



Milwaukie Transportation System Plan Update

Public Involvement Plan

February 2007

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1. INTRODUCTION

Public involvement is a key priority in the development of the Milwaukie Transportation System Plan (TSP). Involvement activities are planned in various formats with the goal of receiving feedback from as many citizens and business representatives as possible and allowing for a continuum of involvement for those citizens—from informational meetings to focused working groups. Milwaukie citizens and stakeholders will be able to provide input in community briefings, working groups, focused workshops, open houses, public hearings, through online survey, and submission of written and verbal comments. Milwaukie citizens and stakeholders will also be able to receive ongoing updates on the process by email, mail, and by checking the City website.

Public involvement is essential because it:

- Leads to better, more informed plans and decisions;
- Provides opportunity for citizens who may not be involved otherwise;
- Engages citizens with the issues that concern them most;
- Provides opportunity for focused, in-depth, and pertinent discussion of key issues;
- Furthers democratic values by ensuring the interests of the majority of citizens are considered in decision-making;
- Achieves planning that is more attuned to the needs of different groups by recognizing diversity within the local community.

State, regional, and City policies require that citizen input be part of the transportation system planning process. Oregon's Statewide Planning Goal #1 mandates the following:

- Provide widespread citizen involvement, including the establishment of a citizen advisory committee (CAC) broadly representative of geographic areas and interests.
- Assure effective two-way communication with citizens.
- Assure technical information is available in an understandable form.
- Assure that citizens receive a response from policymakers.
- Ensure adequate funding for citizen involvement in a planning budget.

As outlined in the Comprehensive Plan Chapter 1, City policy requires the following:

- Objective #1: "The City will promote citizen participation in the planning process primarily through the 9 Milwaukie Neighborhood Areas..."
- Objective #2: "To encourage broadly based public participation involving a cross section of citizens from a variety of geographic and interest areas, solicited through an open, well-publicized process."
- Objective #3: "Promote informed public participation in planning decisions by providing readily available publications and printed materials regarding current issues and proposed policies and providing for two-way communication between policy-makers and citizens."

2. GOALS AND OBJECTIVES

A. Goal Statement

The public involvement process for the Milwaukie TSP update will encourage and provide opportunities for citizens to participate in all phases of the planning process and keep citizens informed through open lines of communication for the sharing of questions, problems and suggestions.

B. Objective: Communication

The objective of public involvement in the TSP will be to promote informed public participation in planning decisions by providing understandable information about current issues and proposed policies, and by encouraging two-way communication between policy-makers and citizens.

In writing this plan, the City realizes that it is imperative to be explicit about what citizen input is needed and how the information will be used when the process is over in order to curtail any unrealistic expectations. In evaluating the content of a citizen participation program, the key question is how useful and practical the output from the process was to decision-making. Did the input help decision makers create more thoughtful and enlightened policy? Were citizen recommendations feasible? Would decision makers invite citizen input into future policy debates? In evaluating the process, the focus shifts to the participants. Did everyone potentially affected have the opportunity to be heard? Would participants describe the decision making as open and fair? Would participants be willing to do it again?

The interaction between content and process can also be a powerful force behind the implementation of the new policy. While the content concerns the strategic decision (e.g. a specific goal) the process focuses on its formulation and implementation. People who feel involved and responsible are more likely to be committed to seeing a new policy in place and working. New relationships in the community are forged, leading to important interactions between community leaders and organizations.

3. PROCESS OVERVIEW

A. Outreach and Media Communication

This project will use internal and external sources to communicate with the public about the project. Public outreach and involvement will be an on-going process before and during the TSP project. Several techniques will be employed on a routine basis to ensure that public outreach is successful. The City will use the public outreach communication methods listed in Table 1 to announce special events and inform citizens about ongoing activities.

