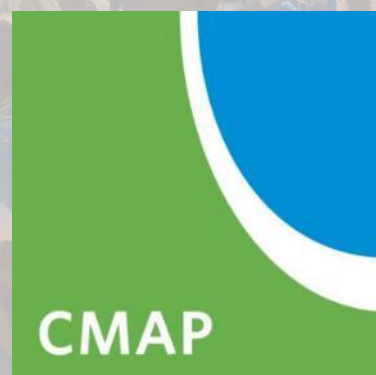


Public Engagement at All Scales

CMAP's Winning Recipe



MetroQuest



CMAP





Dave Biggs

Chief Engagement Officer
MetroQuest





Agenda

3 Public Engagement Challenges Facing Today's Agencies
Public Engagement at All Scales | CMAP's Winning Recipe
Tips for Successful Public Engagement
Live Q&A



20 years of best practices research



Federal Transit
Administration



Select MetroQuest customers

State Agencies



Local Agencies



Chicago Metropolitan Agency for Planning



City of Rochester, NY



Metro



Fresno Council of Governments

Consulting Firms



Public Involvement Matters Survey

4

Public Involvement Practices

Please give input on at least 8 of the 15 items

Project Types

Challenges

Engagement Methods

Which of the following engagement challenges do you expect to face in the next 12 months?

Poor Participation

Hostility

Online Bullying

Advocacy

Uninformed Input

Poor Participation

1 Star = Not

5

THANK YOU



1 Star = Not

[Privacy / About MetroQuest](#)

MPO SURVEY

4

5

MPO 2018

Your Involvement Priorities

Please rank 4 of the 8 items in your preferred order

1

2

3

4

5

Increase Participation

Improve Decision Making

Broaden Demographics

Build Public Support

Order your top 4 items above this line

Reduce Cost/Participant

Meet Regulations

Collect Informed Input

Collect Quantifiable Data

Increase Participation

Get thousands of people participating in a meaningful way, instead of only engaging a small number of vocal and highly motivated people.

Privacy / About MetroQuest

5:14 PM

77%

mpo.metroquest.com

MPO 2018

Citizen Preferences

Please give input on 4 of the 5 tradeoffs

Location

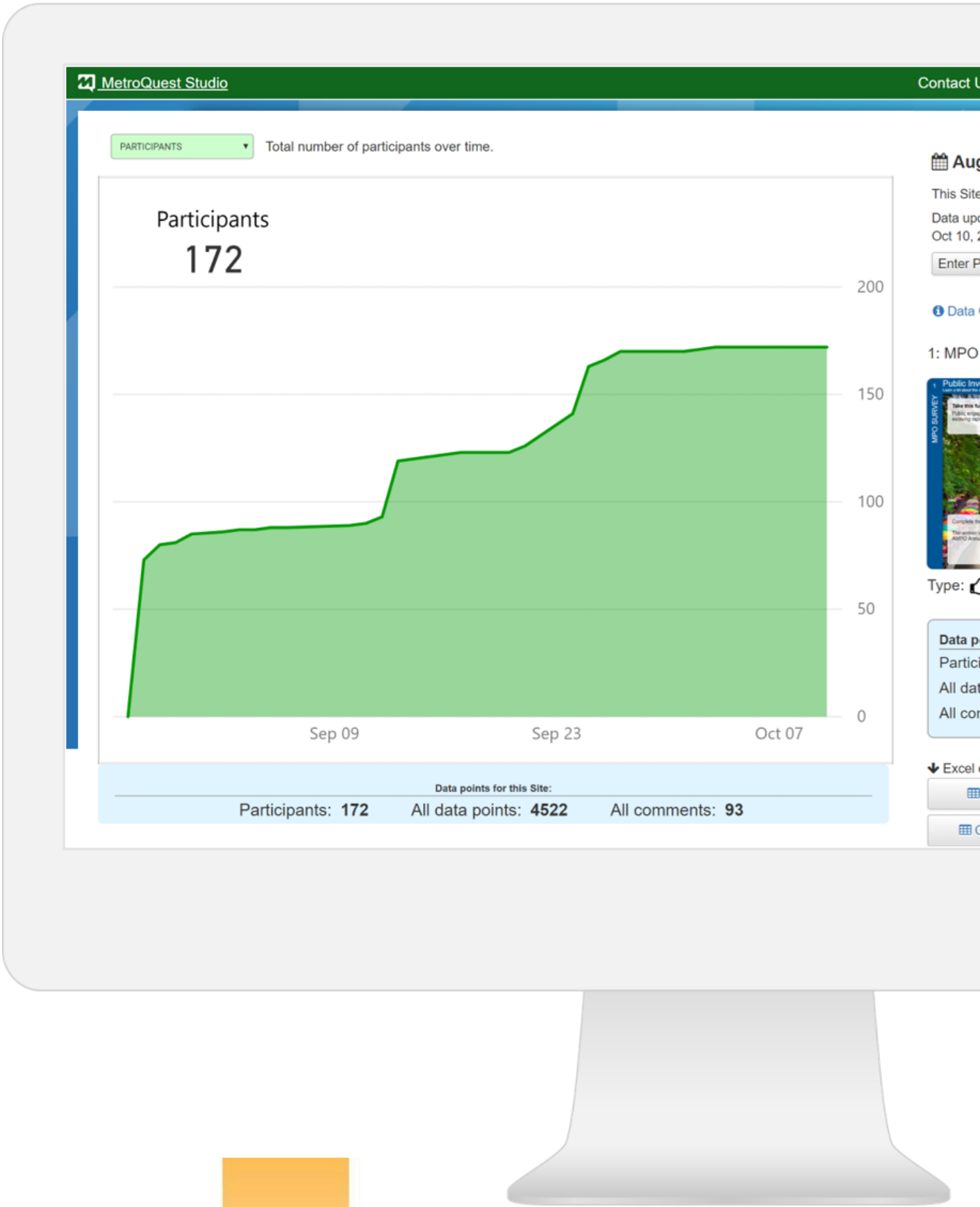
What location do you think most citizens prefer for providing input?

Specific Location (e.g. meetings)


Online from anywhere

Neutral

Choose the option that best shows which tradeoff you prefer



ASSOCIATION OF
METROPOLITAN
PLANNING
ORGANIZATIONS



3 challenges
with public
involvement
for MPO's

1

Poor participation
and missing
demographics



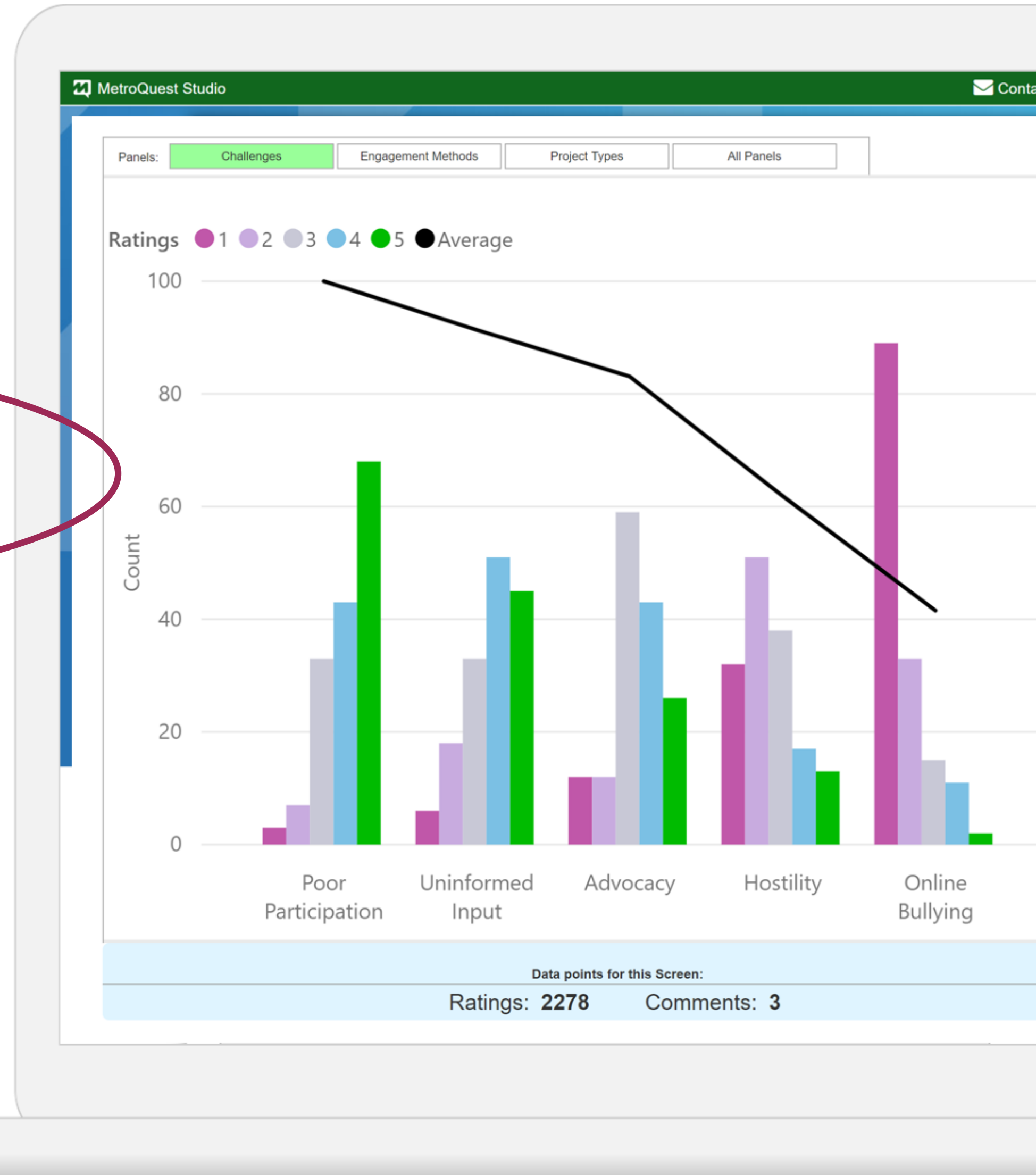
Top challenge: poor participation

"Apathy and time commitment by the public."

"Lack of participation. Reaching the same motivated people who aren't representative."

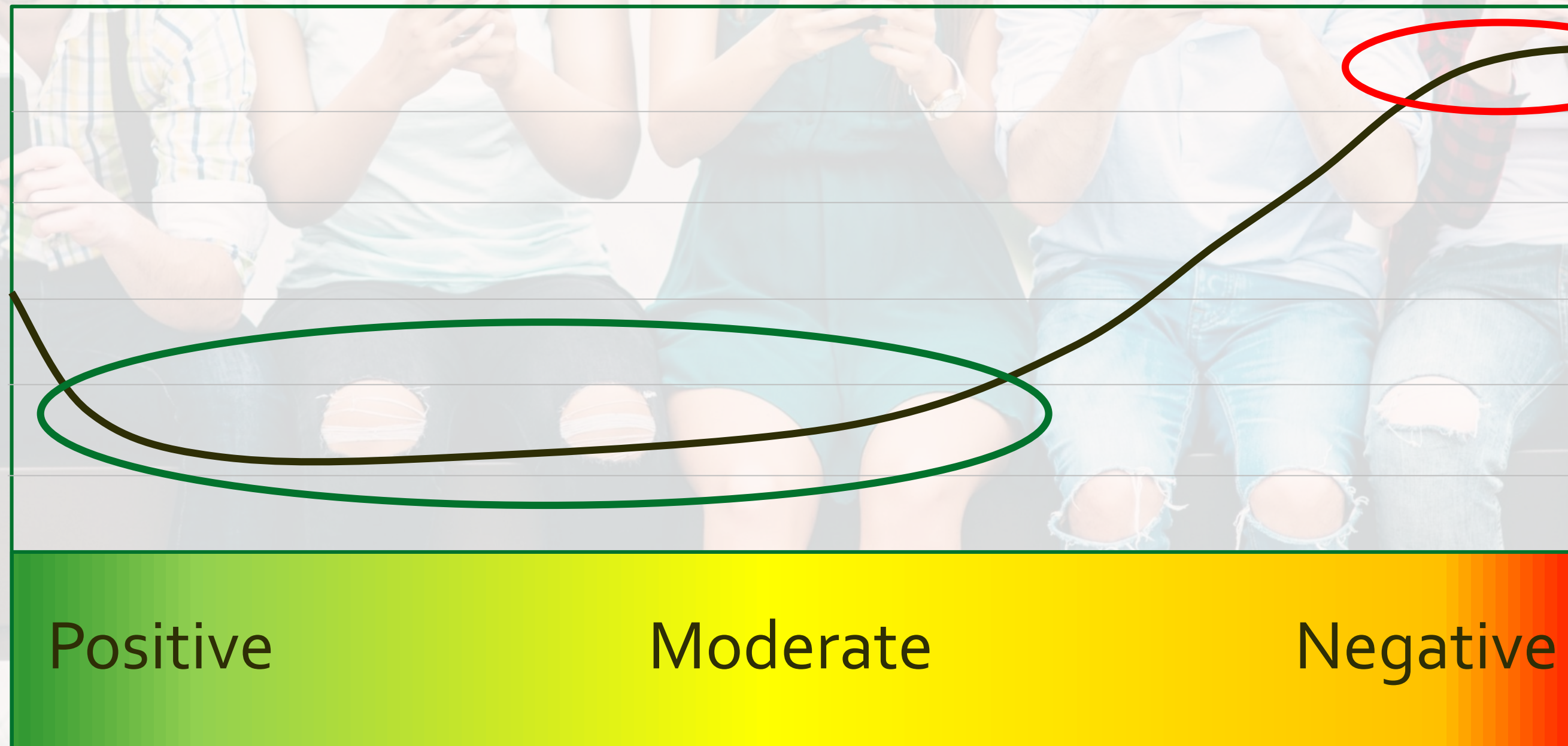
"Obtaining representative opinions, not those of extremists and advocates."

"Getting participation especially from those in favor of a project."



Barriers are participation filters

Level of
Motivation



Attitude



2

Complex planning issues

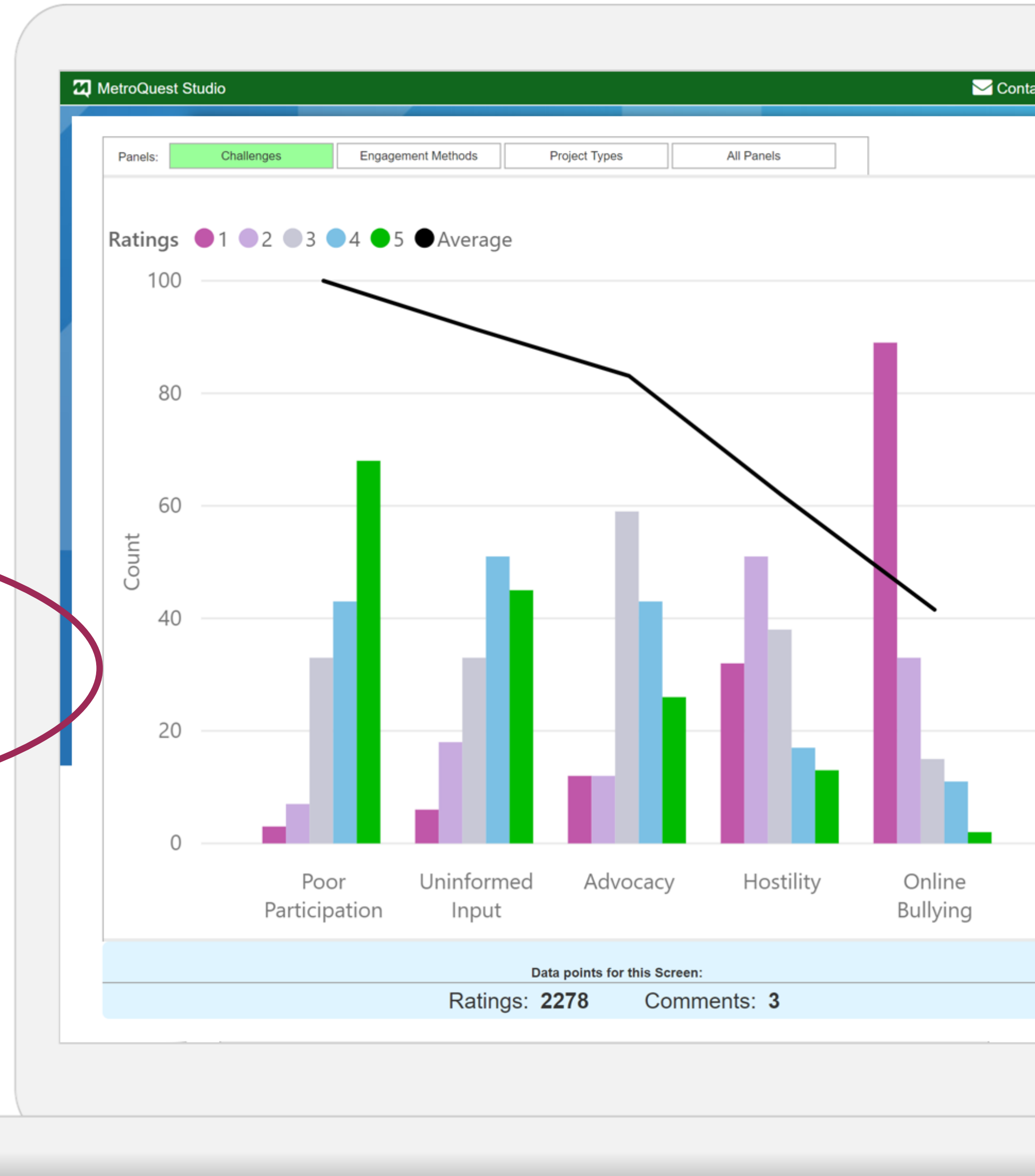


Challenge: uninformed input

“Engaging people who are interested but may not have time to immerse themselves in a planning efforts.”

