











Dave Biggs
Chief Engagement Officer
MetroQuest





### 8 advantages of great engagement

- ✓ Impress clients with increased participation
- ✓ Champion data-driven plans
- ✓ Build public support and foster trust
- ✓ Reduce risk of public backlash
- ✓ Foster confidence with elected officials
- ✓ Get your innovative plans approved
- ✓ Cultivate customer loyalty
- ✓ Gain a lasting competitive edge



### 20 years of best practices research

















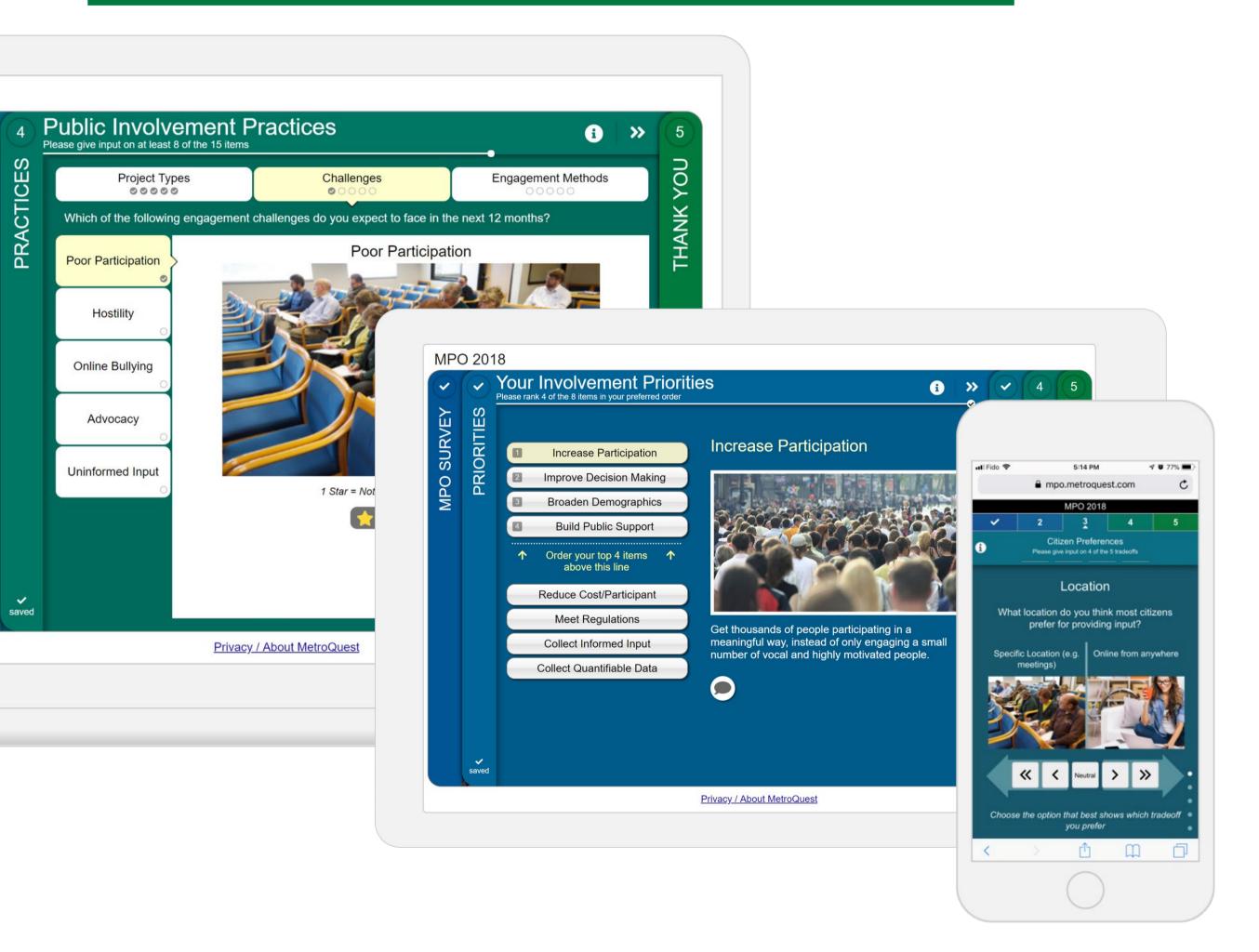
### Select MetroQuest subscribers

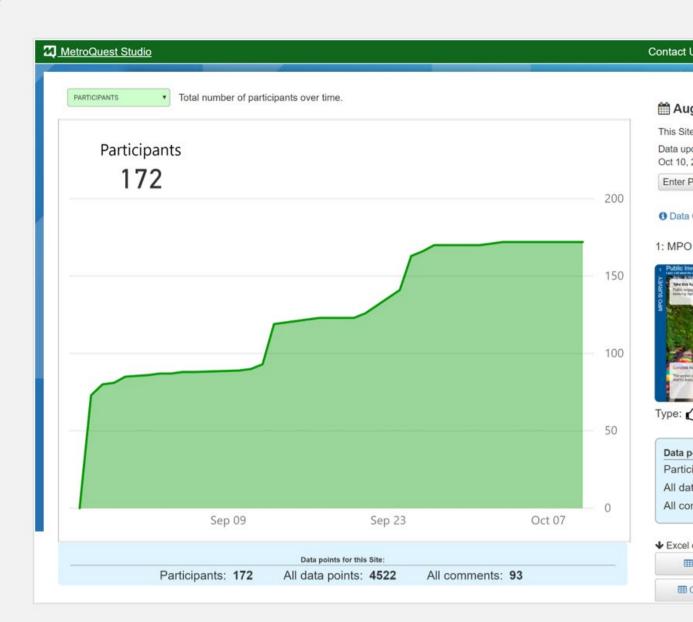
### Consulting Firms FREESE NICHOLS Kimley » Horn Michael Baker INTERNATIONAL | raimi+ | associates SNYDER & ASSOCIATES McFarland Johnson RENAISSANCE DIALOG PLANNING arellano





### Public Involvement Matters survey





### #1 Challenge: poor participation

"Apathy and time commitment by the public."

"Currently we have very little public visibility, awareness, and involvement."

"People just don't make time to give input."

"Lack of participation. Reaching the same motivated people who may not be representative."

"Getting people involved and interested in the first place and getting a decent demographic cross-section of the population; not just elderly white people."

"Regardless of what advertisement methods we try, we get the same small crowd."

