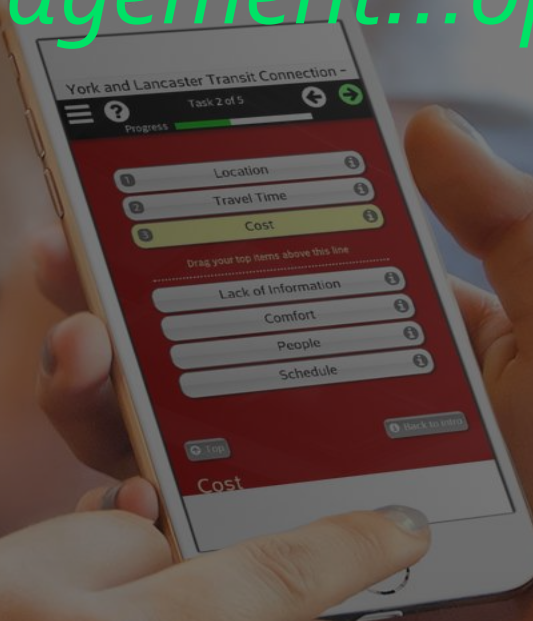




MetroQuest

Engagement...optimized



Your host

Dave Biggs

Chief Engagement Officer

[@metroquest](#)

maximum participation • informed input • actionable results



Same Ten People



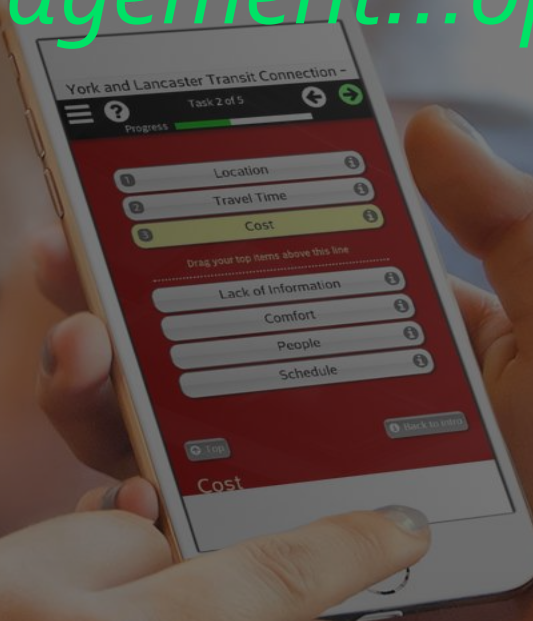
We asked over 200 agencies,
“What does ‘successful’ mean?”

