COMMUNITY STEERING COUNCIL (CSC)

Meeting No. 6 | December 12, 2023 | 5:30pm – 7:30pm

Welcome & Housekeeping

Amber Kelel, Chair

Daniel Padilla, Vice-Chair

Meeting Expectations & Housekeeping

- Each person is responsible for promoting an inclusive and respectful environment
- Being kind is more important than being right
- Try to use "I" statements
- This is a discussion, not a debate
- Share the air
- Be fully present and patient
- Practice inquiry over judgment
- Members of the public can view this meeting over Zoom, but there will be no public comments
- Make sure you sign-in so that we can provide the correct stipend amount to you after the final meeting
- W-9 Form & Vendor Application needs to be completed for compensation

Agenda

5:30pm	Welcome & Housekeeping
5:40pm	Closing the Gap from Ideation to Implementation
6:40pm	Reflection Round Robin
7:20pm	Closing Remarks & Next Steps
7:25pm	Group Photo
7:30pm	Adjourn

Closing the Gap from Ideation to Implementation

Why are we here?

Problem

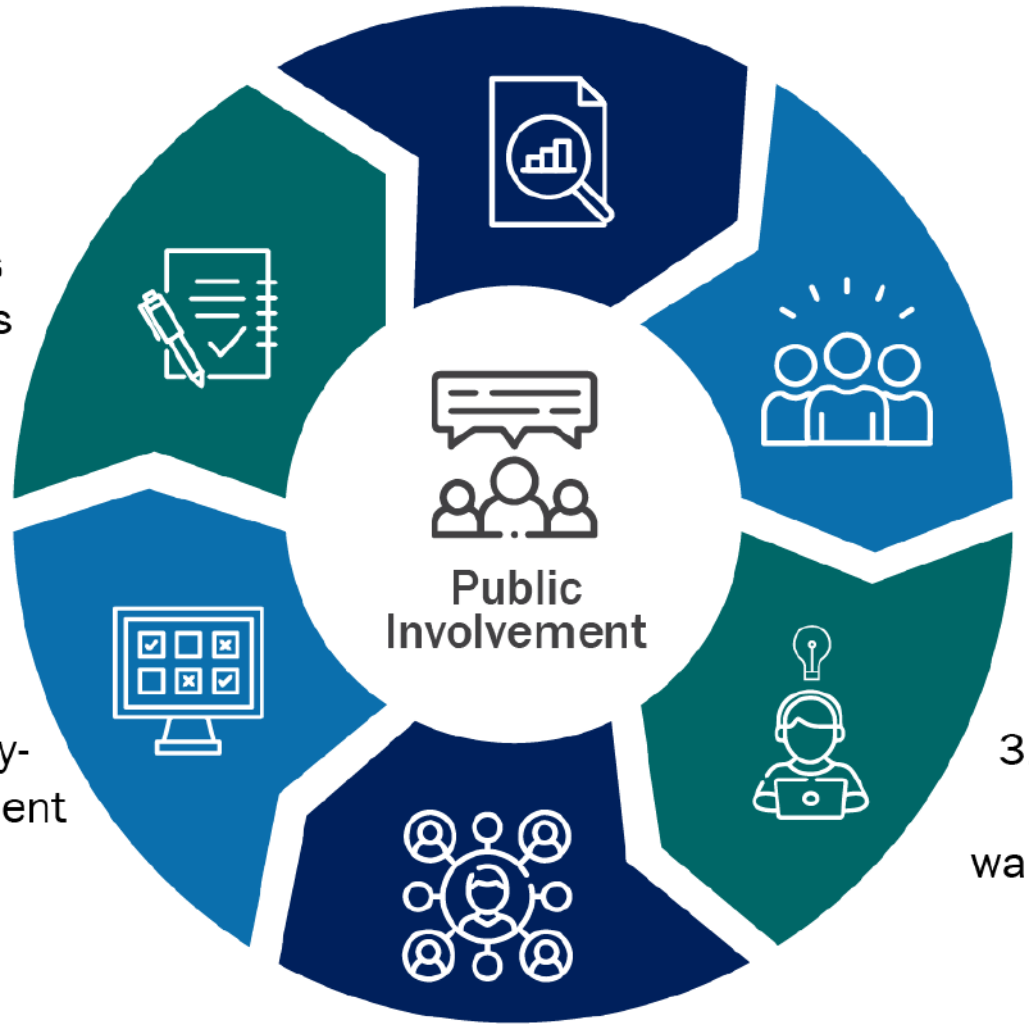
- LTD serves a community that has varying service needs and preferences
- Effective public engagement strategies are critical to identifying and addressing these varying needs
- Without meaningful public engagement, LTD is limited in its ability to deliver positive outcomes for the community

Desired Outcome

- Create a framework for engagement that helps LTD better understand community expectations
- Begin to re-build community trust and confidence in LTD
- Successfully and confidently deliver projects and programs that help LTD achieve its vision of a more connected, sustainable, and equitable community

What Will It Take?

Meaningful Public Involvement



CSC's Inputs to Framework

Meetings 1 - 5

- Defining community engagement
- Identifying guiding principles
- Exploring LTD stakeholders, partners, and their varying needs
- Brainstorming preferred engagement strategies and tactics for various scenarios
- Prioritization of strategies and tactics under limited resources
- Unpacking what 'broad support' looks like and how to manage opposition from small, vocal minority

Meeting 6

- How to maintain engagement over long periods of time
- How to measure progress and effectiveness
- Reflecting on what is most important about community engagement

And Beyond

- Continue involvement after CSC to provide feedback to draft framework and implementation

Key Takeaways from Meeting 5

- Top priorities identified for Phase 1 (example scenario)
  - Identify priority routes and engage people who travel these routes, including non-transit riders
  - Have established parameters and criteria for developing solutions and transparently communicate those up front through informational content
  - Collaborate with cities to help develop solutions
- Top priorities identified for Phase 2 (example scenario)
  - Build a coalition with diverse stakeholders to help champion solutions
  - Find support and commitment from city partners
  - Use cost-benefit analysis for potential solutions
  - Examine how potential solutions align with existing values

Key Takeaways from Meeting 5

Strategies identified for Phase 3 (example scenario)

- Engage opposition with data and peer examples
- Include a “No Action” alternative
- Conduct stakeholder mapping early to better understand stakeholder groups
- Look at history, learn from past challenges, and address potential concerns
- Have dedicated person to give face time to those who are critical to try to hear their concerns and explain the process
- Have a “trigger” point to evaluate if you really do have support
- Consider the scale of project so you can retain some benefits or scale up over time, beginning with a demonstration
- Continue to treat those who have concerns with respect and maintain continuous communication

EXERCISE 1

15 MIN

LARGE GROUP FACILITATED DISCUSSION

How does LTD maintain support for a co-developed solution over long periods of time?

15 MIN

BREAKOUT GROUP DISCUSSION

Since LTD does not have unlimited resources, what is the highest priority?

10 MIN

Regroup and Report Out

EXERCISE 2

20 MIN

LARGE GROUP FACILITATED DISCUSSION

What strategies can LTD use to ensure there is *continuous improvement* of the framework?

Continuous improvement is a mindset that emphasizes ongoing, incremental enhancements over time to work towards improvements in effectiveness and quality rather than one-time major overhauls or transformative redesigns

Round Robin Reflection

What is the most important takeaway you want LTD to know regarding how LTD conducts community engagement?

Closing Remarks & Next Steps

Thank you!