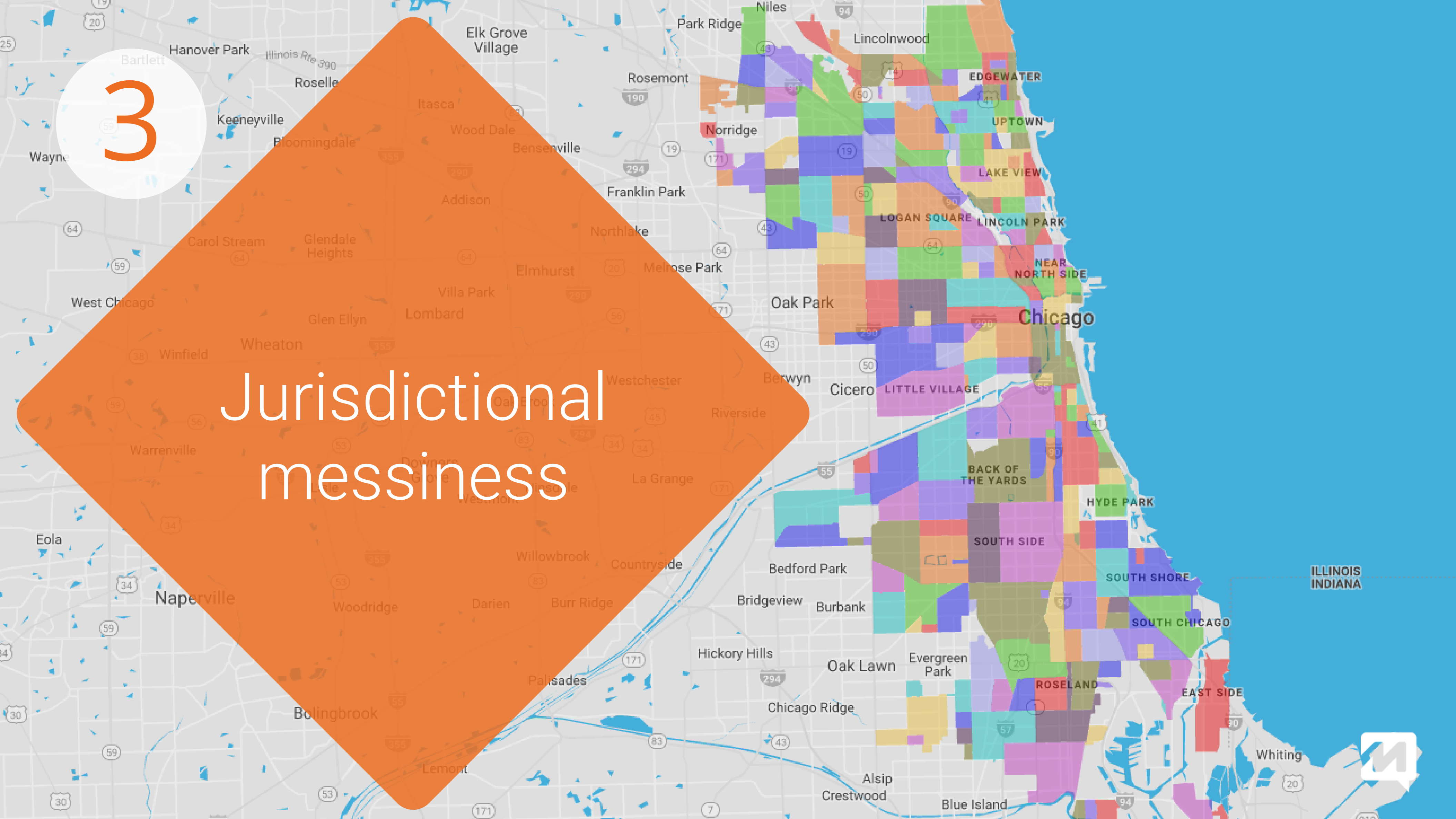
“Our biggest challenge is convincing people to take the time to learn about transportation planning so they can give informed input.”

“Uninformed citizens trying to sway projects in a way they think they want to see.”



3

Jurisdictional messiness

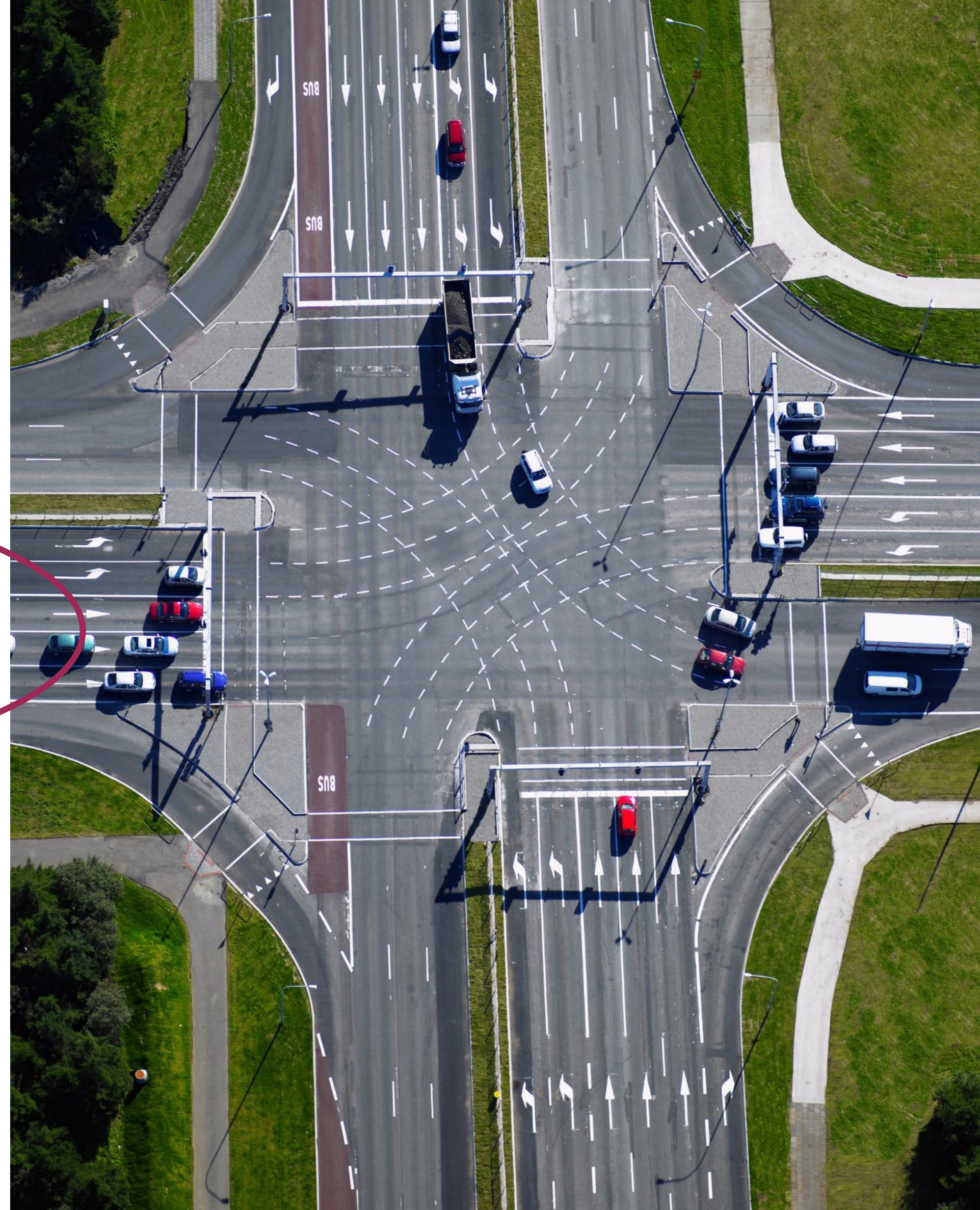


Challenge: jurisdictional mess

"Biggest issue is managing expectations of our transportation system..."

"People are unsure what an MPO is. They often confuse us with the transit agency or the local city-county government."

"Sometimes they get mad when they realize we don't have control over some of the things they are complaining about."





Public Engagement at All Scales

CMAP's Winning Recipe



Stephane Phifer
Deputy Executive Director
CMAP



Katanya E. Raby
Associate Outreach Planner
CMAP



Lindsay Bayley
Senior Planner
CMAP



Public Engagement

ON TO 2050 + Local Planning

January 29, 2019

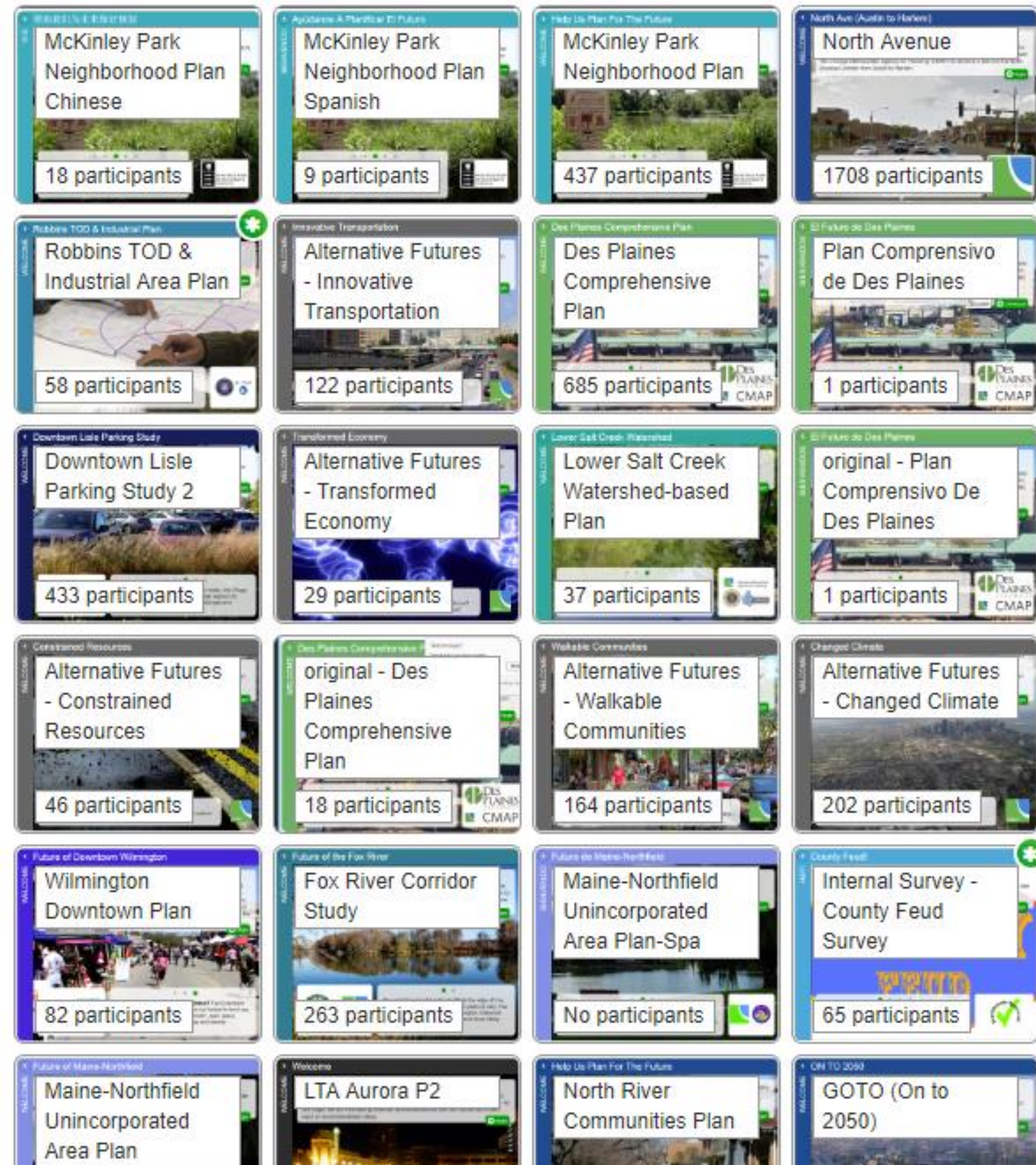
Katanya Raby, Associate Planner

Lindsay Bayley, Senior Planner

Stephane Phifer, Deputy Executive Director of Planning

Agency-wide online engagement

- 2008: Began using MetroQuest during the development of GO TO 2040
- Created over 70 different MetroQuest sites
- MetroQuest is used for both local planning projects as well as regional planning initiatives




ON TO 2050 Public Engagement Phase 1: #2050BigIdeas

ON TO 2050

WELCOME

ON TO 2050: Make a Plan for Our Region

The Chicago Metropolitan Agency for Planning (CMAP) and its partners are creating ON TO 2050, a new comprehensive regional plan that will explore broad priorities and specific recommendations to achieve sustainable prosperity for the region.

 Español

 Begin

CMAP is the official regional planning organization for the seven counties of northeastern Illinois: Cook, DuPage, Kane, Kendall, Lake, McHenry, and Will.



2

REGIONAL CHALLENGES

3

POTENTIAL RESPONSES

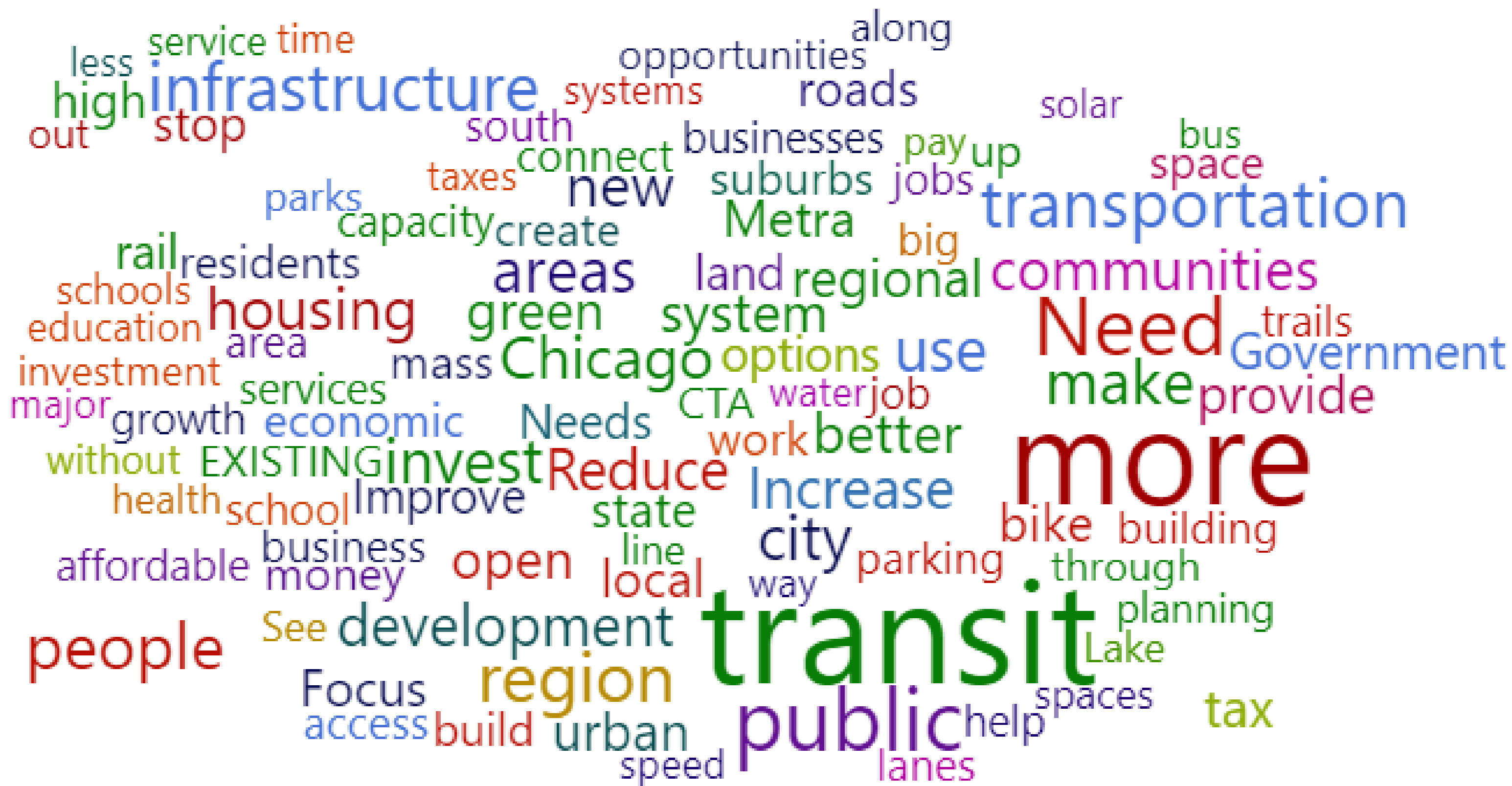
4

2050 BIG IDEAS

5

STAY INVOLVED





ON TO 2050 Public Engagement Phase 2: #Alternative Futures

ON TO 2050

ALTERNATIVE FUTURES

- Changed Climate
- Walkable Communities
- Innovative Transportation
- Constrained Resources
- Transformed Economy

WELCOME

▼ Innovative Transportation

ON TO 2050 Alternative Futures: Innovative Transportation

To shape ON TO 2050, a new comprehensive regional plan, the Chicago Metropolitan Agency for Planning (CMAP) has imagined five "alternative futures."

This survey envisions a future where innovations in transportation change the way people and goods move around the region.



How will innovations in transportation change the way people and goods move around the region?

WELCOME

▼ Changed Climate

ON TO 2050 Alternative Futures: Changed Climate

To shape ON TO 2050, a new comprehensive regional plan, the Chicago Metropolitan Agency for Planning (CMAP) has imagined five "alternative futures."

This survey envisions a significantly changed climate in 2050.



WELCOME

▼ Transformed Economy

ON TO 2050 Alternative Futures: Transformed Economy

To shape ON TO 2050, a new comprehensive regional plan, the Chicago Metropolitan Agency for Planning (CMAP) has imagined five "alternative futures."

This survey envisions a future with a transformed economy.



Begin

WELCOME

▼ Walkable Communities

ON TO 2050 Alternative Futures: Walkable Communities

To shape ON TO 2050, a new comprehensive regional plan, the Chicago Metropolitan Agency for Planning (CMAP) has imagined five "alternative futures."

This survey envisions a future where more people prefer and choose to live in walkable, mixed-use communities.



How will this region look if more people want to live in walkable, mixed-use areas? Will it be more convenient? But also more expensive?

WELCOME

▼ Constrained Resources

ON TO 2050 Alternative Futures: Constrained Resources

To shape ON TO 2050, a new comprehensive regional plan, the Chicago Metropolitan Agency for Planning (CMAP) has imagined five "alternative futures."

This survey envisions a future with more constrained resources in 2050.



Begin

How will this region look with less federal and state resources?