- ✓ maximum participation
- ✓ informed input
- ✓ actionable results



MetroQuest

Engagement...optimized



maximum participation • informed input • actionable results

1 Design for the unmotivated

Level of
Motivation



Positive

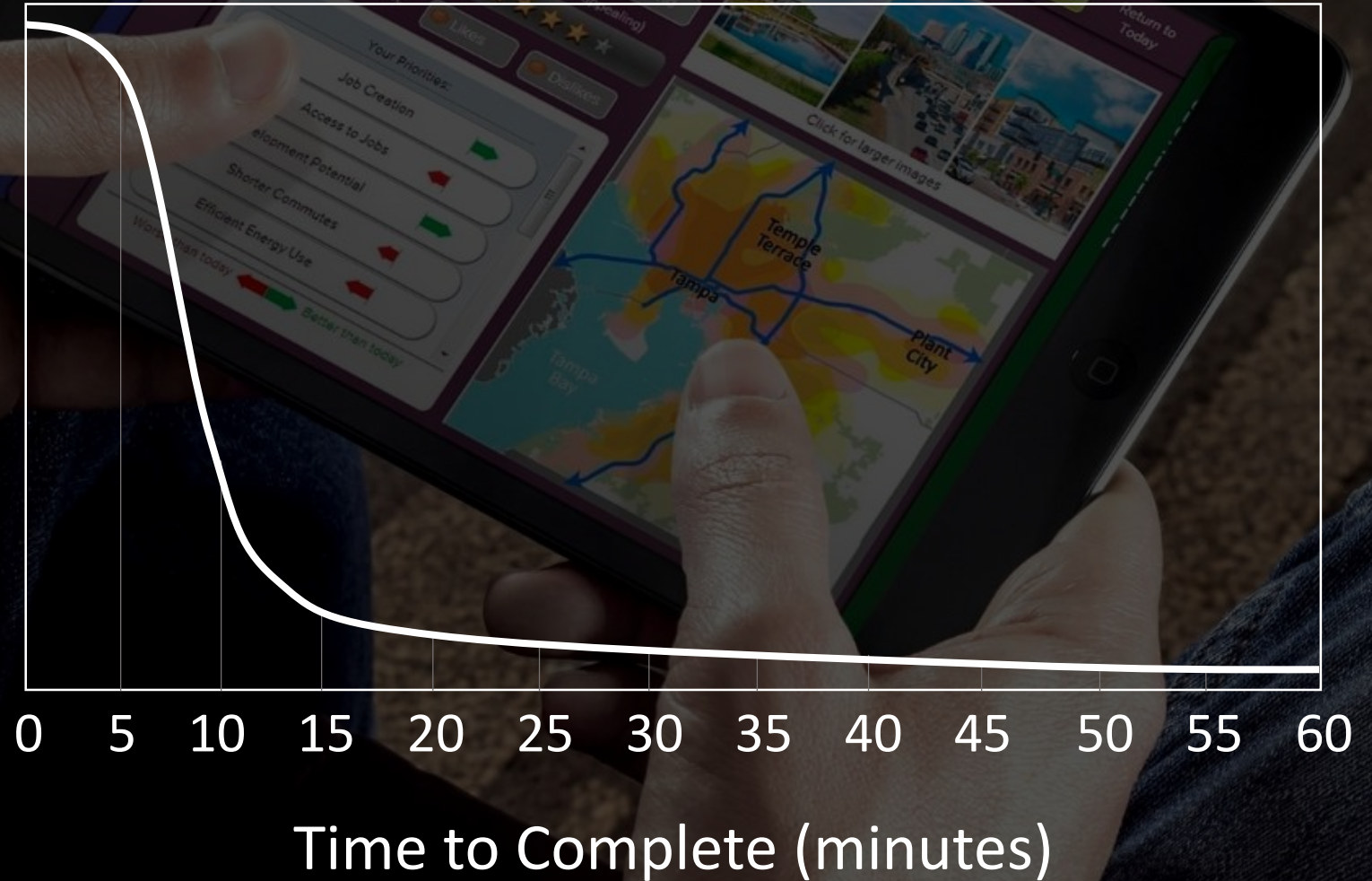
Moderate
Attitude

Negative

2

Aim for a 5-minute experience

Participants



3

Do not require registration

Create an Account

Have an account? [Sign in.](#)

First Name

Last Name

Email Address

Retype Email Address

Password

Minimum length 5 characters.

☐ I confirm that I am 13 years of age or older and have read, understand, and agree to the mySidewalk [Terms of Use](#) and [Privacy Policy](#)

[Register](#)

VS.



= 10x

4

Offer many ways to engage



WEB



PHONE



KIOSK



TABLET



WORKSHOP



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5

Make it delightful

vs.

= 7.5x

1: *Please rate the **timeliness of order delivery**.

1=Poor	2	3	4	5	6	7	8	9	10	Excellent=10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2: *Please rate the **convenience of delivery**.

1=Poor	2	3	4	5	6	7	8	9	10	Excellent=10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3: *Please rate the **availability of desired delivery times**.

1=Poor	2	3	4	5	6	7	8	9	10	Excellent=10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4: *Please rate the **tools for tracking your order**.

1=Poor	2	3	4	5	6	7	8	9	10	Excellent=10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5: *Please rate the **condition of the product(s)** when received.

1=Poor	2	3	4	5	6	7	8	9	10	Excellent=10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6: *Please rate how well the **packaging protected your items**.