Outreach Phase One

The first phase in outreach will be a "media blitz" during which the City will employ all of the internal and external communication methods (as follows). The media blitz will include:

- A special 2-page flyer insert in the Pilot newsletter, which is mailed to every household in Milwaukie.
- Flyers distributed at the City's Farmers' Market community booth.
- Staff will attend all Neighborhood District Associations (NDA) meetings to let people know about the upcoming project.
- Staff will brief City Council and Planning Commission.
- A special section on the City website will contain FAQ sheets, flyers, and ongoing updates and information about the TSP project.
- Staff will contact advocacy groups to invite them to participate.
- The City's Transportation Liaison will send updates to all current contacts, which includes businesses, parent-teacher organizations, churches, and individuals. Community services staff will send updates to all boards, commissions, neighborhood district association (NDA) members, and key individuals.

Outreach Phase Two

The second phase of outreach will focus on following-up with interested individuals to let them know how to stay involved in the process and track the project's progress.

- Staff will contact interested individuals and agencies with information about the Working Groups and Advisory Committee.
- Staff will give strategic updates to City Council and Planning Commission.
- The Pilot newsletter will include monthly updates.
- The City website will be updated frequently with project information, meeting material and notes, and draft chapters.
- Press releases will be sent out before each AC meeting.

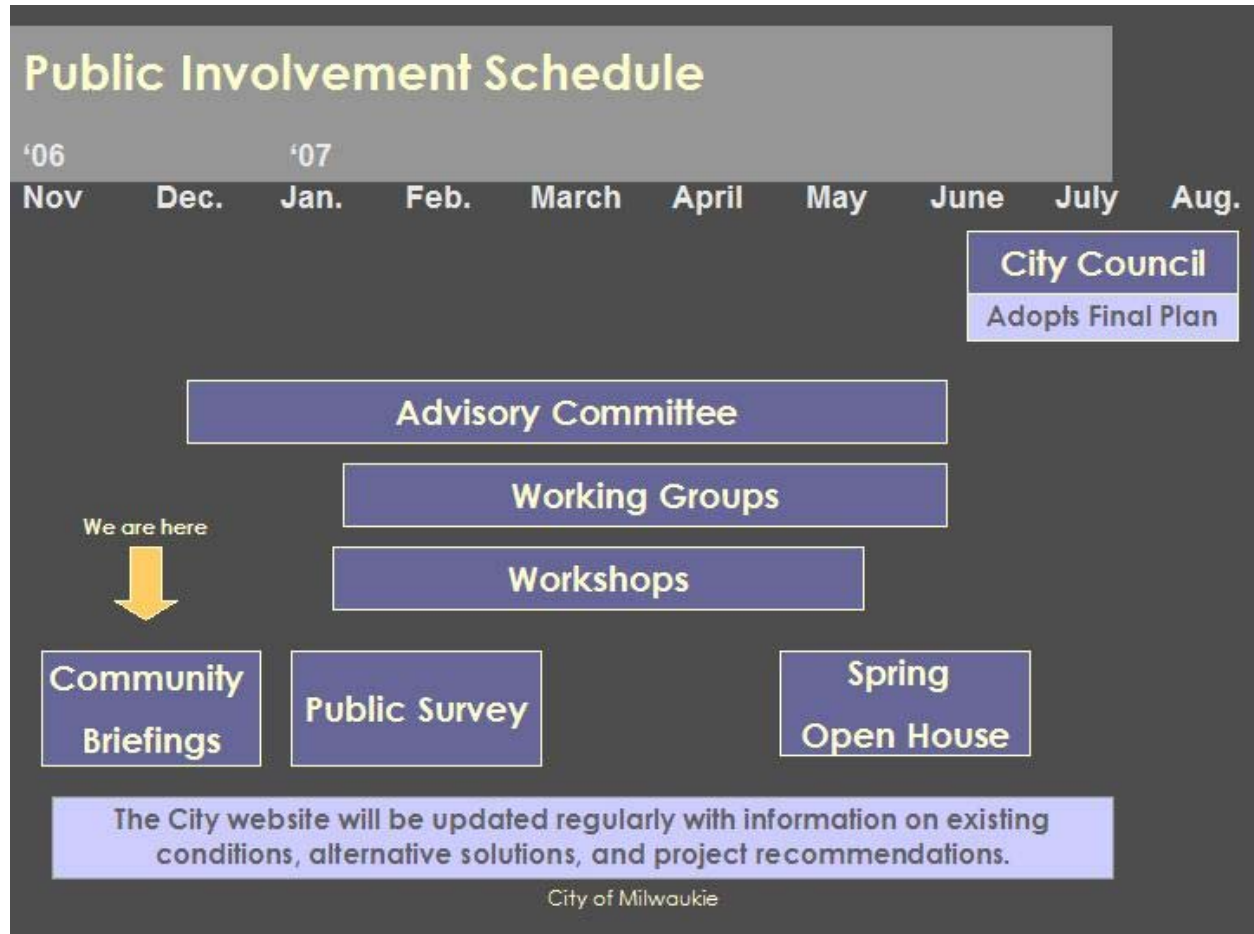
In preparation for the Open House, staff will repeat the media blitz outlined in phase one above. Communication will include not only the time and location of the Open House, but also a summary of key recommended updates for the TSP.