2

3

4

5

FUTURE EFFECTS

IMPACTS & STRATEGIES

HUMAN CAPITAL

STAY INVOLVED

 CMAP

ON TO 2050 kiosk locations and usage, April – August 2017



Changed Climate	202
Walkable Communities	164
Constrained Resources	46
Innovative Transportation	122
Transformed Economy	29
Total	563

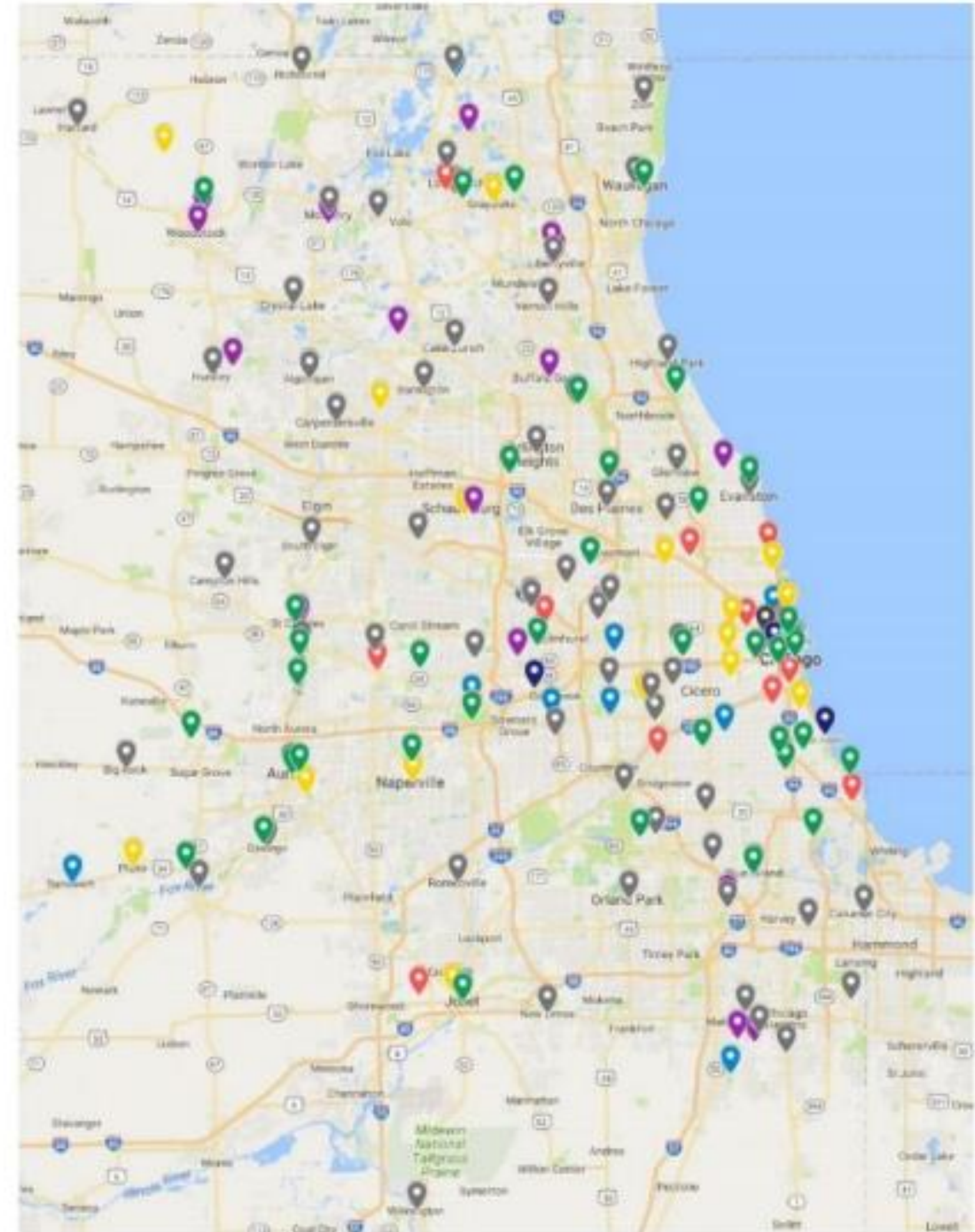


Note: A "unique event" is equivalent to one user. The "total events" include some users who completed more than one kiosk session.

Alternative Futures Engagement

- Engagement timeframe:
April – August 2017
- Wide array of stakeholder touch points
 - Workshops
 - Events
 - Web, Social Media
 - MetroQuest
 - 25 Interactive iPad Kiosks
 - Web-based

Map of ON TO 2050 engagement activities, April-August 2017



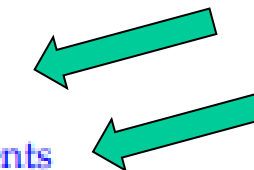
ON TO 2050 Public Engagement Phase 3: Public Review + Comments



Attachments

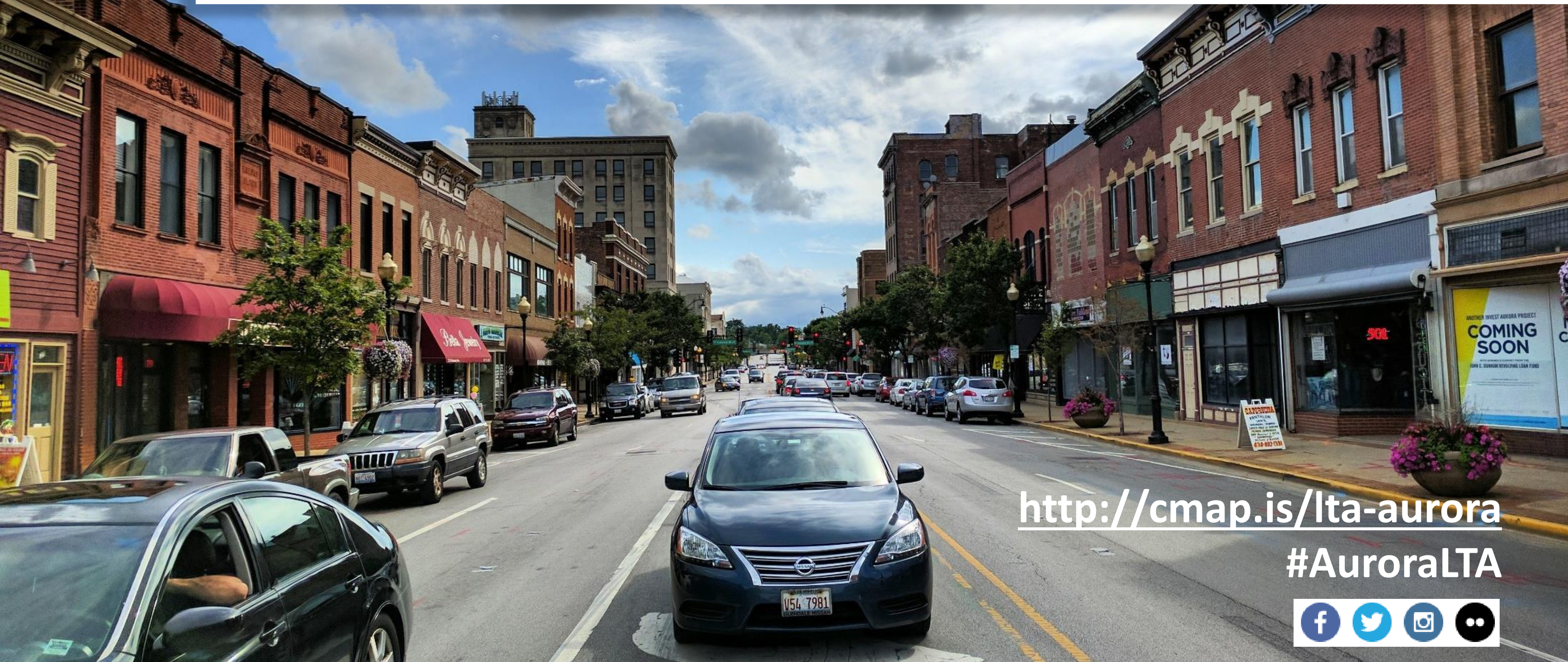
The following materials are complete archives of unfiltered comments and data from the Alternative Futures engagement period.

- Attachment 1: [Workshops and events](#)
- Attachment 2: [Alternative Futures slide presentation](#)
- Attachment 3: [Workshop comments](#)
- Attachment 4: [Keypad polling results](#)
- Attachment 5: [Keypad polling results from students](#)
- Attachment 6: [Online survey feedback](#)
- Attachment 7: [MetroQuest survey report](#)
- Attachment 8: [MetroQuest survey comments](#)
- Attachment 9: [Public comment on draft Plan Preview](#)



Local Planning Public Engagement

MASTER PLAN FOR DOWNTOWN AURORA



<http://cmap.is/Ita-aurora>

#AuroraLTA





Aurora LTA

Home Create

Aurora LTA
@AuroraLTA

Home
About
Photos
Events

omy Data Programs & Resources Contact Us

Programs & Resources Local Technical Assistance LTA

Questions or Comments? Contact [Ricardo Lopez](#).

A Downtown Master Plan for

Stay up to date with the Aurora project through social media

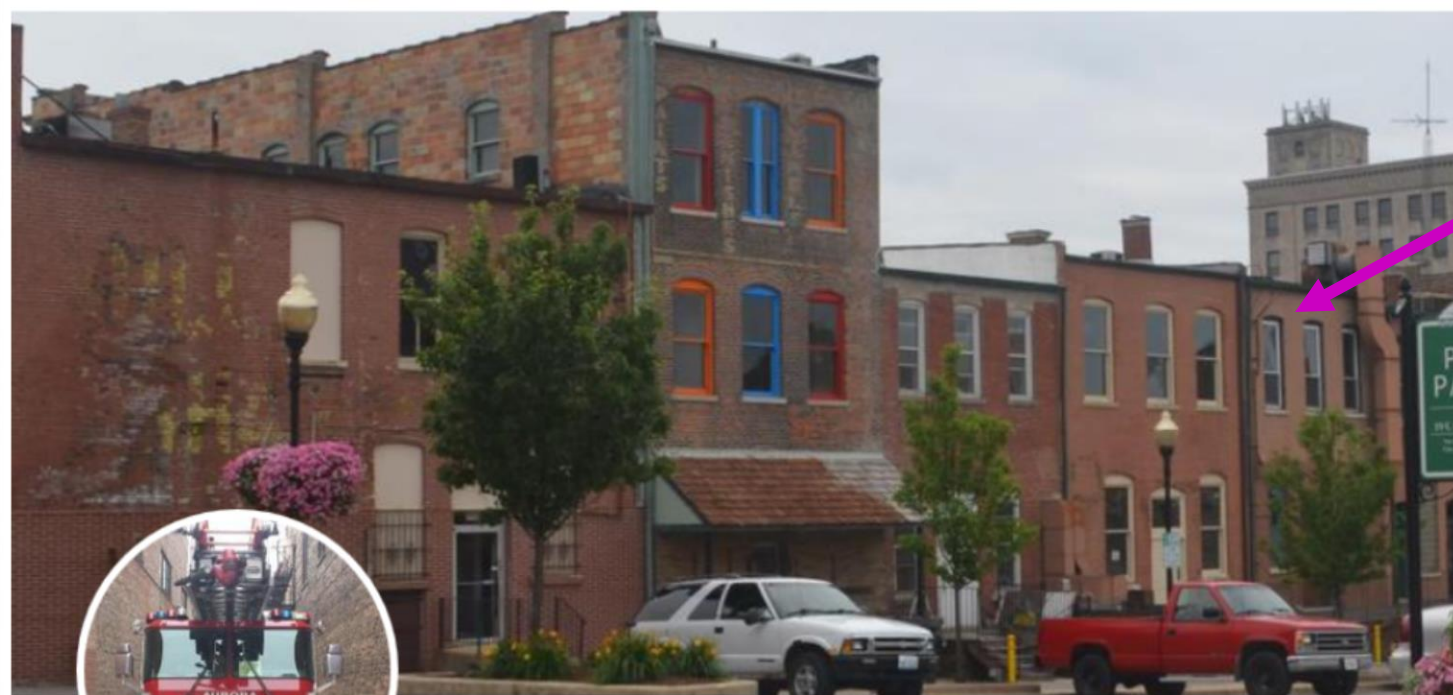


Instagram

auroralta

7 posts 52 followers 27 following

AuroraLTA The City of Aurora is updating its 2005 Seize the Future Downtown Master Plan through CMAP's Local Technical Assistance (LTA). #DTAurora #AuroraIL
www.cmap.illinois.gov/programs-and-resources/ita/aurora



Tweets 144 Following 100 Followers 125 Likes 49 Moments 0

AuroraLTA

@AuroraLTA

The City of Aurora is updating its 2005 Seize the Future Downtown Master Plan through CMAP's Local Technical Assistance (LTA). #DTAurora #AuroraIL

Aurora, IL

[cmap.illinois.gov/programs-and-r...](#)

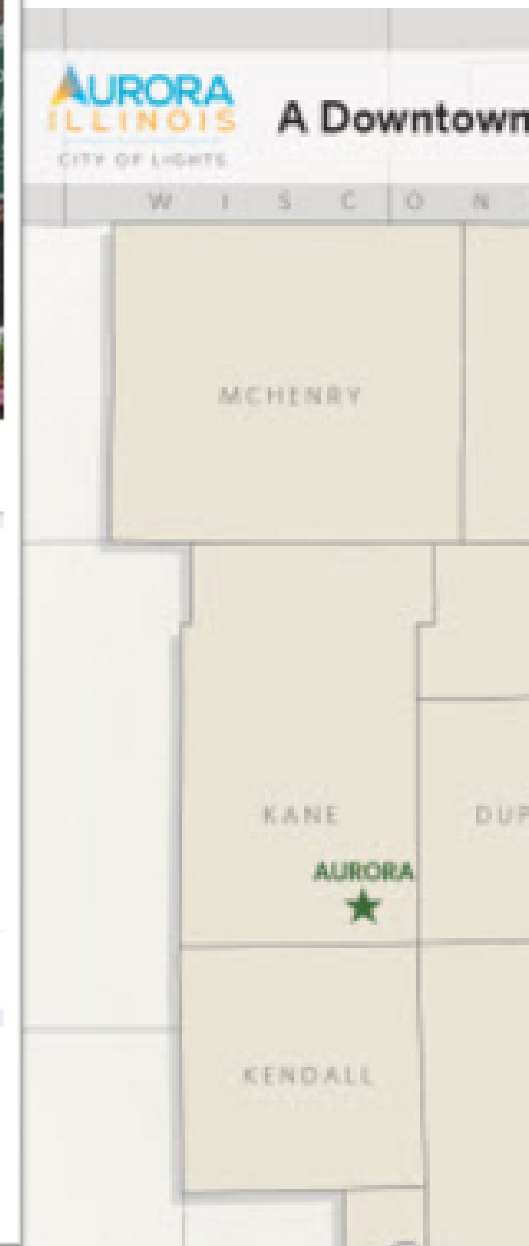
Joined July 2015

16 Photos and videos



Tweets Tweets & replies Media

- AuroraLTA @AuroraLTA · 22h
We'll be presenting the plan for downtown Aurora at 4 upcoming meetings: Public Hearing (9/20), P&D (9/28), COW (10/3), City Council (10/10)
- AuroraLTA @AuroraLTA · Aug 25
Should be fun event this weekend! Be sure to check it out.... [fb.me/27iIHgK](#)
- AuroraLTA @AuroraLTA · Aug 8
There is still time to provide input on the @CityofAuroraIL Downtown Master Plan by taking a quick survey at [cmap.is/aurora-survey](#)
- AuroraLTA @AuroraLTA · Aug 8
There is still time to provide your input on the draft Downtown Master Plan for Aurora. Please help us include... [fb.me/z2obePwC](#)



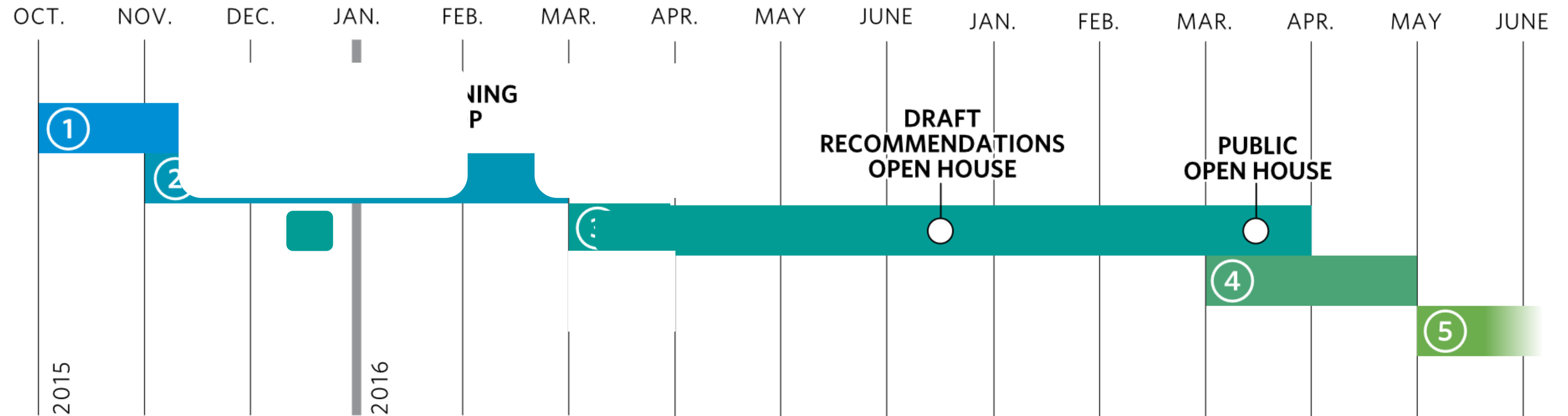
You Explore Create

Aurora LTA
AuroraLTA 4 Followers · 2 Following

About Photostream Albums Faves Galleries Groups Stats Camera Roll



A Downtown Master Plan for Aurora



1. Project orientation

2. Existing conditions assessment

3. Draft downtown plan development

4. Plan completion and approval

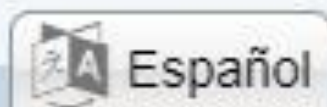
5. Community implementation of plan

Help Us Plan For Future Growth

WELCOME



CMAP is assisting the City of Aurora with an update to their Seize the Future Master Plan to strengthen downtown Aurora's vitality and create a more livable, walkable downtown.



2

MOBILITY

3

VITALITY

4

OPPORTUNITIES

5

STAY INVOLVED



Share what's important to you in a thriving, robust downtown. What could be improved in Aurora?

Image credit: Flickr user David Wilson



WELCOME

2

MOBILITY

Rank Your Transportation Priorities



What to do



Next Task

3

VITALITY

4

OPPORTUNITIES

5

STAY INVOLVED



Order your top 5 items

↑ above this line ↑

Lighting

Access to Metra trains

Traffic Flow

Wayfinding & Amenities

Bus service

Parking

Bicycling

Walking

Wayfinding & Amenities



Prioritizing signage and maps to help visitors find their destinations more easily and amenities like planters, benches, and trees to improve aesthetics.



Comment



Suggest another item





WELCOME

2

MOBILITY

3

VITALITY

Rank Your Top Vitality Priorities



What to do



Next Task

4

OPPORTUNITIES

5

STAY INVOLVED

Order your top 5 items
↑ above this line ↑

Fox River

Safety

Housing Options

Historic Preservation

Public Art

Business Mix

Entertainment & Culture

Recreation and Parks



Suggest another item

Historic Preservation



Paramount Theater by Flickr user Teemu008

This priority promotes preservation of architectural styles, facades and streetscape characteristics of historic properties in downtown Aurora. Preserving older neighborhoods and historic landmarks enhances the character of properties in a community.



Comment





2

WELCOME

2

MOBILITY

3

VITALITY

4

OPPORTUNITIES

How Can We Improve Downtown?



What to do



Next Task

5

STAY INVOLVED

Please drag and drop at least 3 markers on the map.



Safety

Economic
DevelopmentImprove
AccessOpen Space &
NatureCommunity &
the Arts

Other



Stay Involved

Final Questions (Optional)

Age?

Select: ▼

Ethnicity?

Select: ▼

Select all that apply:

☐ I work here☐ I live here☐ I visit☐ I ride Metra☐ I am a student here

How often do you go downtown?