1=Poor	2	3	4	5	6	7	8	9	10	Excellent=10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7: *Please rate the **accuracy of your order** (did you receive the correct products, color, etc.).

1=Poor	2	3	4	5	6	7	8	9	10	Excellent=10	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Level of Comfort

Introduction Path **Bike Lane** Shoulder Shared Lane Marking Mixed Traffic

Please rate your level of comfort cycling on a bicycle lane

Designated Bicycle Lane



★★★★★

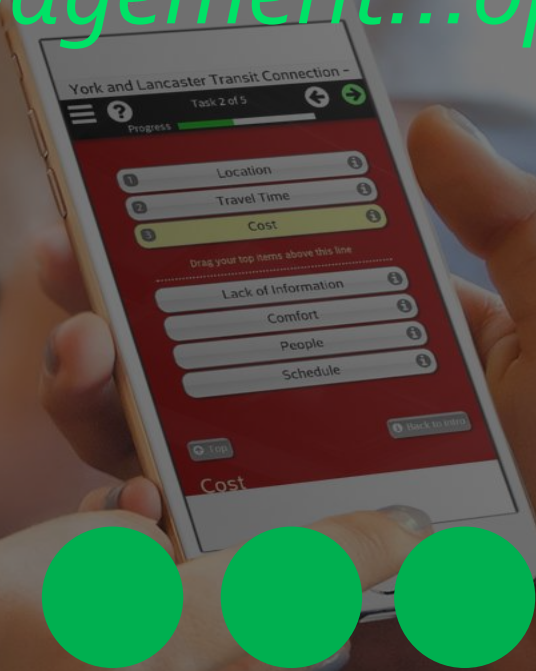
Rate this image from 1 star (Very Uncomfortable) to 5 stars (Very Comfortable)

Previous Optional Comment Next



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maximum participation • informed input • actionable results

maximum participation • informed input • actionable results



WELCOME



PRIORITIES

3

SCENARIOS

Explore The Alternatives



What to do



Next Task

4

TELL US MORE

5

STAY INVOLVED

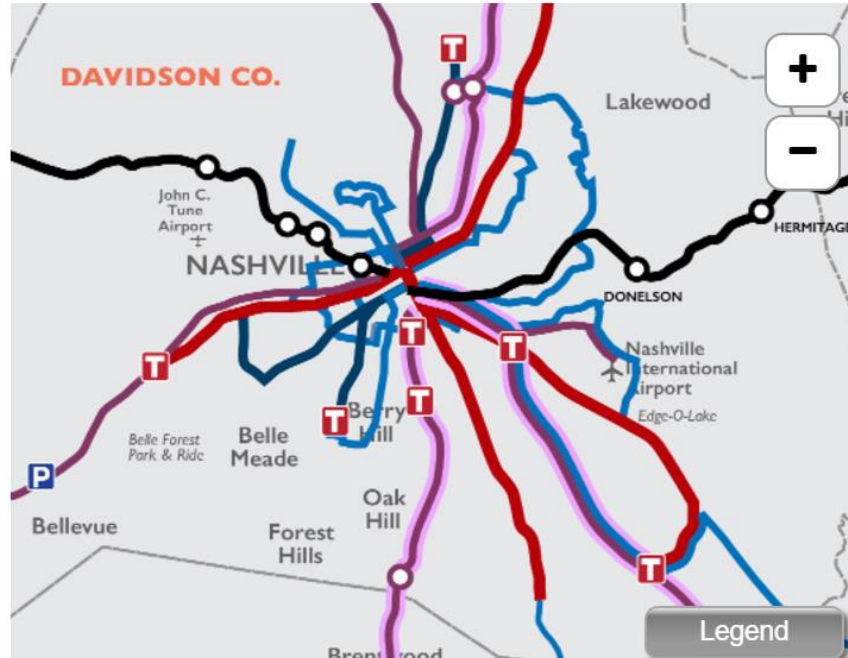
★★★★★
Regional Transit System

Bus-Focused Expansion

Modest Improvements

Regional Transit System

A robust regional transit system would be structured around a network of high-level services including commuter rail, light rail, BRT, streetcar and freeway BRT.

