

**Metro’s 2016 Public Participation Plan (Plan)  
Staff Guidelines**

**What is the Plan, why do we need it, and how was it updated?**

We are recommending that the Board approve our 2016 Public Participation Plan (Plan) as the guiding policy for all of our outreach to gather important public input on possible changes to bus and rail service, new projects in planning and construction, fare changes and other programs. We are doing this because the FTA requires us to issue a Plan as part of our Title VI Program Update every three years.

We went above and beyond what was legally required in seeking public input to help make our 2016 Plan the best it could be. In early 2016, staff updated the most recent Plan that had been approved by the Metro Board in 2013. Shortly thereafter, the updated Draft Plan was circulated for a 30-day public comment period to gather input. Staff then reviewed the public comments received, revised the Draft Plan in response to these comments, and submitted our 2016 Plan to the Board for their consideration in September 2016.

**What makes this new Plan different from years past?**

Our 2016 Plan outlines goals and guiding principles for all outreach that is deployed in support of Metro’s projects, programs and initiatives. What makes this Plan different is that it establishes eight Minimum Baseline Thresholds for Public Outreach (see below) to ensure that surrounding neighborhoods, individuals and civic engagement organizations are involved in all stages of the life cycle of each project, program or initiative, from planning to implementation. These thresholds are in addition to the guidelines for public hearings on fares and service changes that are outlined in Metro’s Administrative Code and Title VI Program Update.

**What do you need to do at a minimum?**

Please continue to encourage public participation at every decision opportunity, including:

- New policy and policy changes, such as possible changes to bus and rail service, fares, and other programs
- Development, planning and construction of new projects and programs, including bus, rail, highway and transit oriented communities

Please work with the Communications Department to follow the Minimum Baseline Thresholds for each of the outreach methods outlined below.

(For a complete table, refer to pp. 3-5 in the 2016 Plan\*):

- Community Meeting and Public Hearing Noticing –  
Stakeholders shall be giving a minimum of 10 days’ notice for all Metro-hosted community meetings and public hearings and notices shall be provided in English and Spanish at a minimum.
- Community Meeting and Public Hearing Locations and Times –

Metro-hosted community meetings and public hearings shall be held at transit-convenient ADA compliant venues at times that are flexible around working hours, such as at night and on the weekends.

- Community Meeting Language Translation –  
Community meeting materials and live translation shall be provided in English and other languages spoken by significant populations in the project area, as resources allow; additional languages and ADA accommodations shall be provided upon request with at least 3 working days' notice.
- Public Hearing Language Translation and Documentation –  
Public hearing materials and live translation shall be provided in English and Spanish at a minimum; other languages and ADA accommodations shall be provided upon request with at least 3 working days' notice. Court reporters shall also document the hearing proceedings.
- Neighborhood/Community Lenses –  
Staff shall look at community decision-making processes through several lenses, including neighborhood and community values, LA County community structures, urban and rural areas, and special ethnic and cultural groups.
- Non-traditional Popular Education Methods –  
Staff shall strive to use videos, pictures, examples, participatory planning tools, real life examples, art and other popular education programs whenever possible.
- Online Language Translation –  
Our Rider's Guide, available on [metro.net](http://metro.net), shall provide web visitors with transportation information assistance in 9 languages in addition to English. Additionally, Google Translate shall offer language accessibility above Title VI requirements on every web page.
- Telephone Interpretation –  
Our Customer Relations Department shall provide patrons with LEP transportation information assistance in over 200 languages by utilizing a third party language interpretation service. Telephone interpretation shall also be ADA accessible with California Relay Line 711. In addition, Rail Operations shall utilize the third party language interpretation service to provide information and emergency response to LEP patrons who contact the ROC.

### **Where can I find more information?**

\*Please visit [metro.net/communityrelations](http://metro.net/communityrelations) to download our new 2016 Plan or contact Bronwen Keiner, Sr. Community Relations Officer, at 213.922.4465 or [keinerb@metro.net](mailto:keinerb@metro.net) for additional information.