Select: ▼

What are your main reasons for visiting downtown Aurora? (no more than 2)

☐ Eat, shop, or drink☐ See a show at the Paramount☐ Go to RiverEdge Park☐ Visit the casino☐ Use post office, city hall, library☐ Work/Other

Email Address?

Email...

 Submit Final Questions

Thank You

Responses to these questions are optional and will be used only to ensure input received represents the diversity of the community.

Please forward this survey link to others who may be interested in this project!

[Please visit our project website.](#)

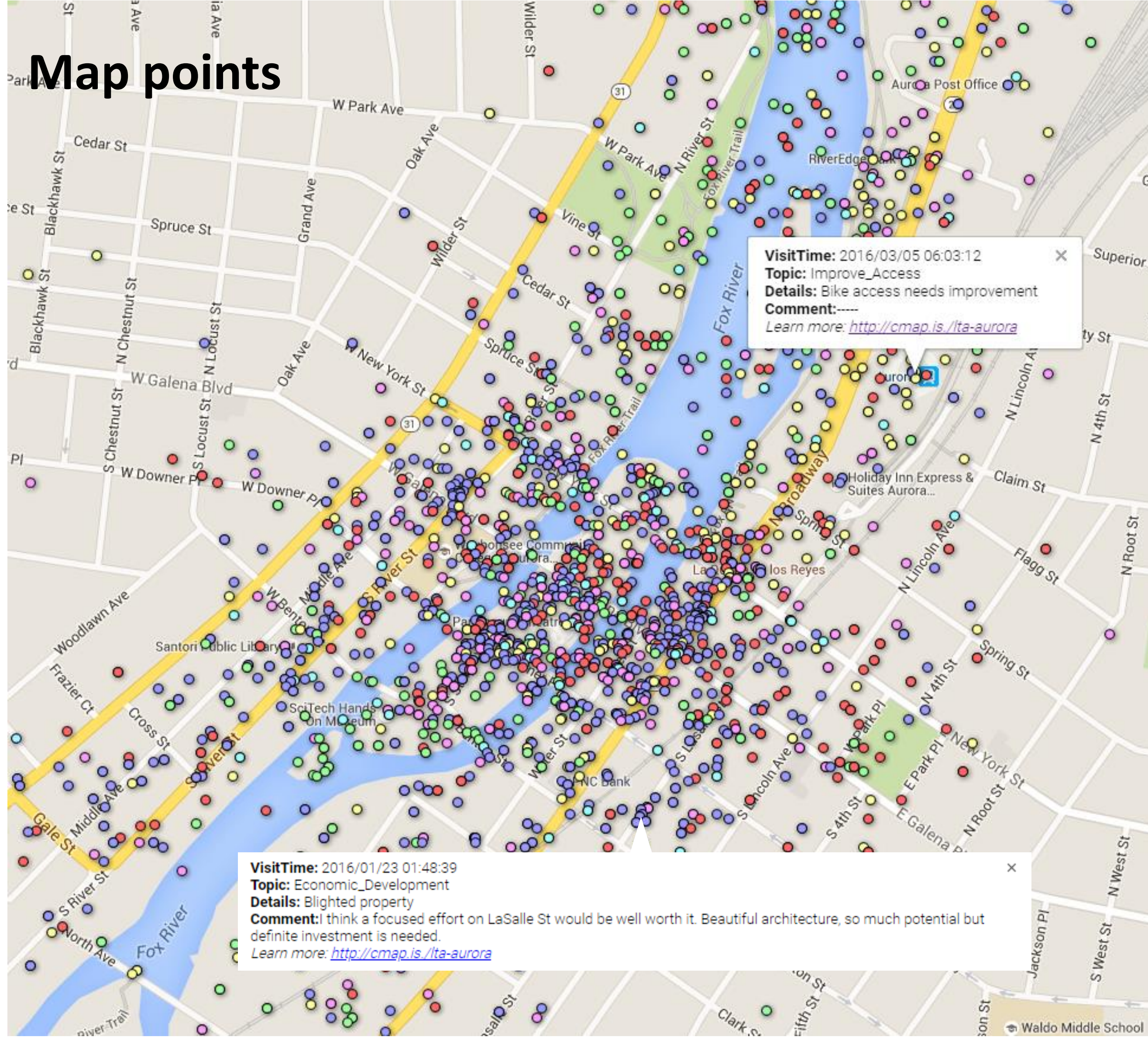
Timeline



AURORA
ILLINOIS
CITY OF LIGHTS

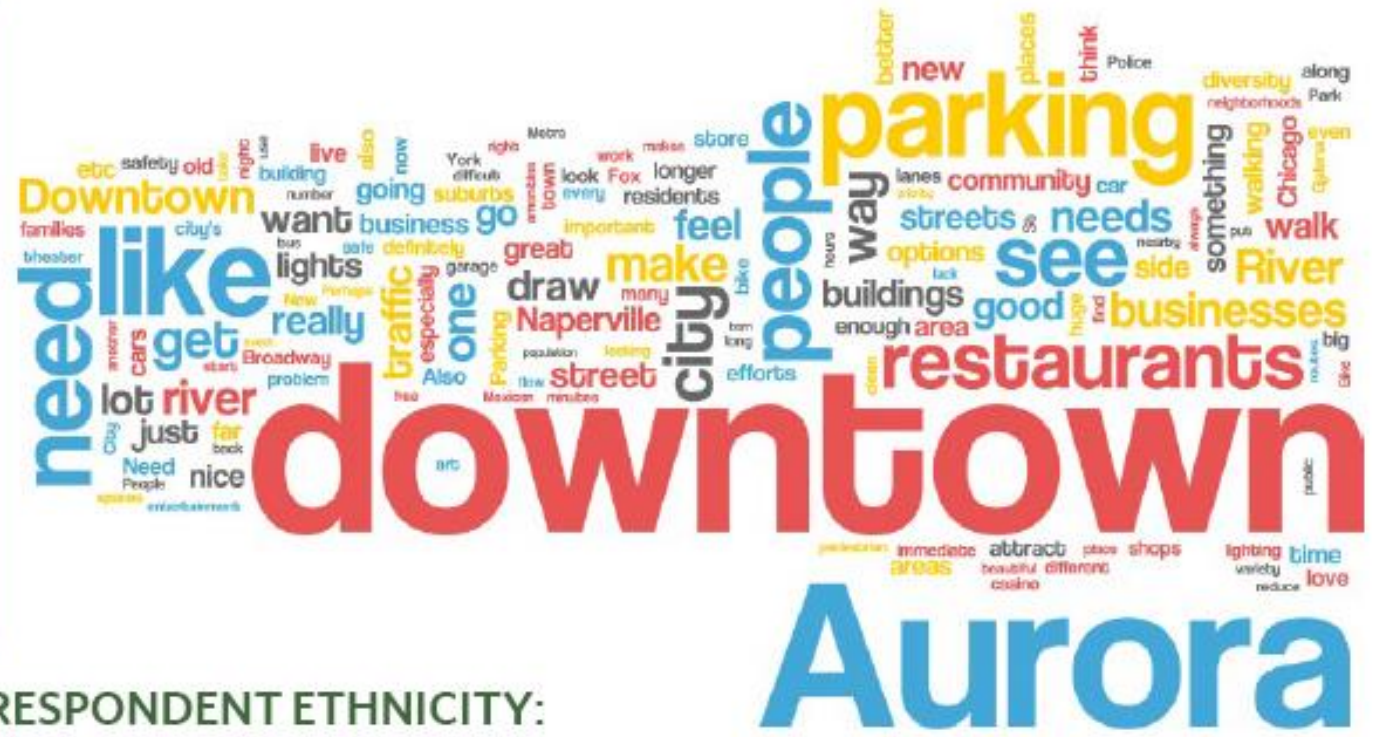


Map points

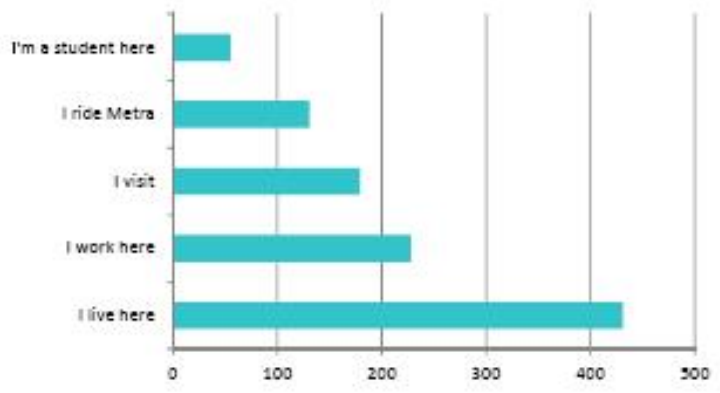


ONLINE SURVEY RESPONSES

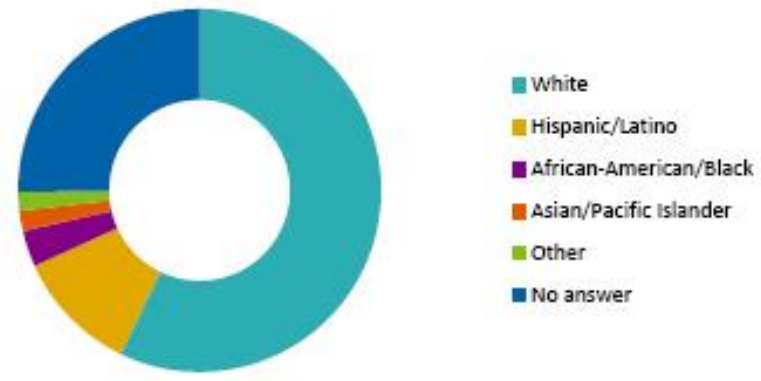
The Metroquest online survey was open from January 21st through May 1st. A Spanish language version was available as well. The survey was promoted through the City website, to local groups, through social media, on printed fliers and posters, and at interactive iPad kiosks at rotating locations downtown. Over 2,700 people viewed the online survey, with 773 fully completed surveys. The following charts and graphics represent a basic breakdown of responses. The words in the middle were pulled from the written comments and the size of the lettering corresponds to the number of times the word was mentioned.



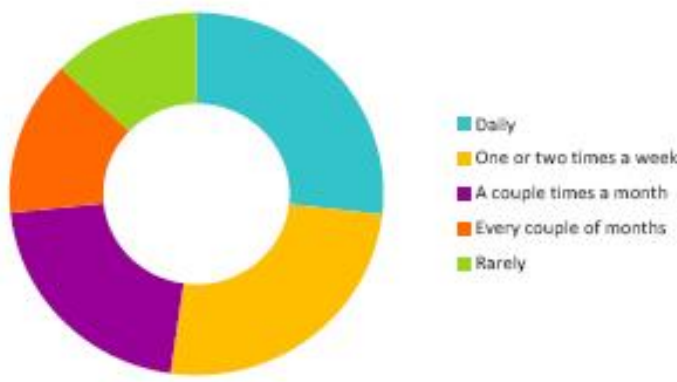
SURVEY RESPONDENTS:



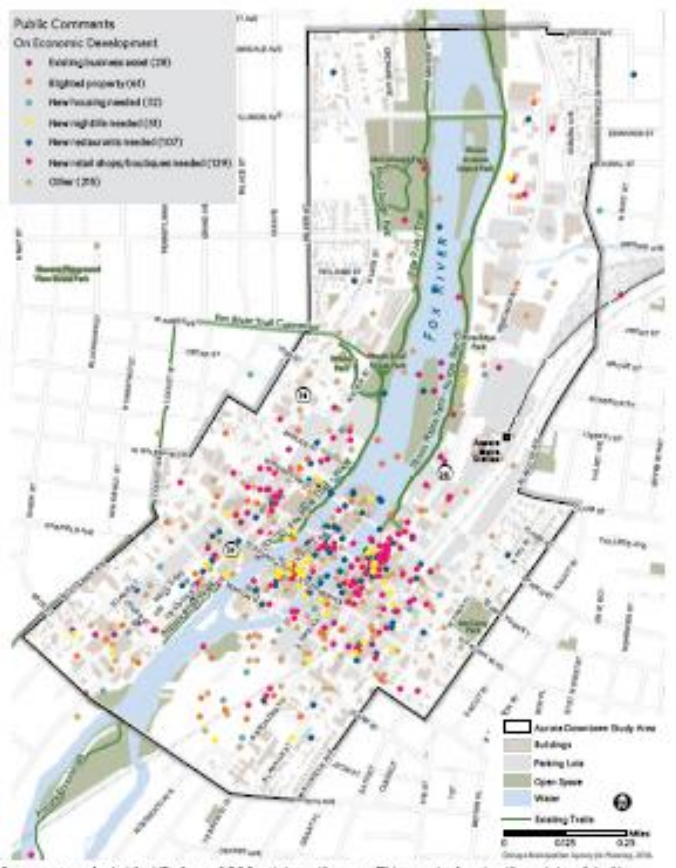
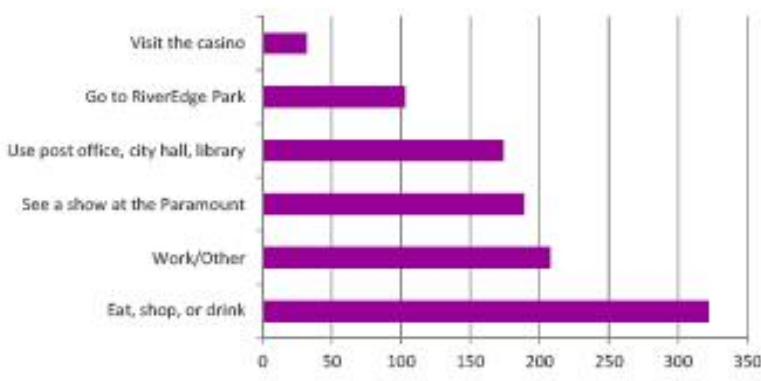
RESPONDENT ETHNICITY:



HOW FREQUENTLY DO YOU COME DOWNTOWN?

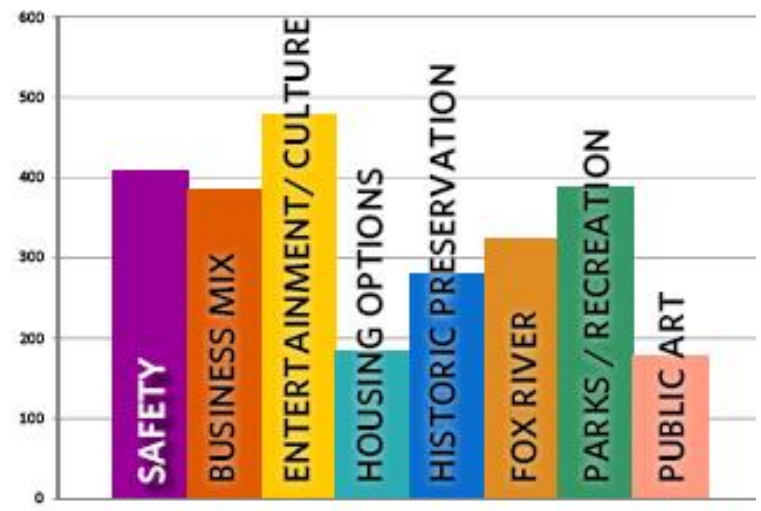


WHAT ARE YOUR MAIN REASONS FOR COMING DOWNTOWN?



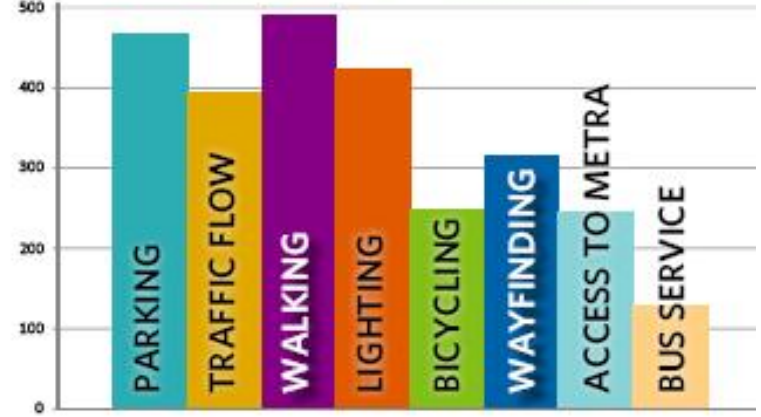
Survey respondents identified over 1,800 points on the map. This map is showing the points related to economic development.

VITALITY PRIORITIES

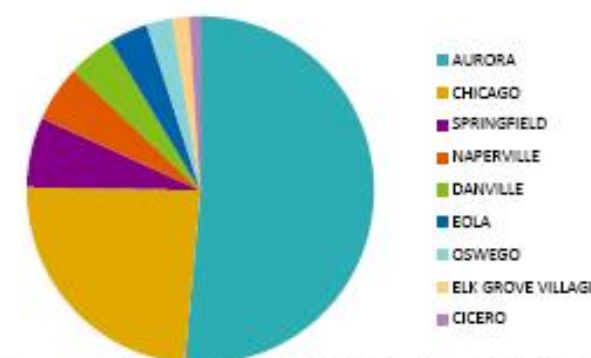


These charts (above and below) show how many times the items were ranked as a high priority by respondents.

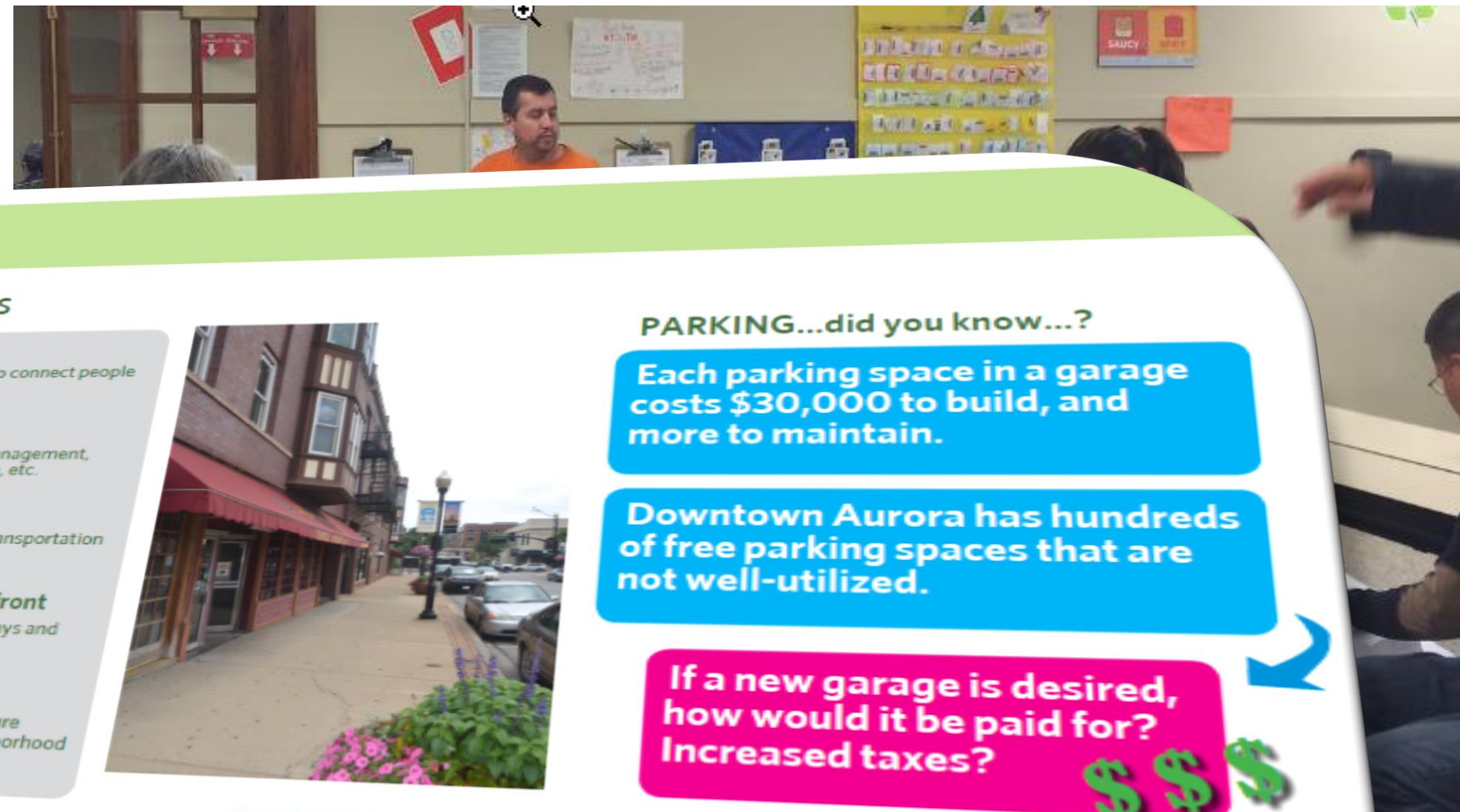
MOBILITY PRIORITIES



SURVEY RESPONDENTS FROM:



Local survey respondents were primarily from Aurora, IL, but did come from a variety of locations. Not shown: site visitors from outside Illinois, and locations with fewer than 15 visitors.