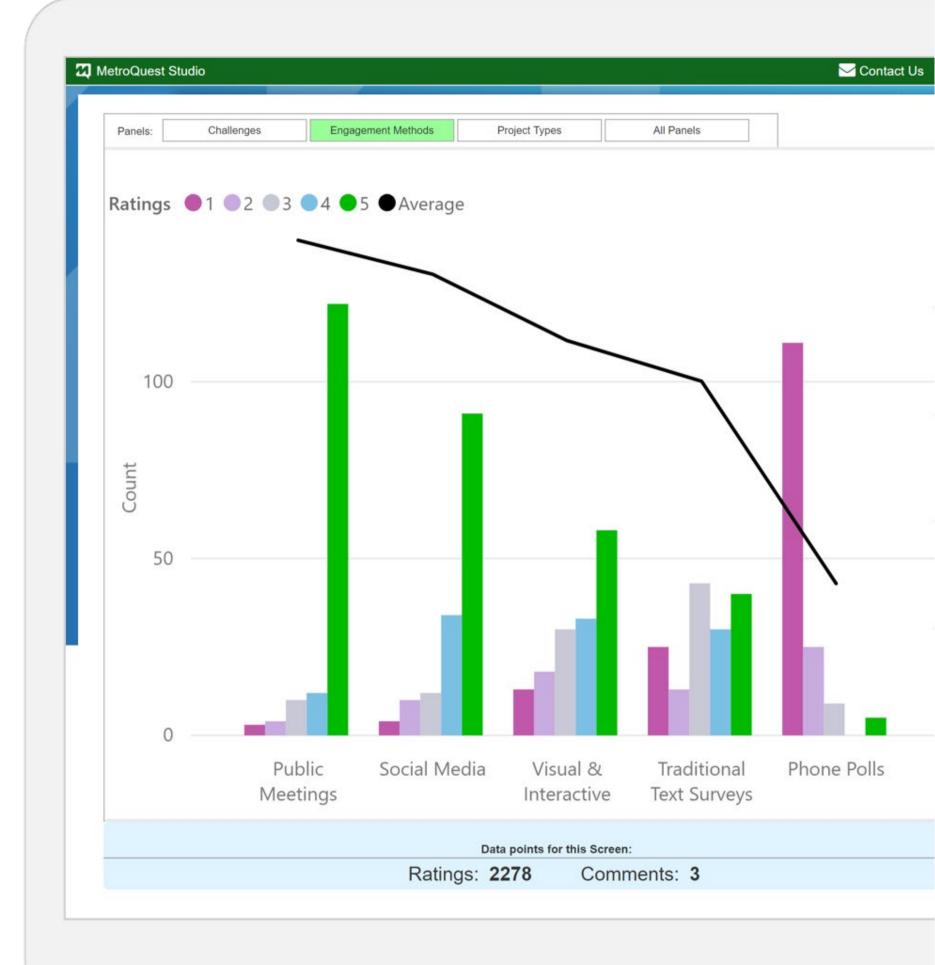


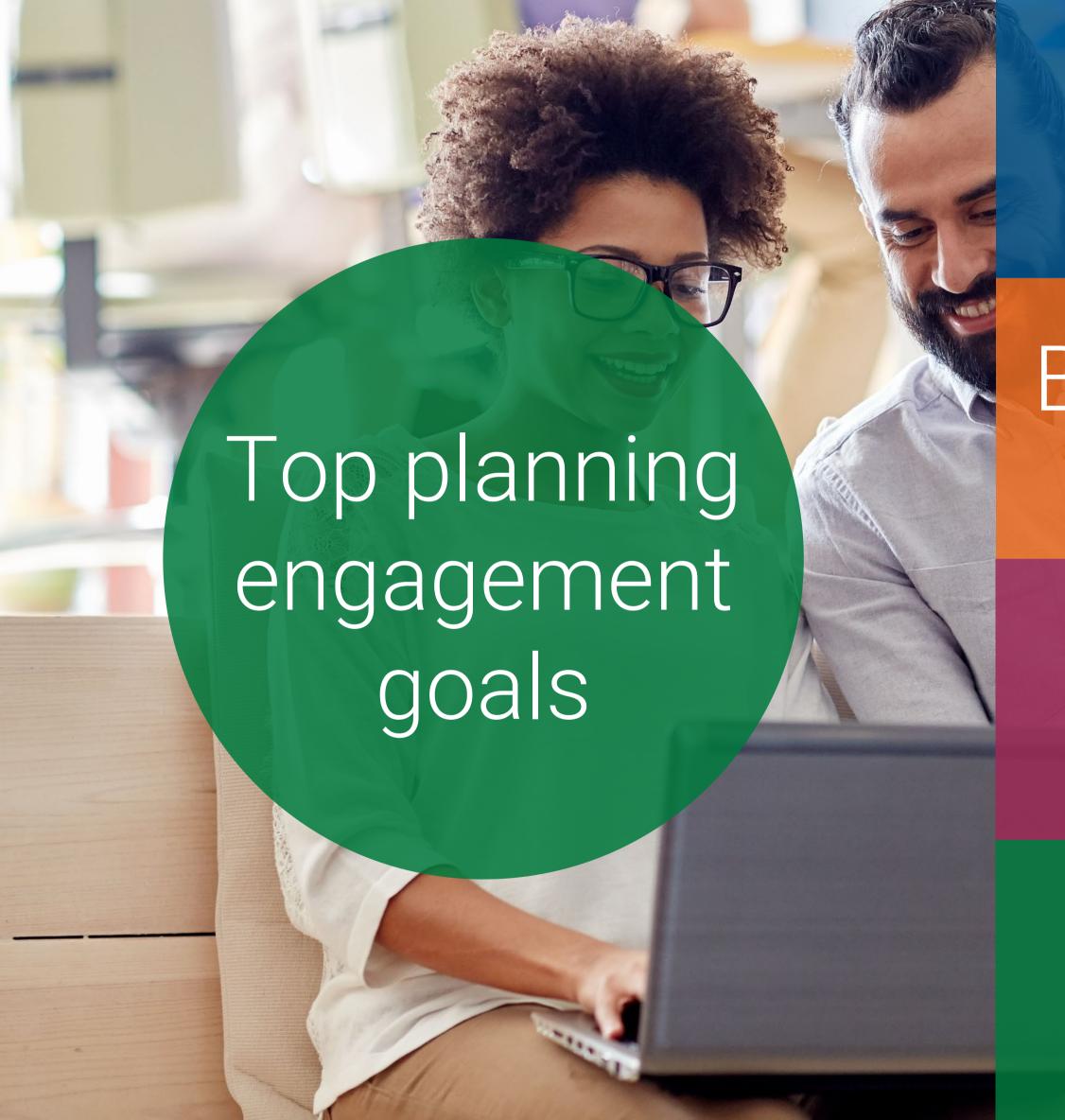
### Top 3 Engagement Methods

#1 Public meetings

Growing use of online tools!