Table 1 - Communication Methods

Internal Communication Methods:	External Communication Methods:
The Pilot newsletter: Regular updates will be included in the Pilot, which is mailed to every household in the City monthly.	North Clackamas School District: Flyers will be sent to principals of all Milwaukie schools to distribute. Updates will be included in their newsletter.
The Ledding Library: Flyers will be placed at the library and signs will be posted in the front.	Waldorf School: Updates will be included in their newsletter and posted on their bulletin boards.
Weekly email updates: Timely information about the project will be included in Community Services' weekly email updates, which are sent to over 100 people including all neighborhood members and City board members.	Local churches: The City's Transportation Liaison will send updates to his contacts—including churches.
Transportation Liaison: The City's Transportation Liaison will send updates to his contacts—including Parent-Teacher Organizations, churches, businesses, and individuals. This list currently includes over 100 contacts.	Local interest groups: Flyers will be given to local interest groups and organizations such as the Windhorse Walkers and local Parent-Teacher organizations. They will be invited to join the related working groups and workshops.
Public access broadcasts: Information will be put on the video "bulletin boards" on the government and public access channels (23 and 30).	North Clackamas Chamber of Commerce: Updates will be sent to be included in their newsletter.
Farmer's Market Community Booth: Informational display and flyers will be posted between May and August.	Bicycle Transportation Alliance: Updates will be sent to be included in their newsletter.
City website: A section dedicated to the TSP process will be included on the City's homepage. This section will contain on going updates, meeting information, documents, and survey results.	Key local leaders: key individuals in the City will be contacted and specifically asked to spread the word about the project.
Neighborhood District Association (NDA) meetings: Staff will visit all 7 NDAs to inform them before the project begins and throughout the process in order to provide updates.	Newspapers: Press releases will be sent to the Clackamas Review and Oregonian.

B. Public Involvement Schedule

The overall public involvement program for the TSP will occur in phases, corresponding to the developmental stages of the plan. See flow chart below.



C. Public Input Opportunities

a. Phase One

The first phase of public outreach and input will be Community Briefings and business interviews.

i. Community Briefings

Purpose:

- Introduce and describe the TSP and the TSP Process;
- Inform public how they can stay updated and receive information;
- Invite and entice future participation with working groups and workshops;
- Solicit input in focused way;
- Focus on existing conditions and key issues.

Key Stakeholders:

- Neighborhood District Associations (NDAs)
- Civic groups
- School associations/parents
- Other general public

Participation Spectrum:

Inform: Community Briefings will provide the public with balanced and objective information to assist them in understanding the TSP Update project.

Consult: Community Briefings will be the first step in obtaining feedback.

Involve: The Community Briefings will be the first step in working directly with the public to ensure concerns and aspirations are understood and considered.

Measures of Success:

Information is provided in more than one format.

Participants indicate they have learned about the problem and process.

More than 50% of attendees leave comment and feedback.

Members for working groups are recruited.

Feedback received is summarized and synthesized in a way that is useful to consulting staff and decision makers.

Structure:

The City will coordinate four 2-hour meetings in different locations around the City in “neutral” facilities. There will be a short Power Point presentation that explains the TSP project and process. Katie Mangle, Planning Director, will give a presentation at the beginning of the meeting. The room will have an area for viewing the presentation and an area of clustered tables for people to leave comments and feedback. The tables will have several maps on them, markers and pens, sticky notes, and two flip charts for taking down comments. Specific comments or drawings can be recorded directly onto the maps or written on sticky notes. General verbal comments will also be written on the flip charts.