EXPERIENCE

GUIDING PRINCIPLE

Downtown Aurora will be welcoming to people who live here, work here, or just come to visit.

OVERVIEW

The Fox River and Stolp Island give downtown a unique sense of place. Other aspects of the experience of coming downtown can create a sense of welcoming and help to support meaningful social interaction. People who live and work in downtown Aurora already know their favorite dining spots, where they can easily find parking, and where their favorite stores are located. For newcomers to Aurora, signage and wayfinding can help to make their visit seamless and more enjoyable. For people arriving by car, the parking experience should be easy and not frustrating. Downtown has thousands of on-street and off-street parking spaces within the downtown. Yet finding a parking space is still fairly problematic at certain locations and during peak hours.

"For a city with the nickname 'The City of Lights', why not overdo it and light up the downtown area vividly? This would not only make people feel safer to walk there at night, but it can be done in an aesthetic, destination-type way that will actually draw crowds and see another reason we're The City of Lights, and not just because of street lights."

-Online survey comment



POTENTIAL STRATEGIES

Signage and wayfinding

Build a cohesive, attractive signage system to connect people to attractions, parking, & amenities.

Improve the parking experience

Make it easier to find parking with better lot management, improved lighting, locational efficiency, signage, etc.

Improve pedestrian access to Metra

Improve pedestrian connections to the Aurora Transportation Center.

Develop strong connections to the riverfront

Celebrate downtown as a riverfront city with pathways and connections to the river.

Comfort and safety

Using innovative patrolling techniques and infrastructure improvements, the City can continue to improve neighborhood safety.

ONGOING CITY EFFORTS

- Along the Fox River Trail, there is signage for food and the Paramount Theatre.
- Parking meters were removed in 2013, and enforcement shifted to time restrictions with high demand areas having shorter time limits.
- The City supports the Aurora Downtown Special Services Area, which hosts events, works on beautification efforts and planters, and supports local businesses.
- The development of Rider Edge Park has capitalized on Aurora's image as a cultural destination on the Fox River.
- The City of Aurora has over 35 crime prevention programs listed on its website including the Citizen Police Academy, Crime-free Multi-Housing Program, awareness programs for heroin and gangs, tips for vulnerable citizens such as the elderly and children walking to school.
- The APD employs neighborhood policing strategies to work closely with neighborhood groups to address local concerns.

PARKING...did you know...?

Each parking space in a garage costs \$30,000 to build, and more to maintain.

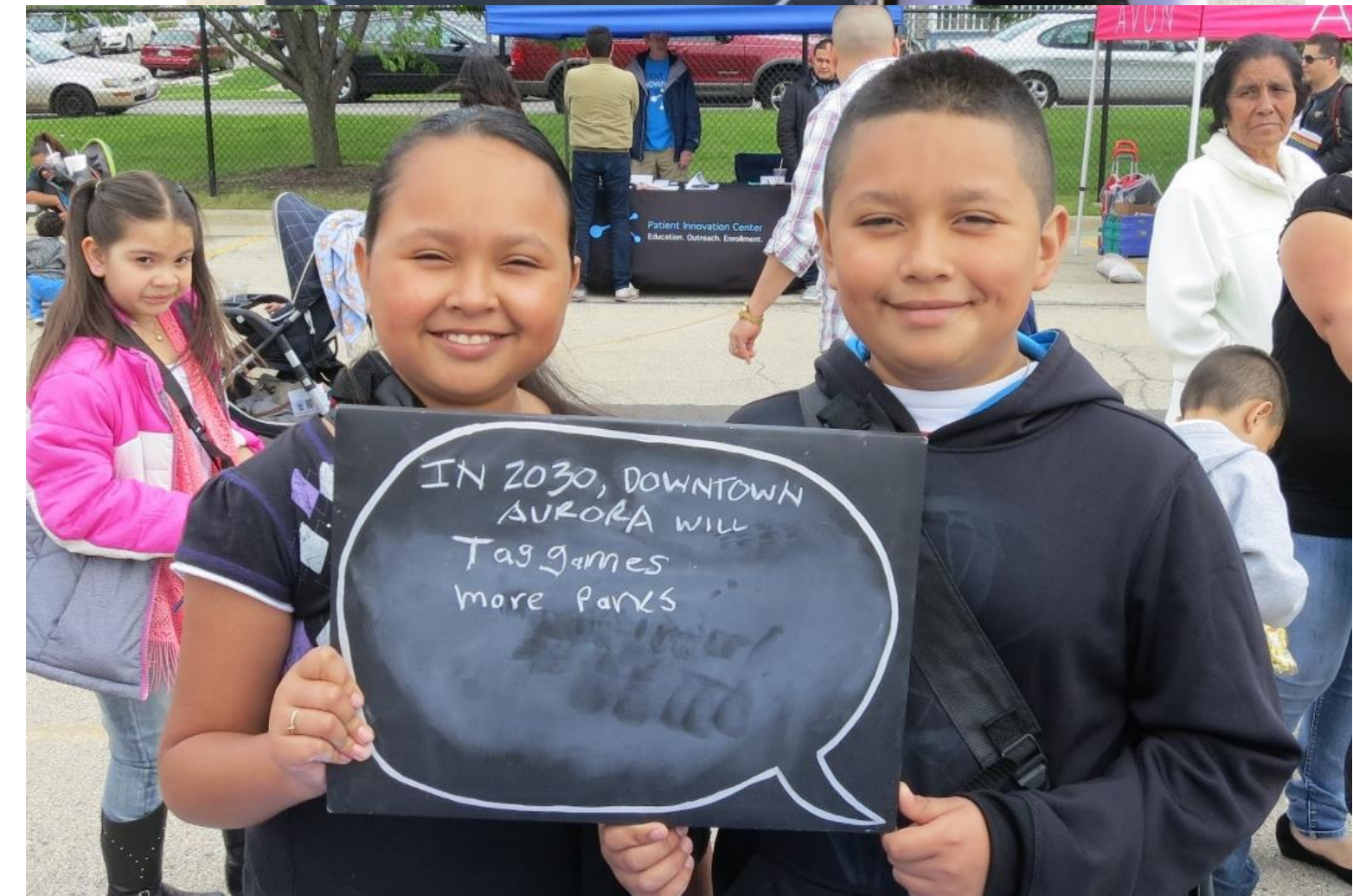
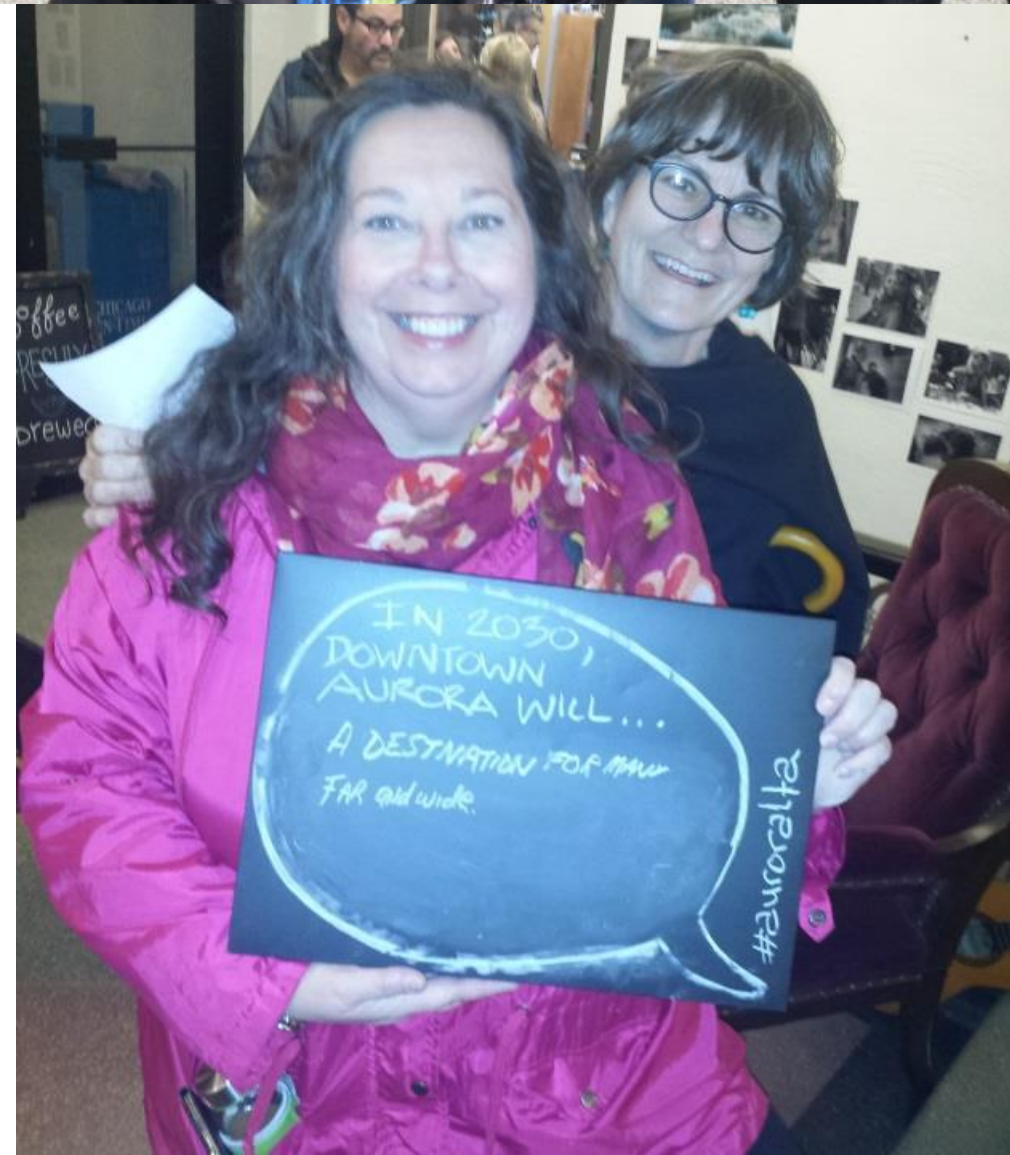
Downtown Aurora has hundreds of free parking spaces that are not well-utilized.

If a new garage is desired, how would it be paid for? Increased taxes? \$\$\$

Or can we come up with ways to get people to use the spaces we already have?



8th & 20th
Scholar LIVE
Guest Cheryl A. R
Sr VP Sourcing & Solutions of Alistat
Company
Saturday, February 6th
11:30am - 2:00pm
\$65 - Members | \$75 - Non-members
\$700 - Table of 10
Hotel Arista
2133 City Gate Ln
Naperville, IL 60563
For more info: (630) 859-9776 | quackcountyachamber.org





Welcome

WELCOME

Plan Recommendation Development

CMAP is assisting the City of Aurora with an update to their downtown Master Plan to strengthen downtown Aurora's vitality and create a more livable, walkable downtown. At this stage, we are formulating potential recommendations and this survey will collect input on recommendation ideas.

Begin



Share what's important to you in a thriving, robust downtown.
How would you like to see Aurora change?



2

THEMES

3

STRATEGIES

4

APPROACH

5

WRAP UP





WELCOME




THEMES

Improvement Themes

- 1 Experience
- 2 Mobility
- 3 Fox River
- 4 Arts & Entertainment
- 5 Economy

Order your top 5 items
↑ above this line ↑

- Public spaces
- Housing
- Image

 Suggest another item

Image



City of Aurora

Downtown Aurora will be promoted and recognized as a desirable destination.

 Comment

? What to do

➔ Next Task

3

STRATEGIES

4

APPROACH

5

WRAP UP



WELCOME

THEMES

STRATEGIES

3 Potential Strategies

What to do

Next Task

4 APPROACH

5 WRAP UP

Experience

Mobility

Fox River

Arts &
Entertainment

Economy



Experience

More about this

Signage and maps

Build a cohesive, attractive signage system to connect people to attractions, parking, & amenities.



Comment

Improve parking experience

Make it easier to find parking with better lot management, locational efficiency, signage, etc.



Comment

Pedestrian access to Metra

Improve pedestrian connections to the Aurora Transportation Center.



Comment

Strong links to riverfront

Celebrate downtown as a riverfront city with pathways and connections to the river.



Comment

Comfort and safety

Using patrol techniques and infrastructure, the City can continue to improve neighborhood safety.



Comment

Suggest another item

Next Category





WELCOME



THEMES

3

STRATEGIES

4

APPROACH

Potential Approach



What to do



Next Task

5

WRAP UP

Signage

Branding

Public Art &
SpacesFox River
Amenities

Streetscape

Plazas, parks, & art bring life to public space.



Zero-depth water feature



Do you agree with this direction?

Strongly
Disagree

Disagree

Neutral

Agree

Strongly
Agree

Previous

Optional Comment



Next





WELCOME

THEMES

STRATEGIES

APPROACH

WRAP UP

5 Wrap Up

Final Questions (Optional)

Age:

Select: ▼

Ethnicity:

Select: ▼

Select all that apply:

- ☐ I work downtown ☐ I live downtown
☐ I'm a student downtown
☐ I visit downtown Aurora ☐ I ride Metra

Email:

Type...

Additional comments:

Type...

Submit Final Questions

Skip

Thank You

Responses to these questions are optional and will be used only to ensure input received represents the diversity of the community.

Please forward this survey link to others who may be interested in this project!

[To stay updated on the project, visit our website.](#)



Public Participation & Engagement	Number of Participants	
1st Steering Committee Meeting	15	
Stakeholder Interviews	24	
Public Visioning Workshop	160	
Targeted Outreach to Local Groups		
Your Creative Angle Meeting	20	
March 10th African-American Heritage Advisory Board Meeting	15	
March 17th Public Workshop with Aurora Downtown	38	
April 1st Visioning with First Fridays Participants	40	
April 14th Indian American Community Outreach Advisory Board Meeting	13	
April 20th Restore the Neighborhood Meeting	23	
Visioning with 15th Annual El Día de Los Niños Participants	55	
May 9th Aurora Hispanic Heritage Advisory Board Meeting	10	
May 17th Alderman Saville's Ward Meeting	100	
Online engagement (Phase 1)		
MetroQuest Online Survey	2,776	visits (780 completed)
Social Media Followers	194	
Total unique visitors interacting w/Facebook page	327	
Online engagement (Phase 2)		
MetroQuest Online Survey	1,663	visits (905 completed)
Social Media Followers	231	
June 16 Public Open House	100	
Total	5,804	2,943 (only completed survey counted)

Source: CMAP, Metroquest, Facebook

Other

February 18th Boys to Men "Phenomenal Man" Awards ceremony

RTA Pedestrian Access study

April 14th Aurora State of the City Address

April 27th ScaleUp Aurora Community Partners Meeting Breakfast

February 6th 8th Annual 2016 Jazz Brunch Scholarship Awards Program

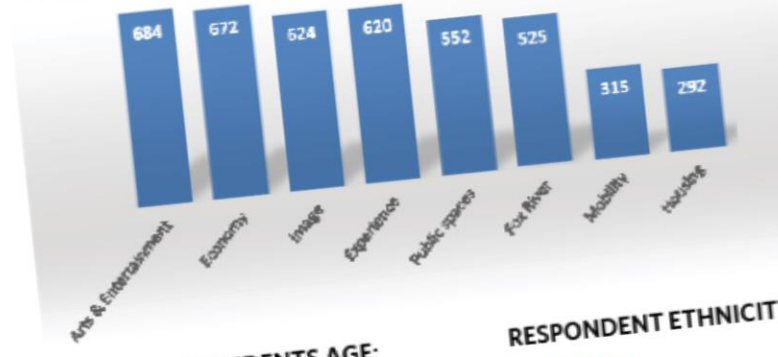
FAVORITE IMAGES



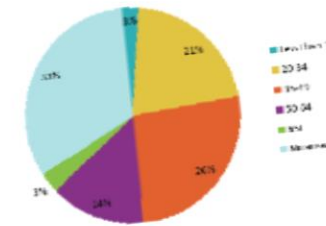
ONLINE SURVEY RESPONSES - Phase 2 Recommendations

After the Public Meeting on Recommendations, a second survey was open for input on recommendations. Over 1,650 people viewed the online survey, with 905 fully completed surveys. The following charts and graphics represent a basic breakdown of responses to proposed recommendations.