- #2 Social Media
- #3 Visual & interactive online tools





Increase participation



Broaden demographics



Inform & educate







ONLINE

FORUMS

Like in the downloan core of Barrie. We are young professionals: and are raising a young family. We absolutely love that our home is central to everything Barrie has to offer. However, being in this area does not come without some faults, we are tacking in a quality grocery store that is within walking distance. The walk from where we are to downtown shops and restaurants is less than ideal. The streets are driv, we have to pass a methodone clinic and a well known corner for proxiliation, etc. I would love to see more green public spaces throughout the area. A fermer's market with longer hours or also offered on Sunday, with extracumoules for kids if can be lough to make the short window in Saturday, I am excited to see how Bertle (downtown in particular) grows over the

Reply Do you spree? at 4 . Hide reply (1) A. Share

Jordan Lambie, 6 months ago

Alert moderator

Hi Amenda, thenk you for your comments - we appreciate the feedback and local insight! Your point about a grocery store downloan is well taken - if has become a common commant. these others I sell of our second encouragement executs. Coventries of Berrie will be transforming a lot in 5 to 10 years, to be sure, and we will be working to make sure it is safer and more appealing. The City is biking alops to improve your welk downtown right now with the planned Dunico Street East Improvements. Be sure to check the project page and see how you can get involved: https://www.bame.ca/Living/Cetting%28Argund/Road-Design-Construction/Design-Projects/Pages/Dunlog-Street Production of the second

Reply Do you agree? # 0 . Share

Who remembers the H-Block proposals/II believe our downloan would be a far different and far beller place had this or a similar development been completed. The current downtown is lovely and celling better. But properly directly adjacent laway from the take. from the downlown core! is under-used. Medium density. residential matched with useble. "welkeble" commercial lorocere hardware, restaurants etc.) is what makes a city centre visitie. Currently downtown businessess depend on drive-there patronage which is not bad, however it takes a totlo commos most consumers to bypiess the "Golden Mile" and/or the south end shopping ghallow to head downlown. And when they get there. they get what they need, hop in the car and leave. With more concentration of residential in and near the core, people will walk or perhaps cycle and "connect" with the city around them. If you've ever lived in a walkable community you will understand the feeling that comes out of having almost everything you require within walking distance. It doesn't take much to approach a Bohamian (sel to a neighbourhood. Please continue the work to connect the take with downlown. The Fred Grant Square: Walking/cycling anywhere near there when downlows pulls you to

renovation/rehabilitation is a stanting example of this. the take, and from the take you are drawn up the gentle slope to pentown. To complement this, the take-facing rear of the Dunlop St. buildings need rehabilitating. Storefronts facing the lake - not a new concept. This further cements the connection between our talogrant and our downtown. Cut the talouthors speed limit to 20kph for that very short distance to facilitate pedestrian comfort and add padestrian right-of-way crossings to ease movement in both directions. Currently, while it may be tempting to move downlown to the take or vice versa, the often busy and feet-moving road in between is too much of a physical and psychological barrier. For that matter, 30kph on the whole of Duniop St. from Stake St. to the fire half is not unwessorable with additional. storalled, pedealrish opensied crosswalks. If may well get people out of their vehicles, and allow them to feel comfortable and audiciness rinten un. Deserrita stoud hardure cel hate whancour haassons dictalal Close Bayfield St. from Collier to the laborations This could be a permanent pedestrian mail of sorts and it would scrive the brutality fuel to the Five Points intersection. Like Fred. Grant Square, it could be designed to serve as a 2-way funnel

