CTP, the Ten-Year State Highway Operation and Protection Plan (SHOPP), the State Highway Operation Protection Program (SHOPP), the Interregional Transportation Strategic Plan, the

RTPs, the RTIPs, and the ITIP. Note the ITIP and the RTIPs together form the State Transportation Improvement Program (STIP).

- For the FSTIP, consultation with local governments and public involvement occurs early in the process during the development and adoption of the documents, which serve as the building blocks of the FSTIP.
- The policy decisions on transportation planning and programming by State, regional, and local government officials are made during the development and adoption of these seven basic planning and programming documents. Consultation with local governments and opportunity for public comment also occurs during the development and adoption of these documents.
- As these documents are developed, draft documents are formally circulated and comments are solicited, proposed final documents are circulated and public hearings or meetings are conducted prior to adoption or approval.
- Development and adoption of the State rural non MPO FTIP is based on incorporation of the projects from the above documents into the FSTIP.

Rail

- Every other year, the Division of Rail, pursuant to Section 14036 of the California Government Code prepares, a ten-year California State Rail Plan. The California Transportation Commission, RTPAs, the Los Angeles-San Diego-San Luis Obispo Rail Corridor Agency (LOSSAN), the San Joaquin Valley Rail Committee, the Capital Corridor Joint Powers Authority, and the North Coast Rail Coordinating Council review the plan. These boards include local officials.
- Pursuant to Supplemental Report Language contained in the State Budget Act of 2000, the Division of Rail prepares a Corridor Business Plan. Prior to its release, the Business Plans are made available for review by the RTPAs, the LOSSAN and the San Joaquin Valley Rail Committee. The membership of these agencies includes nonmetropolitan local officials.
- Intercity rail projects are incorporated in the biennial STIP and RTPs and are subject to the same planning and programming processes related to involvement of local officials.
- The Division of Rail works with affected local agencies, both metropolitan and nonmetropolitan agencies when conducting workshops, public meetings, and surveys within their jurisdictions.

Aeronautics

- The Division of Aeronautics develops the California Aviation System Plan (CASP) in compliance with California Public Utilities Code 21701, which directs the Department to develop a plan in conjunction with the RTPAs.
- The CASP shall include, but not be limited to, every California Airport designated in the Federal National Plan of Integrated Airport Systems (NPIAS).
- One of the mandated elements of the CASP is the development of a 10-year capital improvement program, which is divided into two five-year phases for each airport, based on the airport's adopted master plan.

- The projects included in the Aeronautics Program's Capitol Improvement Program (CIP) come from the regional planning agencies based on the region's RTP. The CIP is not incorporated into the STIP, but is approved by the California Transportation Commission (CTC).

Mass Transportation

- Division of Mass Transportation (DMT) staff work directly with metropolitan and nonmetropolitan transportation planning agencies to develop and program STIP and Federal Transit Administration (FTA) Section 5311 Program transit projects.
- District Mass Transportation staff maintain an open and on-going consultative relationship with nonmetropolitan transportation agencies.
- In accordance with State law and as documented in the STIP guidelines, rural as well as the urban planning agencies make the Regional Improvement Program programming and funding decisions for local STIP projects. However, consultation with Caltrans occurs during development of the RTIPs.
- The Division of Programming considers DMT comments on transit projects before compiling the RTIPs into the STIP and presenting it to the California Transportation Commission for approval.
- The same process applies to the FTA 5311 Program.

Conclusion

The Department will evaluate the consultation process within two years of implementing the process and thereafter at least once every five years as mandated by the Federal Regulations followed by a review and comment period of 60 days. The Department intends to work closely with the Rural Counties Task Force to ensure that consultation between the State and nonmetropolitan local officials remains an efficient and flexible process that meets the needs of both local and state officials.