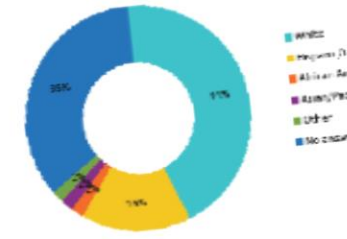
THEME RANKING



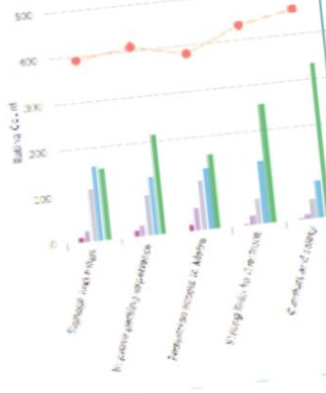
SURVEY RESPONDENTS AGE:



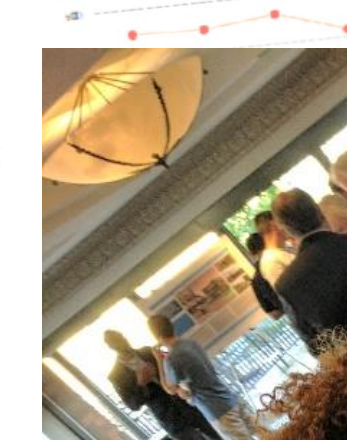
RESPONDENT ETHNICITY:



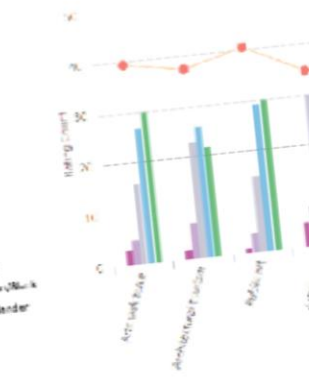
Experience



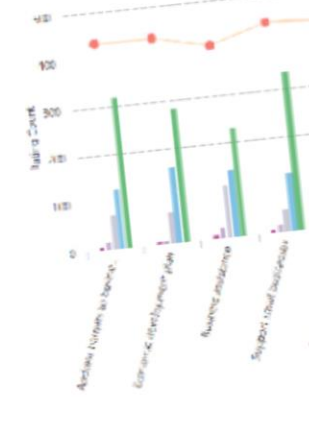
Public spaces



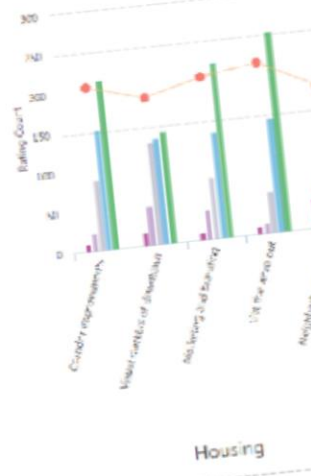
Arts & Entertainment



Economy



Image



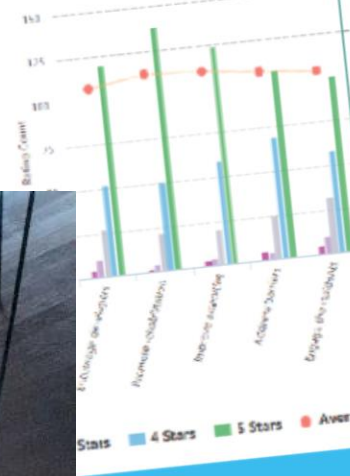
Fox River



Mobility



Housing



LEAST FAVORITE IMAGES



Aurora LTA

June 20, 2017 ·

The new City of Aurora Downtown Master Plan is now available for review. The plan outlines the community's vision for a more livable, walkable and vibrant core. It focuses on creating a unique, memorable experience to solidify downtown as a desirable destination for people to live, work, and visit. CMAP and the City of Aurora are hosting a public open house on the plan from 4:00 to 7:00 p.m. on Thursday, June 22, in the Meyer Ballroom at North Island Center (8 E Galena Boulevard, Aurora). Come give your feedback on the plan: <https://cmap.is/ita-aurora>



CMAP.ILLINOIS.GOV

Aurora - CMAP

, the City of Aurora, in partnership with CMAP, will host a public open house

27,613

People Reached

3,656

Engagements

Boost

115

22 Comments 104 Shares

Like

Comment

Share

Hootlet

Most Relevant



Write a comment...

😊 📷 GIF 🗨️



Larry Spears looks great hopefully it will become a reality and not just another plan aurora can be a beautiful place for all residents to enjoy and to rival downtown naperville LETS GO AURORA lol

Like · Reply · Message · 1y



Denim Voirin Yay!!!



A Master Plan for Downtown Aurora





ON TO 2050 engagement

www.cmap.illinois.gov/onto2050

Katanya Raby


khenry@cmap.illinois.gov

Aurora plan engagement

<https://www.cmap.illinois.gov/programs/Ita/aurora>

Lindsay Bayley

lbayley@cmap.illinois.gov



3 challenges
with public
involvement
for MPO's

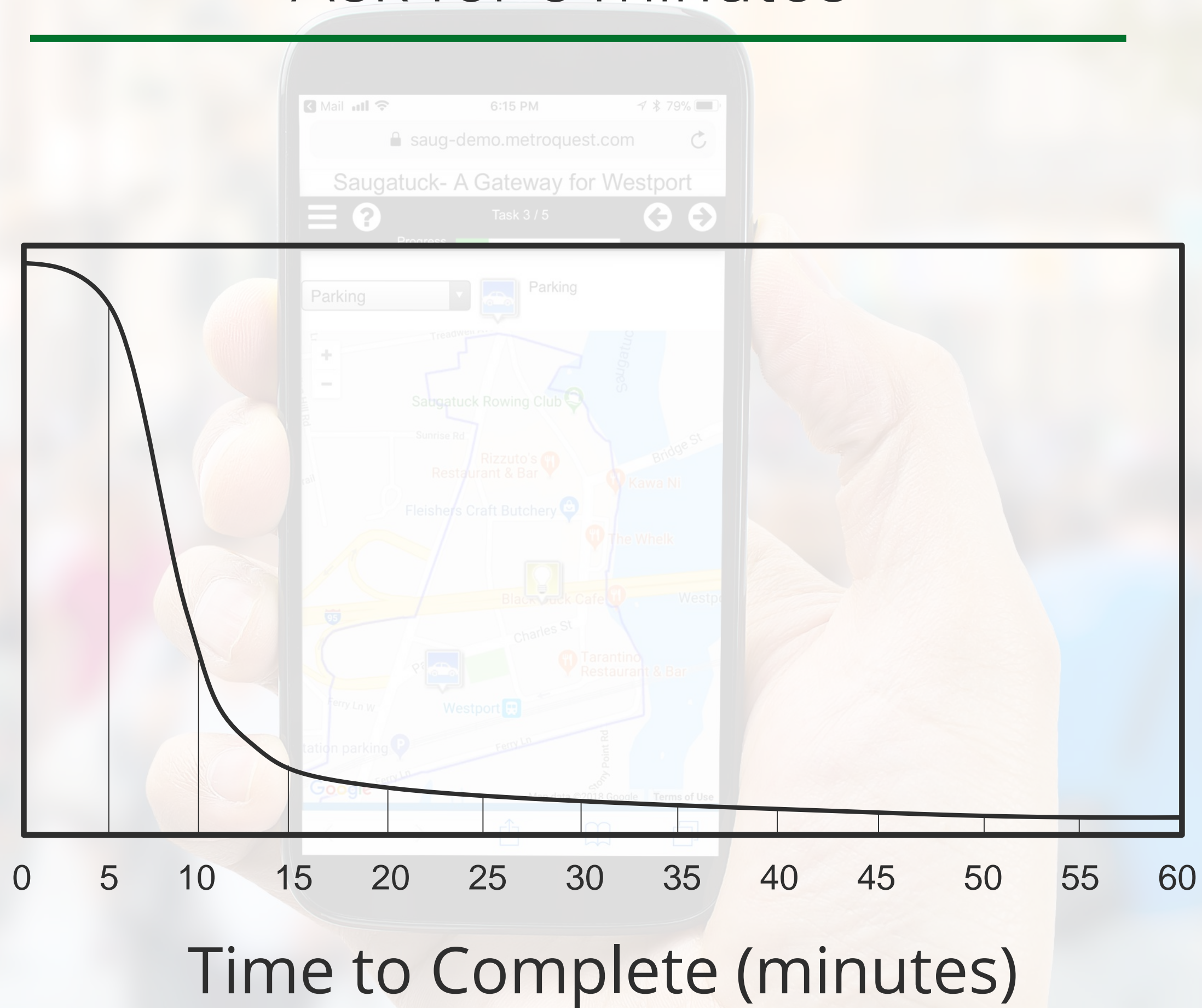
1

Poor participation
and missing
demographics



Ask for 5 minutes

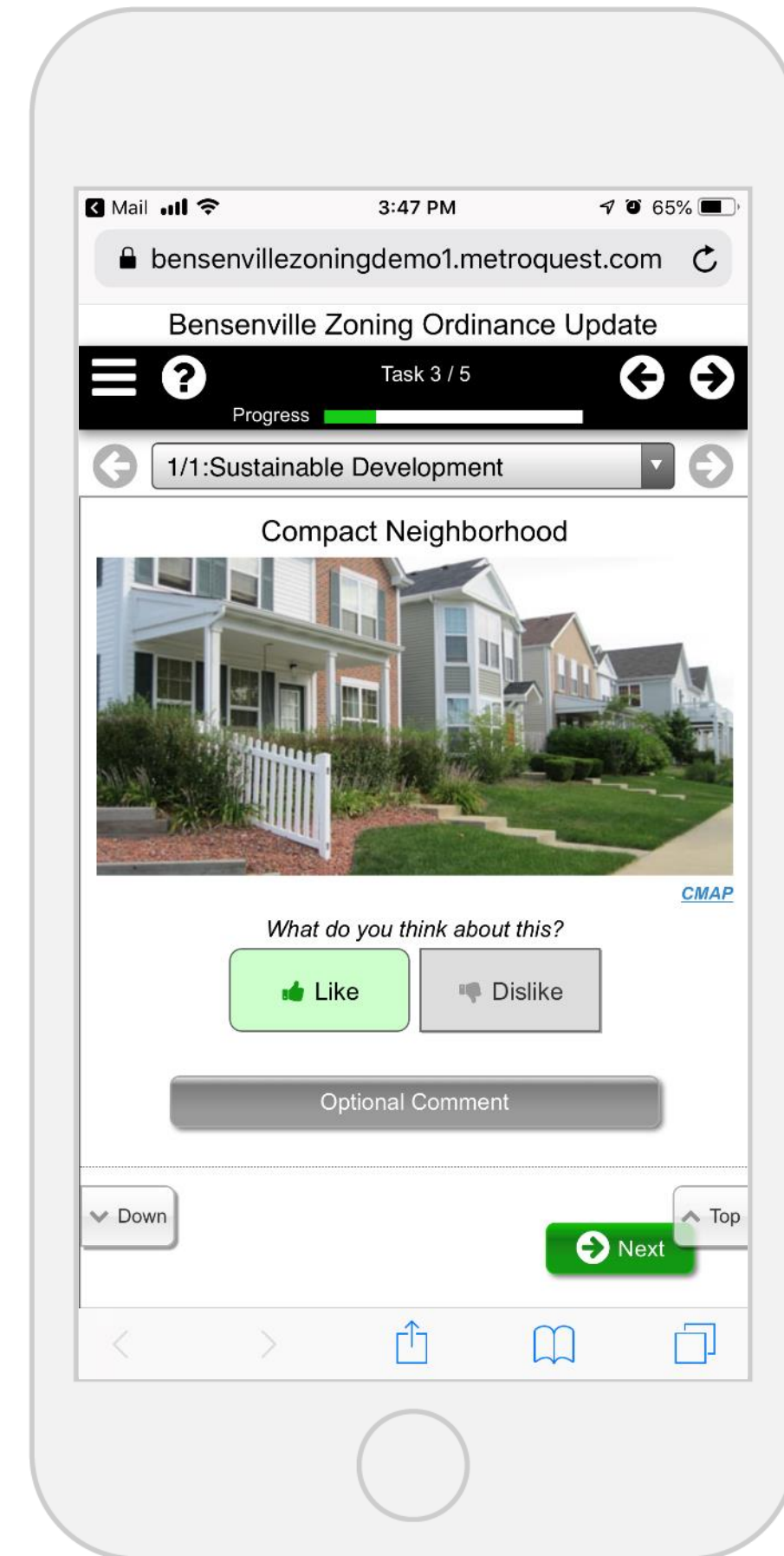
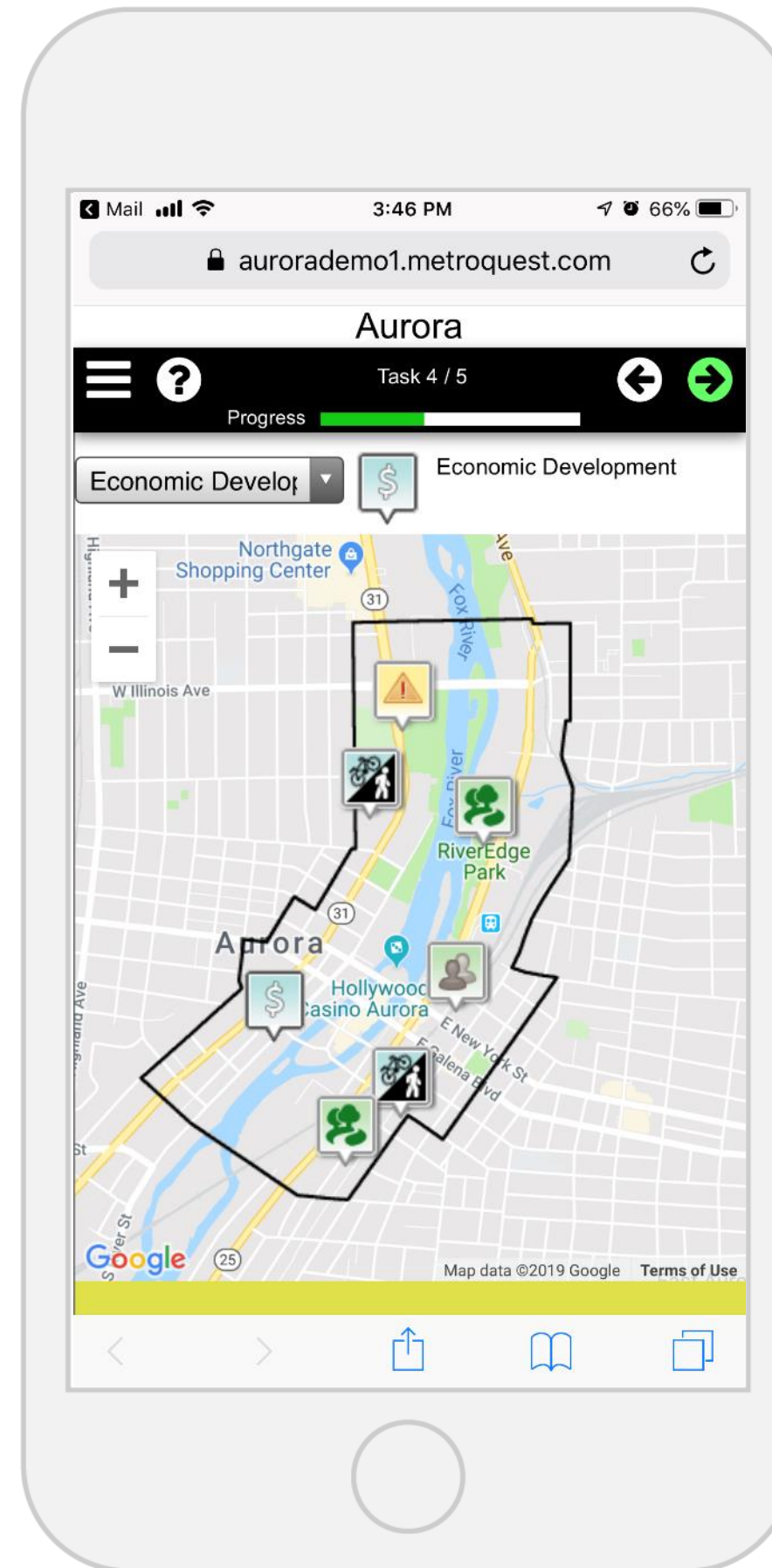
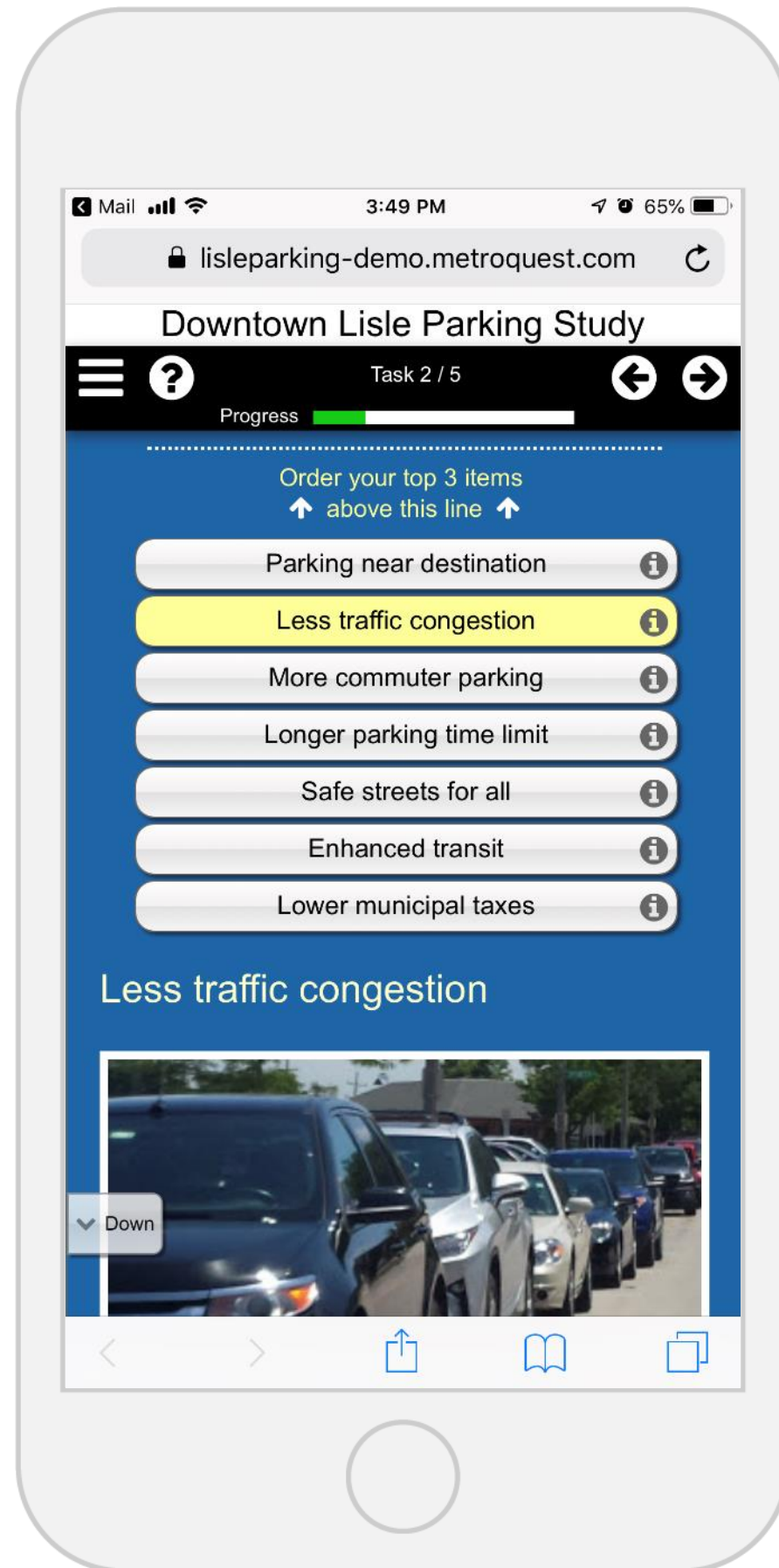
Participants