Roply Do you agree? at 1 90 Hide reply (1) A Share-

M Jordan Liambia: 7 months ago

Thanks for your comments, Greg. We've been hearing a lot. about the need for more residential infit with service retail to increase the city's welkebilly and connectivity. Regarding your comments along Duntop Street, please be sure to monitor and perticipate in the Duntop Street East Improvements project: https://www.barne.ca/Living/Getting%28Argund/Road-Design-Construction/Design-Projects/Pages/Dunlop-Streetbast-improvements.sept

Alert moderator

Reply Do you agree? # 0 # 0 Share

o intensify the downtown core, I believe we need to look at what envices those people will need. A GROCERY STORE is the riggest lacking element to our downlown. A walkable grocery store or the downlown residence should be a loo priority before incounging developers to be building up in my opinion. Gracery dones are also hubs for community and could be a very large dose

Reply Do you agree? # 2 9 0 Share

The relative was broad to and union asserting limit in an and uniform subdivisions of cookie culier homes with a gampe out front, we must make more of an effort to build up chic apages and allow for inique development forms including year lanewers, urben forests. educing or eliminating the 'greenapage' that are truely wastelends. ncluding zoning minimum yard requirements, bodievards, etc. make them an actually useful space that doesn't just grow andelions. Walking and biking and then transit should be the lind. orms of transport considered, and made the easiest, following, real h, social and environmental goats for complete communities orior to forcing new development to hope in a car to get rivehers. Height is not a bad thing, so long as municipal servicing s available, perking and light impacts have been considered. We ual hold firm on having ground floor space available for ommercial/mixed usex - unlike the Phatt development on Cundies.

Regly Do you agree? # 2 # 0 Hide replies (5) A. Share

M Cherry , 5 months ago:

Alert moderator

Great insight! Hope you can come out to the Workshop on April

Reply Do you agree? at 8 . 9 0 Share

berrie for cyclists, 8 months ago Almet most protection

I agree with this - the concept of garages in front is what acts as a barrier to many. As we gain more second suites in our neighbourhoods, these come with more cars and congestion. Driveways eiden and more vehicles diod the streets and overhang the sidewalks. If we want to sit out in front to connect noisy traffic to contend with. Earne needs to move away from its car-centric culture repidly, yet I don't see this happening. How can see encourage cultivaria to give up their cars?

Reply Do you agree? at 1 #0 Share

bernie for cyclistic, 8 months ago Citizens, not culmens.

Reply Do you agree? of 0 . Share

Alert moderator

Alert moderator

I don't think we will be able to give up cars for a long time are lacking. I would have to use rental cars to which I am practical or other declinations and want to avoid the egal hassies which can arise with rentals. When a car belongs me I can have it insured and maintained according to my lerms. If it's scratched, that's not a big deal. There are no ripleasant surprises with using my own car. With rental cars, you need all day to read the line print. Even then the learns may not be as you espect. I've heard horror stories about rental cars. If lead on centro my car until I can enjoy the countryside and other cities by public transit. Remember in the planning of Berrie that terper numbers of seniors are often past the option. of long walks and biking....and galling to London by take is a bit. of drain on one's energy

Reply Do you agree? 🕸 🖰 🛡 🖰 Share:

Etions: 7 mostlinears.

Hi Janet, thank you for raising this basis. An expanded regional Ingraportation network will take time as well as: coordination from Matrolins and other partners. The City of Barrie continues to work towards improving our local transit. evolum to meet the needs of our residents and explore sportunities to improve connections to the regional network

Reply Do you agree? at 0 . Share

Perhaps there could be better policies to enable us to use: sented cars, but I don't feel safe with using those at this time. foo much fine print. A friend had an eccident with his leased car and he ended up paying monthly for a replacement as: well as continuing to pay the entire lesse period on the wrecked car - though the leasing company out the insurance on it! I guess he didn't read the line print! Other stories come out also and these situations turn us off on selling our cars.