Appendices

Appendix A – Programming Process

Appendix B – The Departments’ Organization Chart

Appendix C – The Departments’ Contact Information for Nonmetropolitan Local
Official Consultation

APPENDIX C

Contact Information for Nonmetropolitan Local Official Consultation

Division of Aeronautics

R. Austin Wiswell, Division Chief
(916) 654-5470

Division of Mass Transportation

Debbie Mah, Division Chief
(916) 654-8144

Division of Programming

Jim Nicholas, Division Chief
(916) 654-4013

Rachel Falsetti, Office Chief of Federal Transportation Management Program
(916) 654-2983

Division of Transportation Planning

Joan Sollenberger, Division Chief
(916) 653-1818

Sharon Scherzinger, Office Chief of Regional and Interagency Planning
(916) 653-3362

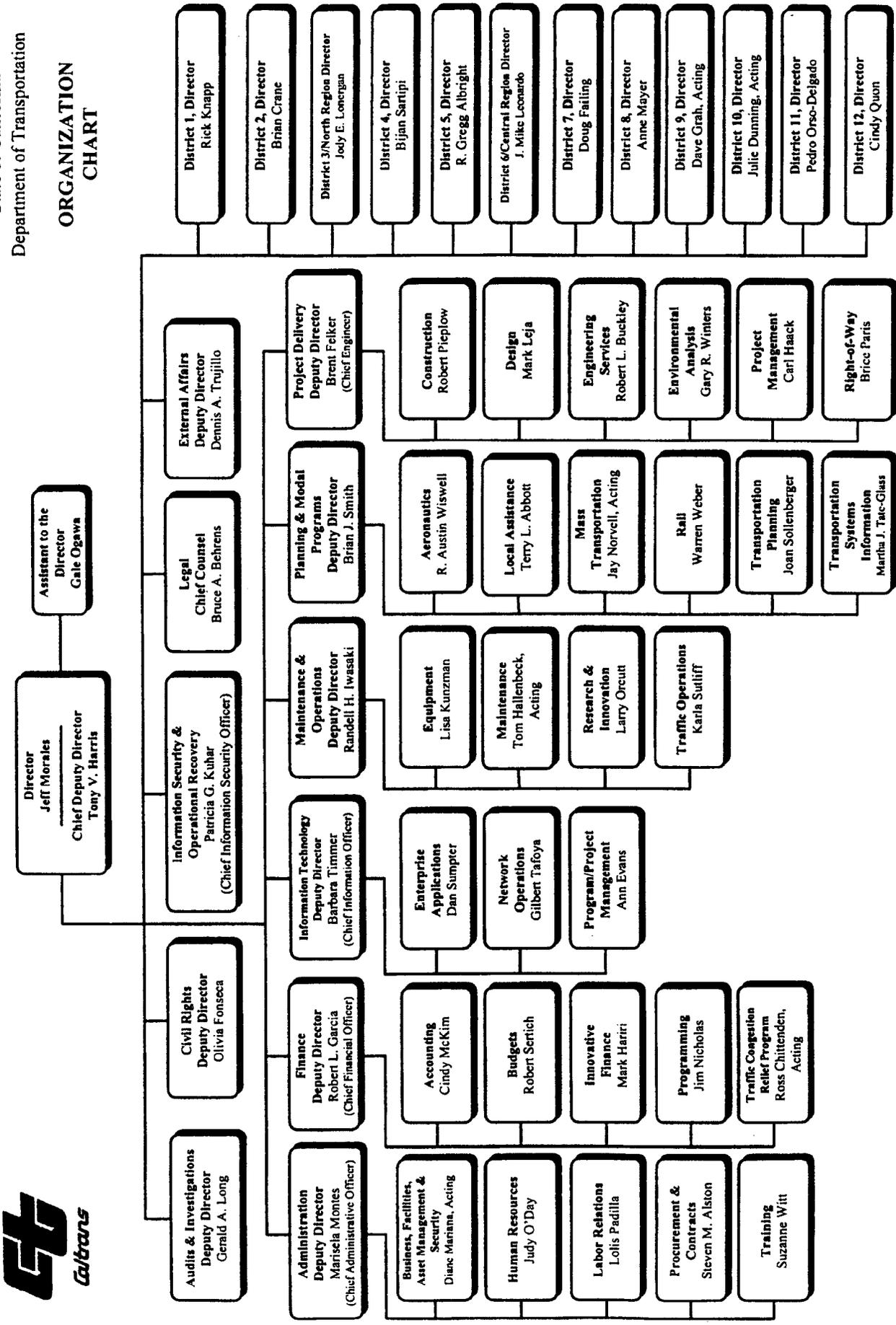
Nathan Smith, Office Chief of Statewide Planning
(916) 653-2274