Be multi-channel



Delight on mobile



Make it safe & private



Offer it anytime online



Go to them



Have fun with promotions



2

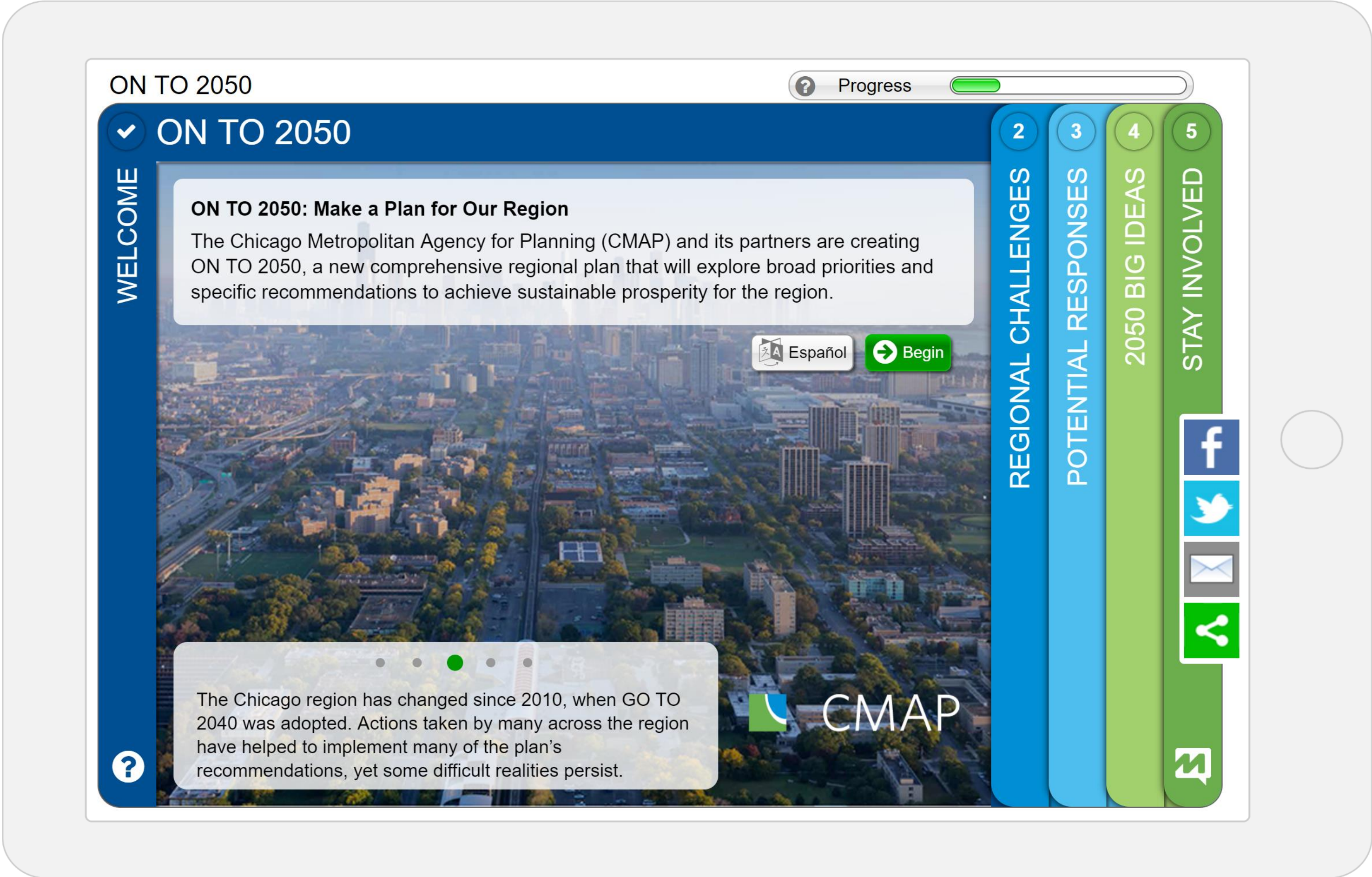
Complex planning issues



Make it informative & interactive



Weave in education



Rank public priorities

Aurora

Progress

2 Rank Your Transportation Priorities

What to do

Next Task

WELCOME

MOBILITY

1 Traffic Flow

2 Bus service

3 Parking

Order your top 5 items
↑ above this line ↑

Bicycling

Walking


Access to Metra trains

Wayfinding & Amenities

Lighting

Suggest another item

Traffic Flow



Federal Highway Administration

This priority seeks to prioritize the safe, efficient movement of cars through downtown streets and intersections.

Comment

3 VITALITY

4 OPPORTUNITIES

5 STAY INVOLVED

f



Evaluate scenarios by priorities

Nashville nMotion

Progress

What to doNext Task

3Explore The Alternatives

Regional Transit SystemBus-Focused ExpansionModest 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

DAVIDSON CO.

John C. Tune Airport

NASHVILLE

Belle Meade

Forest Hills

Brentwood

Lakewood

HERMITAGE

DONELSON

Nashville International Airport

Legend

Please rate this scenario:

★★★★★

Optional Comment

Your priorities:

Improve Access to Transit

Minimize Costs

Expand to New Areas

Improve Existing Services

Develop Premium Services

Worse than todayBetter than today

4TELL US MORE

5STAY INVOLVED

HelpPrivacyAbout MetroQuest



Rate pictures to clarify nuances

1

WELCOME

2

SURVEY

3

INTERACTIVE MAP

4

LEVEL OF COMFORT

5

ABOUT YOU

?

Progress

?

What to do

Next Task

✓


Shared Use Path

Cycle Track

Bike Lane

Shared Lane Marking

Cycle Track



Chicago DOT

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

★

★

★

★

★

★

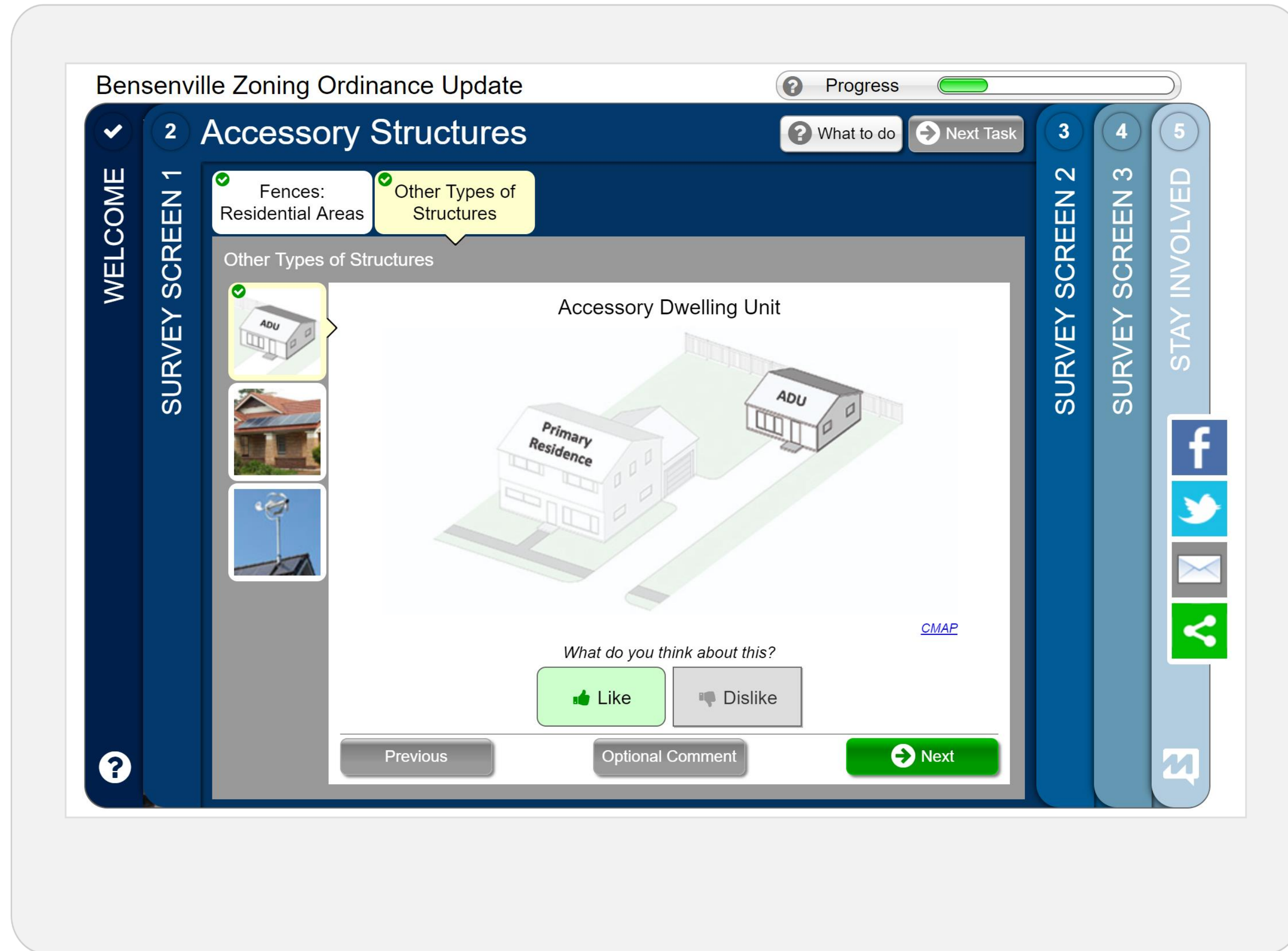
Previous

Optional Comment

Next



Use images to explain planning



Gamify constraints and budgeting

Constrained Resources

Progress

What to do

Next Task

5

STAY INVOLVED

Facebook

Twitter

Email

Share

?

1

WELCOME

2

PRIORITIES

3

IMPACTS & STRATEGIES

4

Key Assets

If northeastern Illinois were successful in securing new revenues from federal, state, and regional sources, how would you allocate those additional funds?

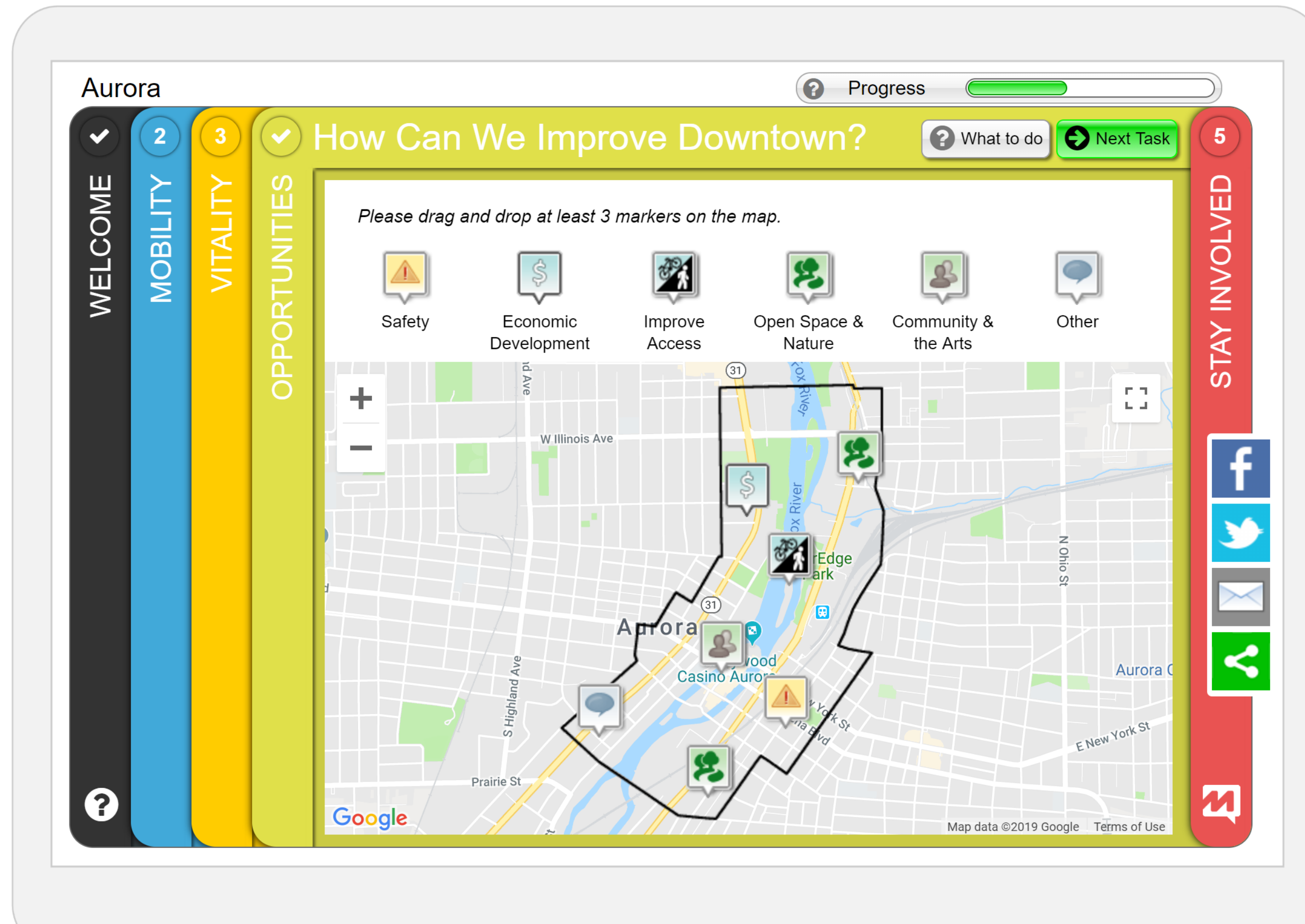
Each coin represents level of priority.

Drag coins to invest in the categories you prefer.

Roads, bridges, and transit	Public transportation	Natural area protection	Flood control
<div>1</div> 4	<div>1</div> 1	<div>1</div> 2	<div>1</div> 2
Economic development programs	Water supply	Housing programs	Other
<div>1</div> 1	<div>1</div> 1	<div>1</div> 2	<div></div> 0



Put citizens in the planner's seat



Foster appreciation for tradeoffs

1

WELCOME

?

2

PRIORITIES

3

PREFERENCES

4

FUNDING

5

WRAP UP

f

Downtown Lisle Parking Study

Progress

Transportation preferences

What to do

Next Task

✓

Parking needs

✓

Convenience

Bicycling safety

Valet service

School Street

Convenience: Walk or pay?

Choose the option that best shows which tradeoff you prefer

I'd rather walk a couple of blocks to find free parking.

«


<


Neutral

>

»

If I'm in a rush, I'll pay for a convenient parking space.





Previous

Optional Comment

Next Tradeoff

Focus on quantitative questions

ON TO 2050

Progress

What to do

Next Task

3

4

5

WELCOME

REGIONAL CHALLENGES

Transportation Challenges

Land Use Challenges

Economic Development Challenges

Environment Challenges

Governance Challenges

Do you agree that the following are critical transportation challenges for our region?