[More about this](#)*Please rate this scenario:*[Optional Comment](#)

Your priorities:

Improve Access to Transit



Expand to New Areas



Minimize Costs



Improve Existing Services



Develop Premium Services



Emphasize Transit



Least



Most



2

3

What's Important To You?

Comment

What to do

Next Task

4

5

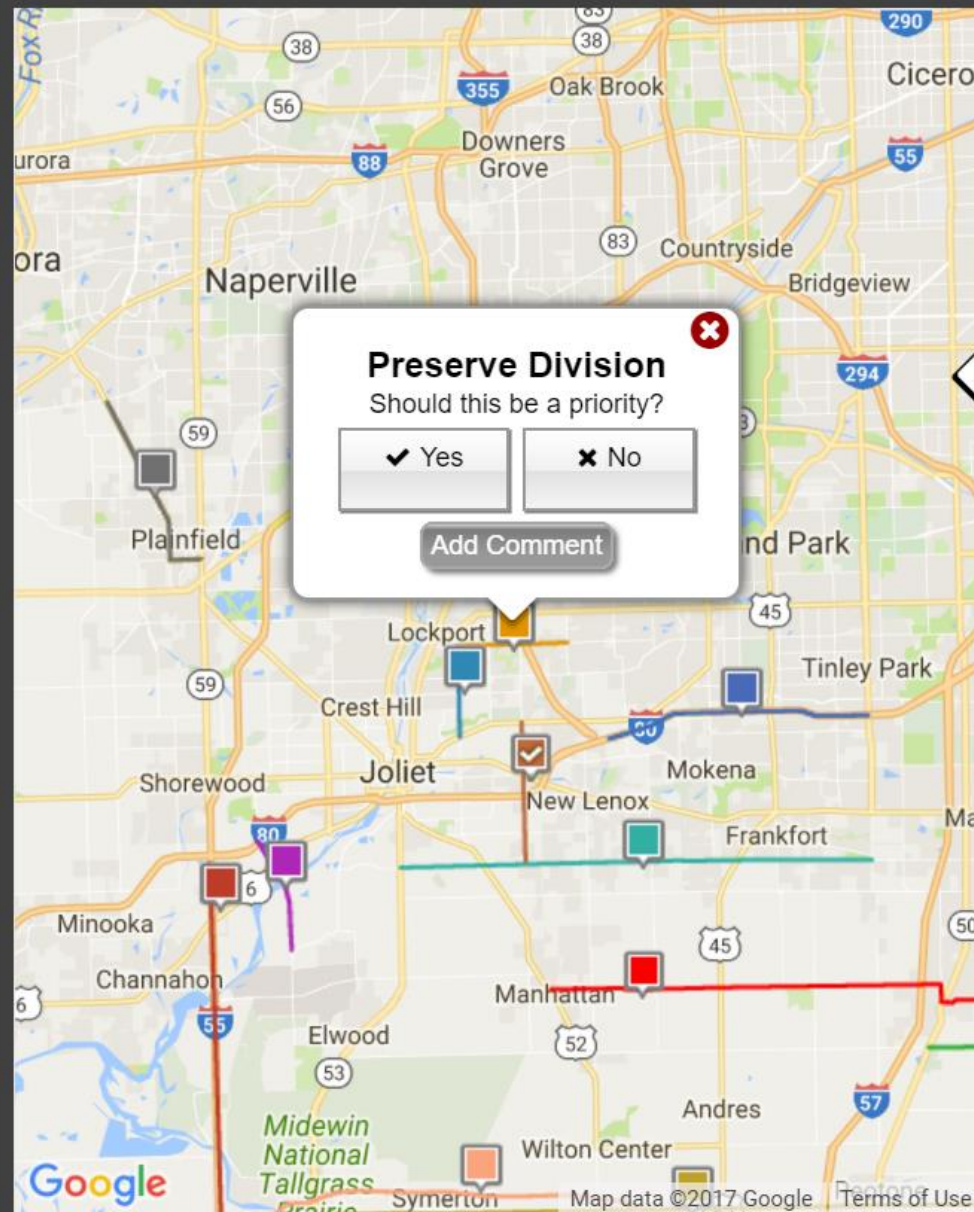
WELCOME

TRANSIT & BIKE / WALK

ROADWAY

FUNDING

STAY INVOLVED

**Preserve Division**

This project would improve deteriorating pavement conditions on Division Street from Briggs Street to Cedar Road. This project could potentially include a facility for biking and walking, but further analysis is necessary.

1 / 5

Projects selected





2

3



Revenue Tools



What to do



Next Task

5

WELCOME

RANKING

SHOW US

FUNDING BALANCE

WRAP UP

Use the sliders to create enough funding to meet the target.



Non-Profit Fundraising



10%



Grants



10%



Property Tax



40%



Sales Tax



20%



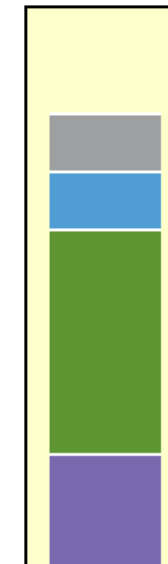
Volunteer Labor



0%



More funding required to meet target



TARGET 100.00%
FUNDING 80.00%





2

3

4

Image Rating

What to do

Next Task

5

WELCOME

PRIORITY RANKING

TRADEOFFS

PREFERENCE SURVEY

STAY INVOLVED



Landscaping

Lighting

Public Spaces

Streets

Planted
MedianSidewalk
PlantersStreet
FurnitureEnhanced
Sidewalk
BufferTreatment
Under
Bridge

Enhanced Sidewalk Buffer