Pat Weston, Office Chief of System and Advanced Planning
(916) 653-1551

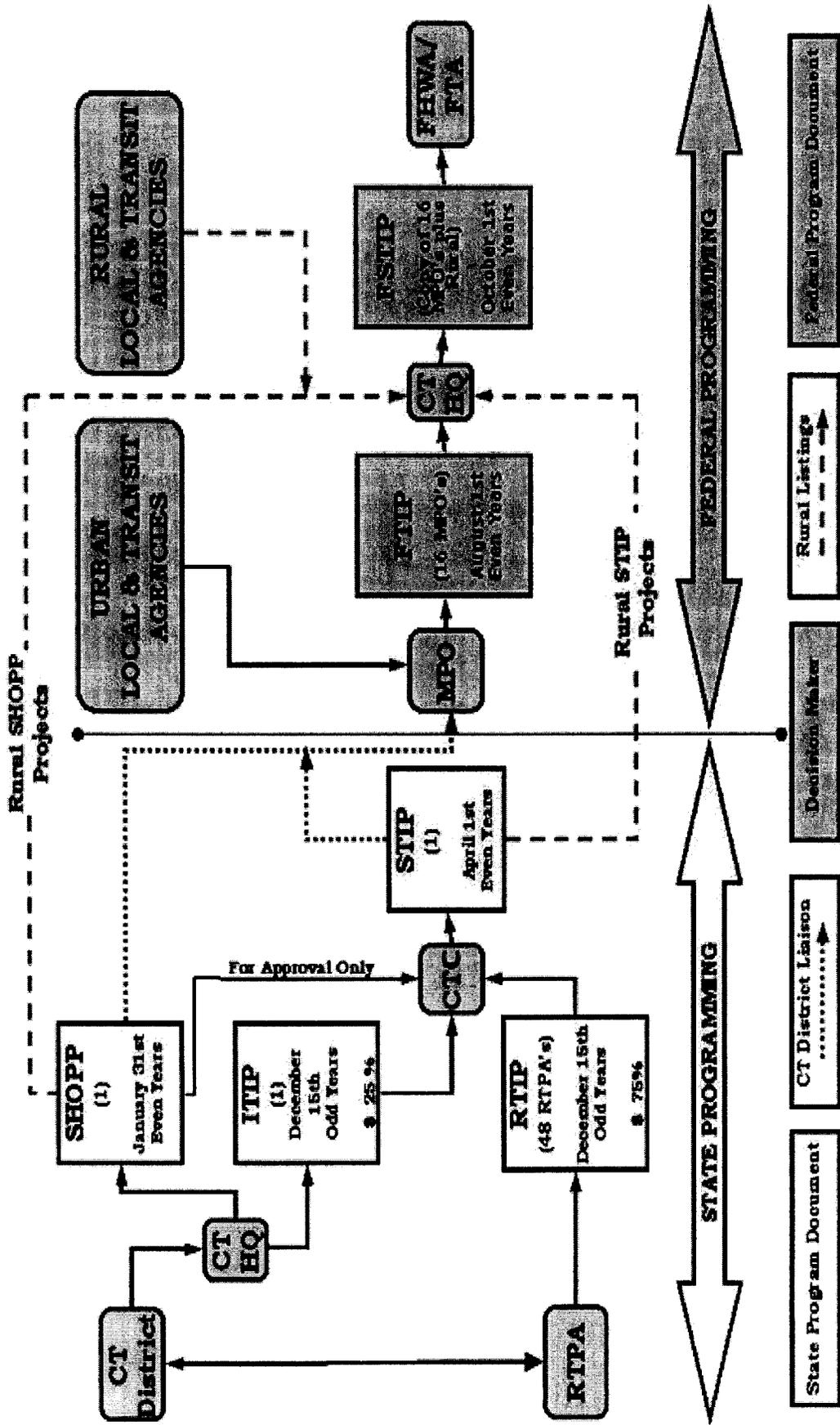
Division of Rail

Warren Weber, Division Chief
(916) 654-2944

**ORGANIZATION
CHART**



STATE / FEDERAL PROJECT PROGRAMMING APPROVAL PROCESS



**California Department of Transportation
Nonmetropolitan Local Officials Consultation Process
Comments Received and Responses**

Department Comment: Please consider additional discussion pertaining to the Overall Work Programs (OWPs) in the section regarding Regional Planning. As you know, the yearly OWP includes work elements directly related to Regional, System and Mass Transportation Planning efforts. All OWPs in our rural counties are reviewed and approved by each RTPAs governing board. Discussion and approval of the OWP and subsequent amendments are formal agenda items at their monthly meetings, and input is solicited from the public in attendance.

Response: This comment was incorporated into the Final Nonmetropolitan Local Officials Consultation Process document.

Department Comment: There are two additional primary System Planning documents that you may want to include in the section regarding System Planning. They are the District System Management Plan (DSMP) and the Transportation System Development Program (TSDP). We will be soliciting input from our RTPAs regarding the DSMP, as well as providing interested parties and the general public the opportunity to review and comment on our draft report. We will also be providing our RTPAs an opportunity to review and comment on our draft TSDP.

Response: This comment was incorporated into the Final Nonmetropolitan Local Officials Consultation Process document.

RTPA Comment: It is our belief that the Department's system and statewide planning efforts, including Route Concept Reports (RCR), Corridor Studies, the California State Rail Plan, the Interregional Transportation Strategic Plan, the California Aviation System Plan and the California Transportation Plan, etc. need to be consolidated and better coordinated with development of Regional Transportation Plans. In general, it is very confusing