More about this

Condition of infrastructure

★★★★★

Comment

Need funding for transportation upgrades

★★★★☆

Comment

Roadway and freight congestion

★★★★★

Comment

Transit is fragmented and not interconnected

★★★☆☆

Comment

Suggest another item

Next Category

POTENTIAL RESPONSES

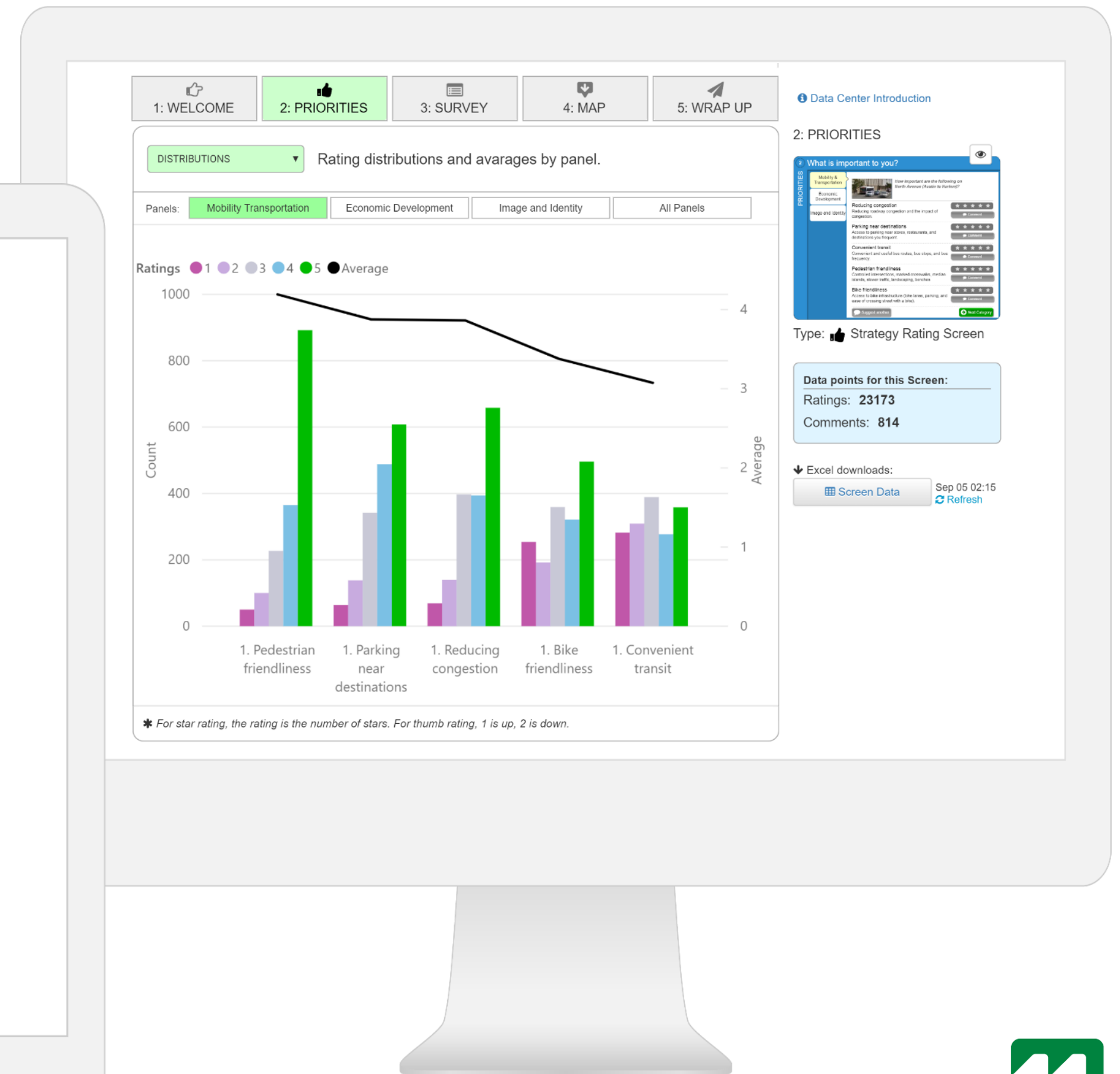
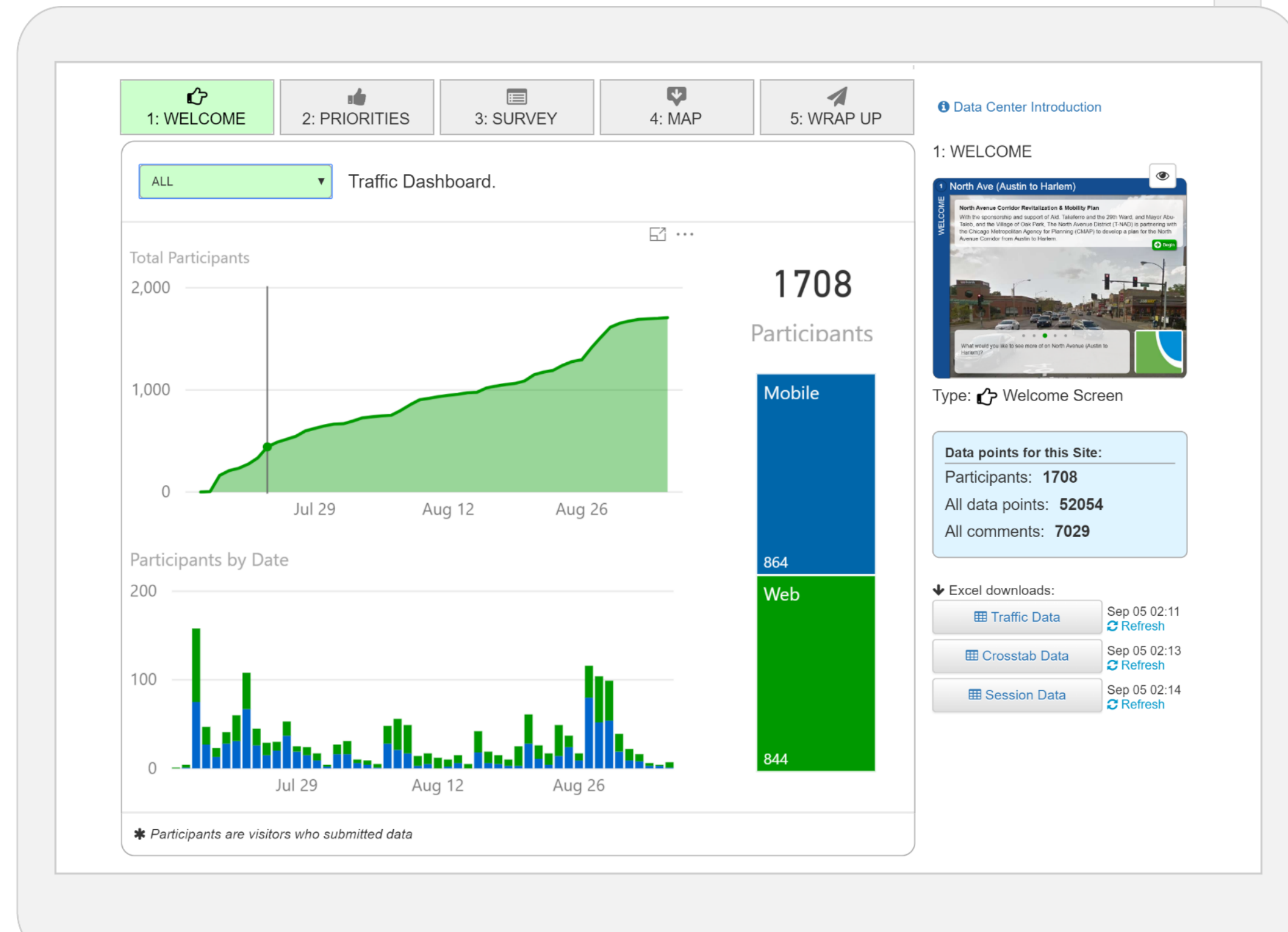
2050 BIG IDEAS

STAY INVOLVED

f

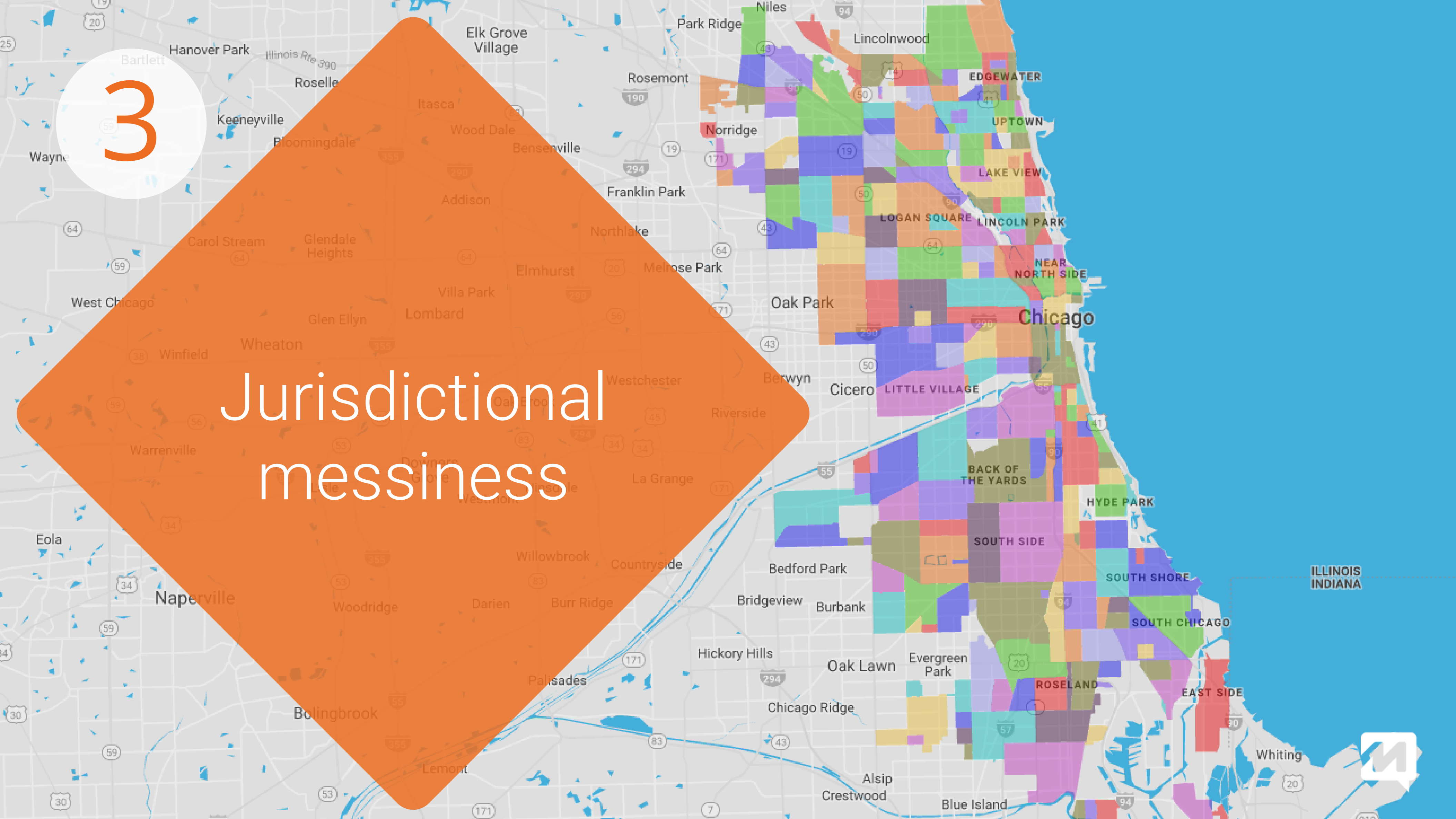


Monitor dashboards for results

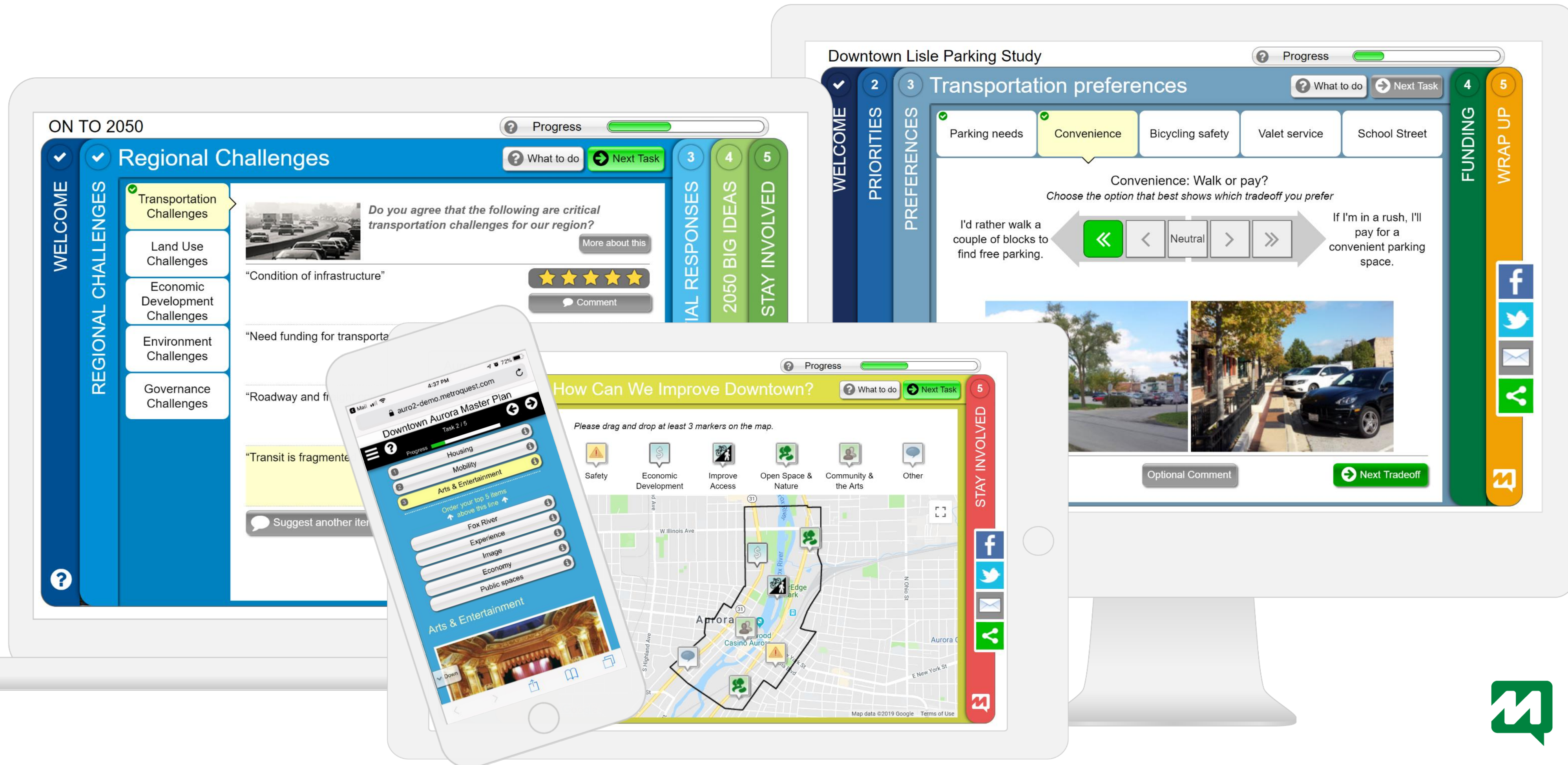


3

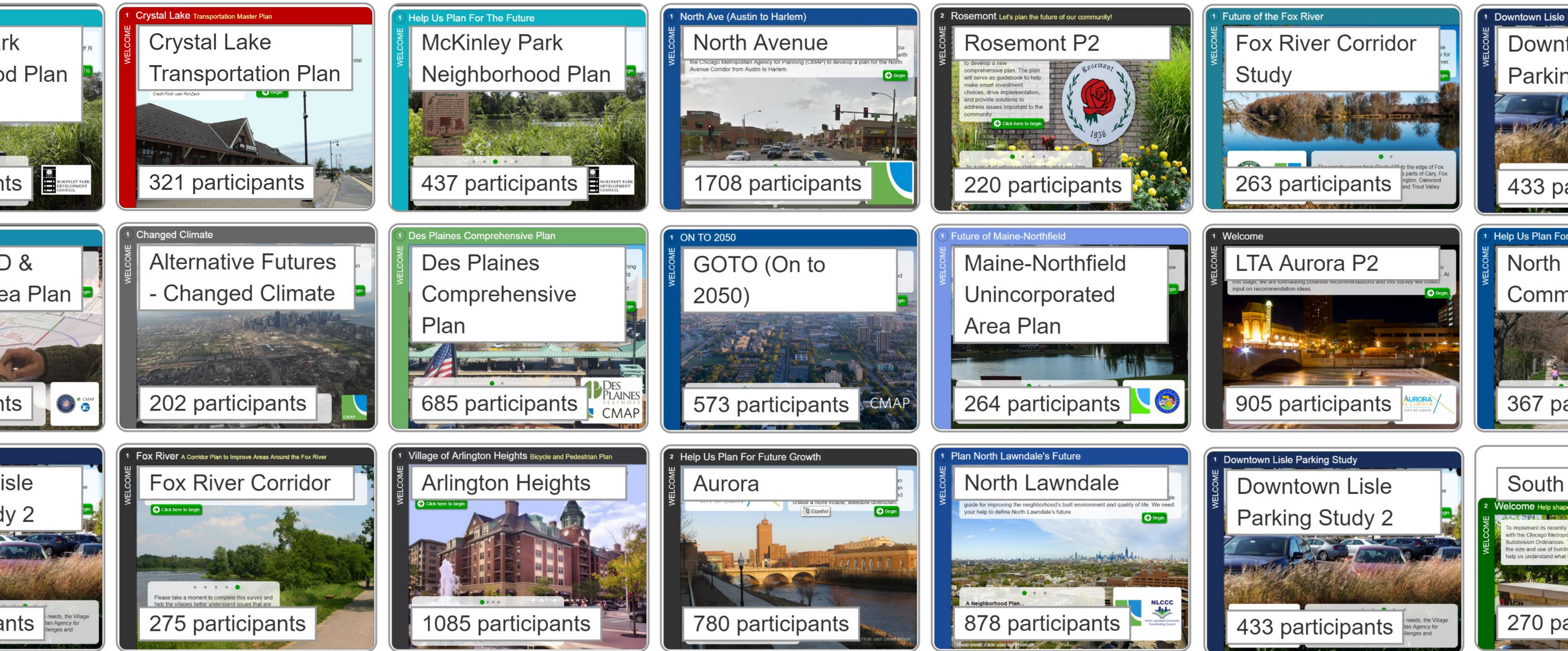
Jurisdictional messiness



MetroQuest engagement toolbox



A look into CMAP's 70+ surveys




Celebrating great engagement!

- 📊 523,300+ data points collected
- 📊 23,100+ people engaged

Congratulations CMAP team!





Poll: What
additional information
would you like?



NEW MPO Report

Public Involvement Trends that Matter

- Top 3 MPO Challenges
- Top 5 Public Participation Priorities
- Citizen Preference Insights
- Popular Involvement Methods
- Public Involvement Frequency
- Top 4 Transportation Project Types

Thank you to 172 survey participants!

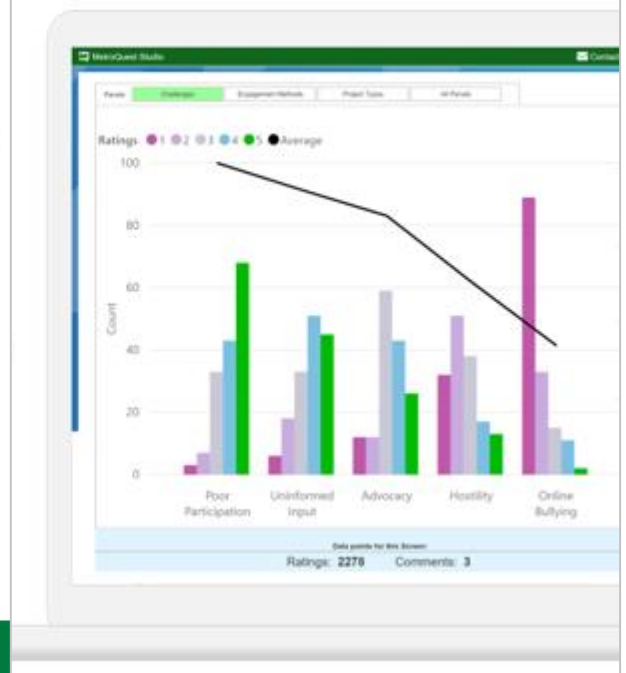


Despite their efforts, many MPOs are suffering from poor public participation.

Public involvement is valuable for many reasons. Informed public input can help shape transportation plans to meet the true needs of residents. Better decisions can be made prior to investing millions of dollars in new developments, while increased public support can streamline project approvals. But effective public involvement is not always easy.



ement challenges, using both a rating and open-
ation' as the most common challenge, followed
: don't make time to give their input," noted one
formed citizens are trying to sway projects."



2018 MPO Report:

Public Involvement Trends that Matter

 MetroQuest
Engagement optimized



Questions?



Stephane Phifer



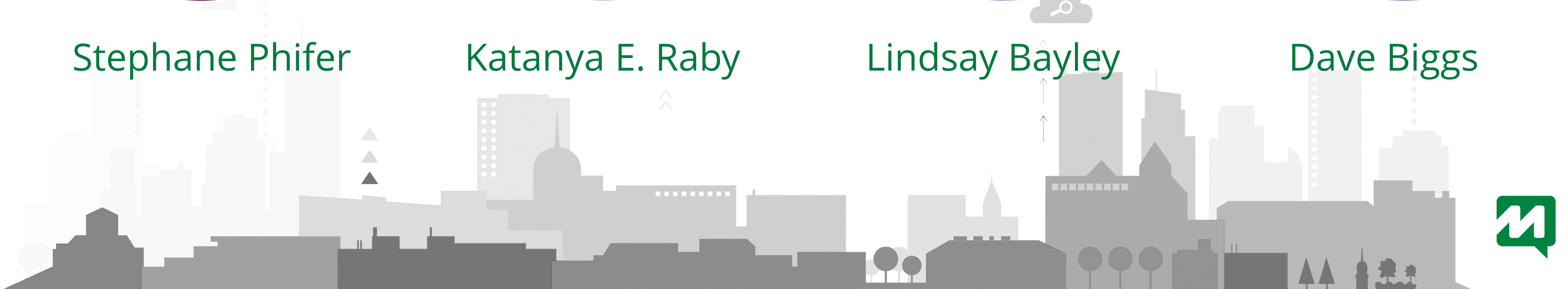
Katanya E. Raby



Lindsay Bayley



Dave Biggs



Thank you for participating!

AICP CM: <https://www.planning.org/events/course/9170752/>