Reply Do you agree? # 8 9 5 Share

nismativ means to me a cush to build when in fact we ready ness to back off and pay alterdion to what we really have and what eads to be fixed. People move hele because the cannot afford where they live or want to go amalier, however, the same thing is reppening here. We keep growing, growing and more growing so was bridge for their respect of buildings more affordable becomes for those who need it and believe me there are more than \$50 people. who need it and if we follow the cuidelines that were presented to us and we actually beat the half way comi for a 3 to 10 year. proposal then My friends and council we falled and will continue to all for elemity. (My apologies as I cannot remember the actual year amount) We will never calch up. However you say that moding more people will help well see and no - more money ink coffers more roadways to maintain and pipes, cables, nosplowing, and more intense traffic thus more quarted traffic lose from more notice sit: If never and a Mis still have the same of problems. If to like fives broke it of down to what covernments left us to do ta budget and plan. So I build a home and two years taken 4 peole come to live with me however houses is too smal so now? espand adding more rooms and plumbing, electricity and more perking space. Then it happens 2 year later again however you ere there is a problem that has arben. With all this growth and it all had not finished what I started 6 years ago so a problem has risen as I have not been able to keep up with the growth. To be able to keep up I reise the rent which priv allows me to pat some stuff done however not at of it. It becomes a victous circle. Why do we force our own reighbors out when it was them in the first place who helped their city grow to a comfortable place they enloyed. Now they want to downgrade however after house is sold and they 000,000 rever partitions brother tomaco veet between at hard Toward plus still live that comfortable if a they had previous in order to empay their free time. Replestate correct in and serys have you hought about Midland or Orlita. No was born in Orlita do not wish go back and Midland is loo far from everyone I know. So ineffect they do not have a choice. Once people could retire in their frome lown and now more and more must leave, and God help you if you have a doublilly and the money that is left over from the suit must be used to help you live in your golden years well - if it is under \$275 you might be lucky. The homeless we have here is a sharre. We could have renovated a number of building that were in good condition and made low income apertments to help those aho need it, with this you put a responsibility clause in where if her are able to work then there is ground maintenance etc to be one or street and garbage cleanup that the city needs help with. We must also remember that if a person lost their job and cannot ind another then there is a very big chance if nothing has been ound within a month you can be real assured that depression has said to firementar and known that reproduces and selections accounted themse people pelling help so egain these numbers increase. So while it is nice that some lolk in the community come forward to help those brough fires etc. if a community was doinf a proper tob of boking. after it's citizens we would find housing and jobs for those folk to help them and our community inslead of passing the buck and was pulseting homeless l'eople. Do not say il cannol be done ecause it can be be and I have read if places who have been toing this as they are walking their talk. So let us back up and wally put our priorities straight, get them working then if all isunning amoughly you must decide how big you really went to be towerer, if you bok around, oh you so call wise ones, and look. ery close - big cities do not neally work as their problems just leed gelling bigger because they didn't take the time to neet yeard. between the lines and put the actual wishes of their community at arge into consideration. Yes Barrie is guilty of that.

Reply Do you agree? at 0 . Finds reply (1) A. Share

Hit Mivinisho - Ithanks for the feedback. This engagement exiteds s exactly that - a dialogue to identify community values and goals and to consider how they can be achieved as the city. grows. We want to hear from you about what the key communit values and experiences are. We undepeland that time is of the essence for both growth and affordability bases, and as you not in your comment - demand and growth will not just simply also or obserces. So, how do we want to shape our growth to achieve community goals? Growing more compactly and efficiently, rather han sprawling outwardy, can help us accommodate growth white also saving land and matural resources and reduce our gending on infrastructure expansion & maintenence. More units n a square area also means that more public dollars are evallable to be dedicated to building and maintaining communit actities such as parks, libraries and community centres. Interestination can use out different tratitions and and consenting vises to the real estate merical at lower and more affordable price points then single detected homes, for example. This diversity of product types in the market will provide more choices to residents to better match their financial or lifestyle needs. The City recognizes there is a shortage of alfordable housing, in: particular affordable rental housing, and has a number of nitalives and development applications underway to address the problem. More information on that perticular issue can be found ere: https://www.berne.ce/Cib/%20Hall/Planning-and-

Hapty Do you agree? 🛊 0 🔫 0 Share

Development/Policies-Strategies/Pages/Attordable-

fouringuage. Thanks again for your comment and feedback.



# Use ...

- For ideation
- Very early in outreach process
- To identify key priorities / themes

# Not for ...

- Broad public participation
- Private / safe engagement
- Actionable / quantifiable input



Laura Metcalf, about 2 but ago

Alert moderator

from what i've read that's not true, the federal government is only keeping 1/4 of the tax profits and the rest goes to the provinces and municipalities, plus it will create jobs and generate tourism which is great for local businesses.