to the public that there are so many, seemingly unconnected transportation plans. Rather than developing each of these planning documents independently, we believe that the Department should coordinate with the RTPAs' public outreach efforts conducted through the Regional Transportation Plan (RTP) development. It is often confusing to the public when the Department attempts to initiate independent public outreach, through public meetings. Especially confusing are Route Concept Report meetings related to routes that are already scheduled for several construction projects. Also, it has often been our experience that the public is frustrated when the Department only seeks input on the single state route currently being studied. SCCRTC would welcome the Department's involvement in public outreach efforts for the RTP instead.

In summary, we suggest that the Department use the projects listed in the RTPs to develop projects for its statewide plans.

Response: This comment was not incorporated into the Final NonMetropolitan Local Officials Consultation Process document. Improved coordination of plans and planning processes at State and regional levels is a continuous goal of the Department. The Department has a broad statewide responsibility for the development of the State's transportation system. Many of the plans mentioned help the Department plan for the State system and provide many opportunities for the Department to consult with local officials to ensure that State and interregional needs are addressed and are well integrated with regional and local needs. Also, it is the Department's goal to consult with the local agencies and the public when the various documents are being developed. If the Department were to only consult with the local agencies during the RTP process there would be significantly less consultation since it is updated every four years. Furthermore, this comment is more oriented toward public outreach rather than consultation with local agencies, the intent of the "Nonmetropolitan Local Officials Consultation Process."

RTPA Comment: We don't have any concerns with the draft procedures.