The Community Briefing will also have a “welcome/ check-out table”. Attendees will be directed to drop off comment cards as they leave and the person staffing the check-out will make sure comment cards received are legible and have the necessary information on them, and will clarify comments to ensure comments are understood.

The comment cards will ask people to rate on a scale of 1-5 how much the briefing increased their understanding of the TSP process and to rate how useful the presentation format was. A blank section will also allow them to write general comments about the meeting.

Comment cards will also solicit contact information and contain check-boxes asking if the attendee wants to receive more information. There will be an option for “No I don’t want to be contacted.” Staff will count the number of attendees and track what percentage leave comment cards or draw on the maps.

Comments collected at the Community Briefings will be summarized and posted on the website and shared with the project Advisory Committee.

Dates/Locations:

Community Briefings will be held in “neutral” facilities around the City.

1. Linwood Elementary School Thursday, November 30th 6:30-8:30pm
2. Milwaukie High School Saturday December 2nd 10:30am-12:30pm
3. Milwaukie Community Club Monday, December 4th 6:30-8:30pm
4. Portland Classical Guitar Wednesday, December 6th 7:00-9:00pm

ii. Business Outreach

Purpose:

- Introduce and describe the TSP and the TSP Process;
- Inform local business owners and managers as to how they can stay updated/get ongoing information;
- Invite and entice future participation with working groups and workshops;
- Solicit input in focused way.

Key Stakeholders:

- North Industrial businesses
- Downtown businesses
- International Way businesses
- Highway 224 corridor businesses
- Johnson Creek Blvd. Businesses
- Chamber of Commerce
- Other key businesses
 - Safeway
 - Save-a-Lot
 - ODS
 - Providence

Participation Spectrum:

Inform: To provide local business owners and managers with balanced and objective information to assist them in understanding the problem, alternatives, and opportunities and/or solutions.

Consult: To seek feedback from local business owners and managers on initial TSP analysis.

Involve: To begin working with local business owners and managers to ensure concerns and aspirations are understood and considered.

Measures of Success:

Feedback received is summarized and synthesized in a way that is useful to decision makers.

Information is summarized and sent back out to participants if they indicate they would like this.

Structure:

Phone interviews are often the best way to contact and gain input from business managers and owners. Staff will develop a business stakeholder phone interview “script” with 5-6 key questions. Downtown businesses will be the only businesses directed to a Community Briefing—to be held at Milwaukie High School (MHS).

Stakeholder Strategies:

- **North Industrial businesses:**
The City’s Resource and Economic Development Specialist, Alex Campbell, will continue to work with the North Industrial businesses, addressing economic development issues and concerns. Primary concerns to these businesses are freight movement, light rail alignment, and park and ride location. Alex will contact business representatives to inform them about the TSP process and invite them to sit on a working group as well as interview them.
- **Downtown businesses:**
Community Services staff will develop a flyer informing downtown businesses of the community briefing at MHS. The flyer will be distributed to all downtown businesses.
- **International Way businesses:**
International Way has a loosely organized business association. City staff anticipates that primary concerns to these businesses are freight access and traffic on Highway 224. Alex will contact business representatives to inform them about the TSP process, invite them to participate, and interview them.
- **Johnson Creek Blvd. Businesses:**
Alex Campbell will contact business representatives once dates are set for the freight and light rail work groups, invite them to participate, and interview them.
- **North Clackamas Chamber of Commerce:**
The Chamber’s land use and transportation committee will be notified about the TSP process and the Chamber Director will be invited to join the TSP Advisory Committee.
- **Other key businesses:**
The City’s Resource and Economic Development Specialist and Transportation Liaison will contact other large employers including Safeway, Save-a-Lot, ODS, and Providence, to inform them about the TSP process and interview them.