Reply

Do you agree? 📹 1 📮 1 Share

Sory, but your wrong. It's exactly like cigarettes, alcohol, and gas.

Reply

Do you agree? 🏚 0 📭 1 Share

Laura Metcalf, about 2 hours ago.

Alert moderator

Alert moderator

i'm sorry your ill informed mind thinks i'm wrong. maybe you need to do some research on how taxes work, instead of troiling every post on this forum.

Reply

Do you agree? 📹 1 📭 1 Share

Paul, about 1 hour ago

Alert moderator

Laura, I work for a huge corporation that deals with government licenses, and taxes every day. I write numerous cheques daily to government bodies and I know how these things work. You're arguing with the wrong person unfortunately. Your facts are from horrible sources I) a afraid.

Reply

Do you agree? 🏚 0 📭 1 Share

Laura Metcalf, about 1 hour ago

Alert moderate

if you deal with taxes everyday then you out of anyone should know that having more local business equals more tax revenue for our city. it's pretty simple. and having store front pot shops as well as online stores will mean more people buying which means more tax revenue for the province, because not everyone is going to order online. they'll just continue to buy it off the black market taxes aside, if we say no to selling it in our city we're saying no to economic growth and it would be a huge mistake.



Increase participation



Broaden demographics



Inform & educate









About | Jobs | Contact | Maps | 511 | SMART SCALE Dashboard

REPORT A ROAD PROBLEM ( 800-FOR-ROAD (800-367-7623)

Home > Projects > Northern Virginia Projects > Rt50ChantillyStudy

> Travel Center → Newsroom → Info Center → Business Center → Programs → Projects & Studies



Saarch thie eita



#### Traffic Information

511 offers real-time traffic info. Anytime you need it, anywhere you are.



#### SMART SCALE Dashboard

Funding the right transportation projects.



#### Virginia Roads

Your one-stop source for VDOT maps, data and project info.



#### Connect With Us!

We're already busy preparing for National Work Zone Awareness Week #NWZAW (April will be here in no time, right? Ri... https://t.co/qZZz8t0aHL





#### ▶ Studies

#### Route 50 STARS Safety and Operational Improvements Study - Chantilly

Route 28 to Stringfellow Road in Fairfax County



Take the survey CLICK HERE TO BEGIN 2

We want your feedback! Take the online survey through Tuesday, Feb. 18.

A <u>public information meeting</u> will be held Thursday, Jan. 30 from 6:30 p.m to 8:30 p.m. at <u>Brookfield Elementary School</u>, 4200 Lees Corner Road, Chantilly, VA 20151. A presentation will begin at 7 p.m.

#### Displays

#### About the Study

This STARS (Strategically Targeted Affordable Roadway Solutions) study is assessing potential safety and operational improvements for nearly two miles of Route 50 (Lee Jackson Memorial Highway) between Route 28 (Sully Road) and Stringfellow Road (Route 645).

Currently, this segment of Route 50 experiences congestion in the morning and evening peak periods and a high number of crashes. Route 50 averages 71,000 vehicles a day within the study limits.

Potential short-term improvement options include:

- · Adding reflective traffic signal backplates
- Upgrading pedestrian ramps to Americans with Disabilities Act (ADA) standards
- Replacing and adding pavement and crosswalk markings
- Providing additional signage
- . Continuing the traffic signal timing optimization program
- Adding pedestrian signals in the median (two-stage crossing)
- Converting bus stops to bus shelters
- . Adding a Galesbury Lane and Lees Corner Road sidewalk connection

#### Area Map



#### Project Photos





#### Project at a Glance

Est Completion Date Summer 2020

Phase Study

Cost \$317,000 (Study only)