Please rate this image from 1 star (least preferred) to 5 stars (most preferred)



Previous

Optional Comment

Next



What is the formula for **Actionable Results?**

✓ Critical mass
✓ Diverse participation

✓ Trustworthy input
✓ Quantifiable results



maximum participation • informed input • actionable results

“It gave **courage** to the elected officials...
with data...finally with data!”

Michael Busha, Treasure Coast RPC



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COST EFFECTIVENESS (\$ PER PERSON)

Source	Cost per person
Events	\$47
Focus group	\$43
Lounges	\$19
Community Conversation	\$10
Textizen	\$9
MySidewalk	\$8
MetroQuest	\$3

Now offering...

All-you-can-engage
annual subscriptions

Adjustable pricing for all sizes
of agencies and firms

MetroQuest is Used Across the Canada



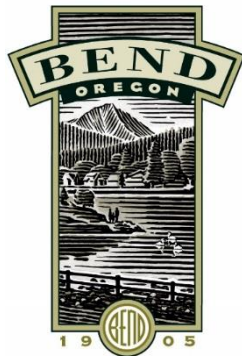
Brossard



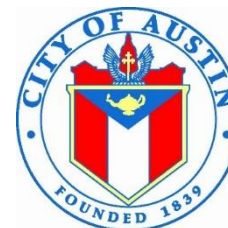
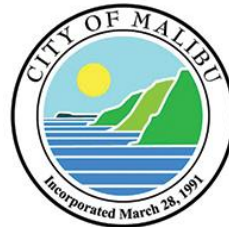
London
CANADA



MetroQuest is Used Across the US



Chicago Metropolitan Agency for Planning



URBAN
systems

MetroQuest is Used By Leading Firms

HDR

HNTB

AECOM

Kimley»Horn



gunn
communications inc.

DIALOG

ATKINS



MMM GROUP

N
NELSON
NYGAARD



FREGONESE
ASSOCIATES



DESIGNWORKSHOP



DOVER, KOHL & PARTNERS
town planning

PARSONS
BRINCKERHOFF

JACOBS

URS



McBride **DALE**
CLARION

McCORMICK
TAYLOR

Thank you for participating



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