b. Phase Two

The second phase of public outreach and input will be the creation of a public survey, the establishment of an advisory group, forming of mode-specific working groups, and the scheduling of workshops. The workshops and working groups will focus on specific modes and updating a chapter of the TSP. Participants can be a part of one or more groups, but consistent participation will be encouraged to enhance the groups' effectiveness. Participants will also be asked to complete volunteer applications so that staff has correct contact information and an understanding of their interests and the strengths they bring to the table (see Appendix). Workshops and Working Group Meetings will begin in February 2007.

i. Public Survey

The City will prepare a Public Outcome Prioritization Survey, which will focus on attitudes and desires and assist staff in prioritizing transportation outcomes. The Public Outcome Prioritization Survey will be available on the City website as well as by paper. Paper surveys will be available at City Hall, the Library, and from the planning department at Johnson Creek building. Surveys will also be distributed at neighborhood meetings and available at the City's community booth.

<p><u>Participation Spectrum:</u></p> <p>Consult: The survey will obtain feedback on goals and analysis.</p> <p><u>Measures of Success:</u></p> <p>Survey results will be published so respondents can share information and see the views of others.</p> <p>The public will receive information on how survey results influenced decisions.</p>
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ii. Advisory Committee

The Advisory Committee (AC) will include agency representatives, advocates, business owners, and interested citizens who will meet at key milestones in the project to discuss alternatives, make policy recommendations, and review technical work. The scope of the AC will be to:

- Set desired outcomes for the City as a whole;
- Resolve conflicts between issues and between agencies;
- Focus on resolving conflicts between Working Groups;
- Review draft chapters and draft desired outcomes for the city;
- Fill in gaps not addressed by Working Groups and Workshops.

Any member of the public may sit on the AC, which will meet five times. Anyone from the public interested in serving on the AC will be asked to complete a volunteer application and consistent attendance and participation will be requested to maximize the committee's effectiveness. All AC meetings will be public meetings.

In order to accommodate the schedules of regional, agency and businesses representatives, most or all of the five AC meetings will be held from 4:00pm to 6:00pm. Citizens unable to attend meetings at this time of day will be directed to consider sitting on a working group, attend a workshop, and/or respond to the public survey. All working group and workshop meetings will be held during the evening and/or weekends.

A "Process Committee" of three members will lead the AC in developing agendas and keeping work on track. The AC will provide opinion and feedback to the Consultant from both the public and the Policy Advisors. The AC will also allow for exploration of the interactions among the multiple issue areas that arise during the planning process. AC members will review all draft chapters of the TSP.

City staff will prepare an AC Roster, listing the names and contact information of policy advisors and technical experts; service providers; regulators; and representatives of residents, businesses, neighborhood groups, and/or existing civic groups which will provide input throughout Project. The AC will include, at minimum, representatives from Oregon Department of Transportation (ODOT), Department of Land Conservation and Development (DLCD), Metro, TriMet, Clackamas County, and the City. City staff shall seek policy advisors with expertise in related fields such as economic development, real estate development, sustainability, accessibility, safe routes to schools, and elderly transportation issues. The City shall also seek citizens and business representatives to serve on the AC.

Participation Spectrum:

Involve: Work directly with the public to ensure concerns and aspirations are understood and considered.

Collaborate: Look to the public in the aspects of each decision, including the development of alternatives and the identification of a preferred solution (s).

Measures of Success:

Both technical group and citizen group indicate they have learned from each other.

Objectives for each session are achieved.

iii. Workshops

The workshops differ from the working groups in that they will meet fewer times and no formal membership or volunteer application will be requested. The two workshop focus areas will be 1) Bicycle, Sidewalk and Pedestrian Solutions and 2) Downtown Parking. City staff will facilitate these meetings and Consultant staff will attend to provide technical assistance and information. The workshops will be held to solicit community input on issues and solutions; advance understanding of existing policies, local needs, values and conditions; to develop publicly desired outcomes, and to identify and select alternative approaches (see Table 2).

The City will assign a Task Leader for each mode (bicycle, pedestrian, and parking issues), who will be responsible for educating participants on City policy, meeting management, and providing strategic direction. The City will be responsible for meeting scheduling, notices, set-up and material distribution. The consultant will be responsible for preparing technical information for display and discussion, and taking and preparing meeting notes. Meeting materials will be distributed at least one week before the meeting.

Participation Spectrum:

Involve: Work directly with the public to ensure concerns and aspirations are understood and considered.

Measures of Success:

Feedback received is summarized and synthesized in a way that is useful to decision makers.

Information is summarized and sent back out to participants if they indicate they would like this.

Table 2 - Workshops

Workshop Name	Who will be in this group?	Key issues	Work to be done
Bicycle, Sidewalk, and Pedestrian Solutions Workshops	Open to all. The City will invite bicycle advocates.	<ul style="list-style-type: none">• Bicycle access.• Bike routes (trails, bike lanes, crossings, and bikeways).• Cycling safely.• Sidewalk improvements on existing streets.• Primary pedestrian network.• Safe routes to schools.	Review existing conditions and 1997 TSP Bikeways Action Plan. Update the plan and prioritize projects.
Downtown Parking Workshops	Open to all. The City will invite downtown businesses and interested citizens.	<ul style="list-style-type: none">• Guiding Principles for downtown parking• City parking permit system.• Will focus on both short-term and long-term solutions and policies.	Review existing conditions and 2003 Parking plan. Guide City's long-term policy for parking. Identify projects and priorities.

iv. Working Groups

The Working Groups will be open to all Milwaukie residents and business owners but formal membership, the completion of a volunteer application, and consistent attendance will be requested. Agency representatives will be invited to attend, with their primary role being to listen and provide technical assistance. For each group, the City will assign a Task Leader, who will be responsible for educating participants on City policy, meeting management, and providing strategic direction. The consultant will facilitate all working group meetings. Prior to each meeting information packets will be posted on the project website at www.cityofmilwaukie.org and sent to people who have expressed interest (see Table 3).

An initial kick-off meeting will be held for all people interested in the working groups. At this meeting, project staff will explain the context and process. Participants will be charged to approach the working groups by thinking broadly about how issues are connected in the long-term.

The meeting agenda will include:

- General existing conditions for all modes;
- Working group process and schedule;
- Draft agendas for working groups;
- Seek feedback on draft agendas;
- Homework assignments for each working group.

The working groups are organized according to issue areas, as shown in Table 3.

Participation Spectrum:

Involve: Work directly with the public to ensure concerns and aspirations are understood and considered.

Collaborate: Look to the public in the aspects of each decision, including the development of alternatives and the identification of a preferred solution.

Measures of Success:

Both technical group and citizen group indicate they have learned from each other.

Objectives for each session are achieved.

Table 3-Working Groups

Working Group Name	Who will be in this group?	Key issues	Work to be done
Street Design Solutions Working Group	Open to all, but participants are asked to attend consistently.	<ul style="list-style-type: none"> • Retrofitting Milwaukie's existing streets. • Alternatives for pedestrian facilities. • "Green Street" stormwater management. 	<ul style="list-style-type: none"> • Review existing conditions and policies. • Develop criteria for street alternatives. • Guide city policy on how to retrofit existing streets.
Traffic & Street Network Solutions Working Group	Open to all, but participants are asked to attend consistently. Group will include a representative from ODOT.	<ul style="list-style-type: none"> • Hwy 99 & Hwy 224 connection. • Cut-through traffic. • Street classifications. • Traffic patterns. 	<ul style="list-style-type: none"> • Review existing conditions and 1997 TSP. • Guide City on how to update plan.
Transit Solutions Working Group	Open to all, but participants are asked to attend consistently. Group will include a representative from TriMet.	<ul style="list-style-type: none"> • Bus service (local and regional). • Light Rail. • Transit centers. • Park & rides. 	<ul style="list-style-type: none"> • Review existing conditions and 1997 TSP. • Guide City on how to update plan.
Freight Access Solutions Working Group	Open to all, but participants are asked to attend consistently. The City will invite railroad representatives and industrial and manufacturing businesses.	<ul style="list-style-type: none"> • Truck and rail access to industrial and commercial areas. • Hwy 99E, Hwy 224, and connections between. 	<ul style="list-style-type: none"> • Review existing conditions and 1997 TSP. • Develop criteria for alternatives and project list.

Participation Spectrum:

Involve: Work directly with the public to ensure concerns and aspirations are understood and considered.

Measures of Success:

Feedback received is summarized and synthesized in a way that is useful to decision makers.

Information is summarized and brought back to participants at second session.

Objectives for each session are achieved.

v. *Open House*

The project team will host one Open House in the late spring of 2007 at a convenient time and at a central location familiar to the community. The purpose of the meeting is to present and explain the draft plan to the community and show how issues of importance to the community have been addressed.

The Open House will be an opportunity to share the combined efforts of the Working Groups, Workshops and the Advisory Committee to all participants as well as the community at large. Representatives from the Advisory Committee will answer questions about their recommendations. Staff will be on hand to address technical and policy questions. Local agency representatives will be available as needed. The Open House will include stations of information and a looped power point presentation.

The meeting will be advertised using the previously mentioned local resources outlined in the "Outreach and Media" section of this document. The meeting will include comment forms to solicit the level of support for and understanding of the proposed updates to the TSP. Information about the public hearing and adoption schedule will also be made available.

Participation Spectrum:

Inform: Community Briefings will provide the public with information to assist them in understanding the TSP results and decisions.

Consult: Comments will be recorded.

Measures of Success:

Survey results and draft chapters will be published so respondents can share information and see the views of others.

Information on how the process and citizen input influenced decisions will be provided.

vi. *Public Hearings Prior to Adoption*

The Transportation System Plan is an ancillary document to the Milwaukie Comprehensive Plan, so adoption of the updated TSP is a process that requires public hearings before both the Planning Commission and City Council. Comprehensive Plan amendments are legislative actions governed by Milwaukie Municipal Code Section 19.1011.5 and Chapter 2 of the Comprehensive Plan. The Planning Commission will hold a public hearing, make a recommendation, and prepare findings and conclusions for City Council consideration. The City Council will hold a public hearing on the final TSP, and make the final decision to adopt the updated plan. Time for public comment and testimony is provided at all public hearings.

Appendix A



Transportation System Plan (TSP) Volunteer Application Form

Please return this form to Beth Ragel, Community Services Program Coordinator, at City Hall.
 Address: 10722 SE Main Street. Phone: 503-786-7568. E-mail: ragelb@ci.milwaukie.or.us.

I would like to participate in the following groups:

- Advisory Committee (5 meetings) Traffic & Street Network (3 meetings)
 Freight (4 meetings) Transit (4 meetings)
 Street Design (3 meetings)

Personal Information:

Name: _____

Street Address: _____

City: _____ Zip: _____ NDA: _____

Telephone: (Day) _____ (Eve) _____

(Fax) _____ (E-Mail) _____

Availability	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
The hours I am generally available are . . .							

Volunteer Release Statement:

As a condition of my participation in the City of Milwaukie Volunteer Program, I hereby release the City of Milwaukie and its agents, associates, and related parties from all responsibility for personal injuries to me and damages to my property sustained in the performance of my volunteer activities.

I have read and accept the City of Milwaukie Volunteer Program release statement.

Signature: _____ Date: _____

Working Groups and Advisory Committee Expectations:

Any member of the public may be an Advisory Committee or Working Group member. There is no selection process; however, those who wish to participate as members need to sign up through the City and make a commitment to participate for the duration of the project. This will ensure that the Advisory Committee and Working Groups have stable memberships, which in turn will contribute to their effectiveness.

Meetings are expected to occur between January 2007 and July 2007. If you would like more information about any one particular group before signing up, please contact Gavin Hales at 503-786-7643 or e-mail him at halesg@ci.milwaukie.or.us. If you are not interested in becoming an Advisory Committee or Working Group member, you are welcome to observe or participate in any meeting on a drop-in basis.

Members are expected to participate fully by doing the following:

- Attend scheduled meetings;
- Come prepared by reviewing relevant documents in advance;
- Keep the larger community's interests in mind.

Tell us about...

- Any relevant knowledge, education, training, or work experience?

- Any memberships, civic involvements, or volunteer experience?

- Any advocacy groups or perspectives you would represent during the process?

In an emergency, call . . .

Name: _____ Relationship: _____

Phone (1): _____

Phone (2): _____

Health Insurance Company: _____

Special Needs/Considerations: _____