Lengths and Limits Rt 28 to Stringfellow Rd

Locality Fairfax

#### Contact

Andrew Beacher, P.E.
Preliminary Engineering

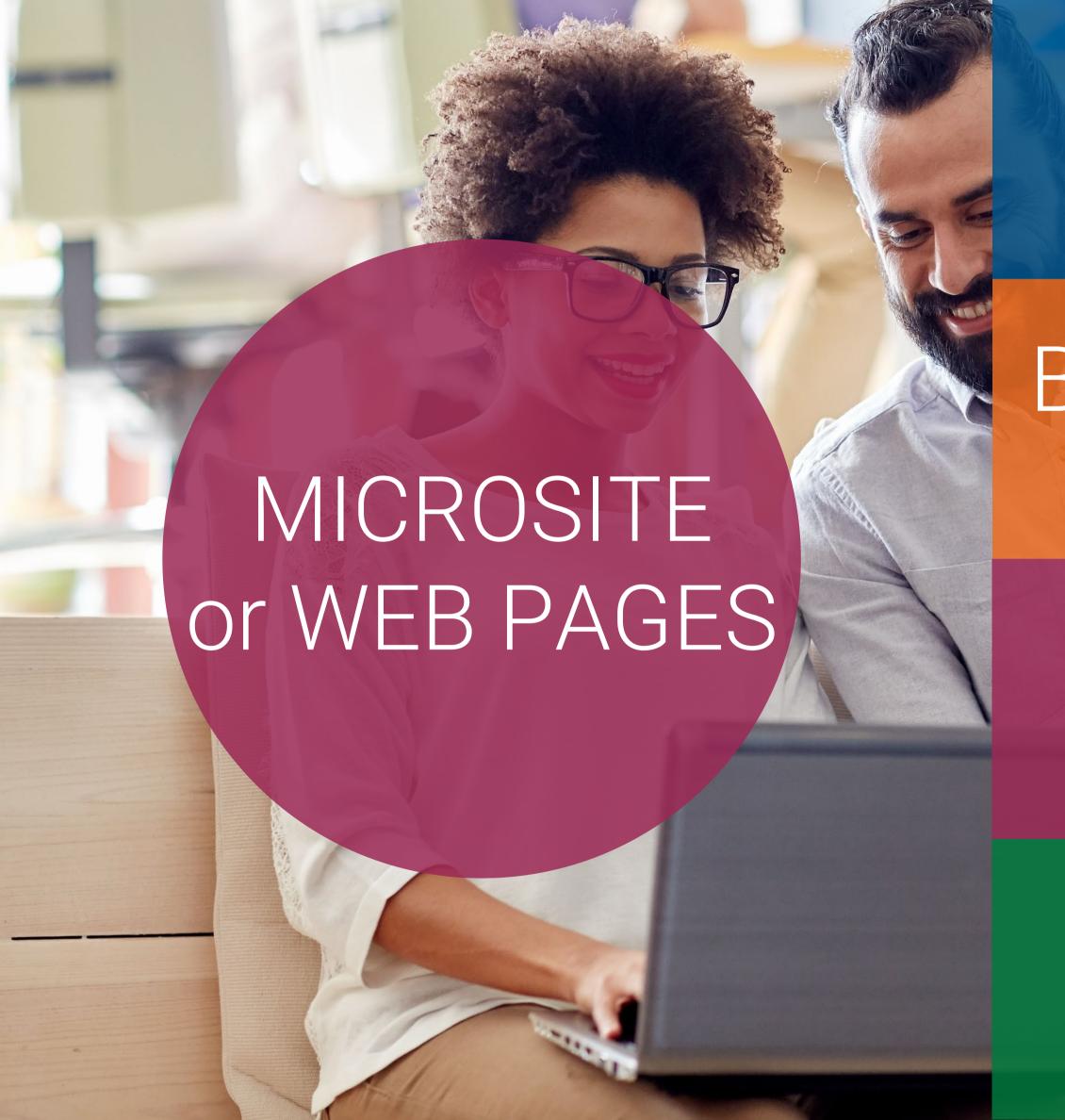


# Use ...

- For project communications
- Throughout planning process
- To educate the public

# Not for ...

- Mass public input / participation
- Broadening demographic reach
- Actionable / quantifiable input



Increase participation



Broaden demographics

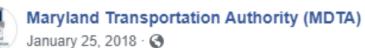


Inform & educate



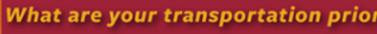






THE 2040 MARYLAND TRANSPORTATION PLAN SURVEY IS LIVE THRU JAN. 31 -- We need your input to learn what transportation initiatives are important to you. The Maryland Transportation Plan, or MTP, establishes a 20-year vision for transportation in the State and provides policy direction through statewide multimodal goals and objectives. Help us spread the word and share the survey link with other Marylanders so their voices can be heard as well! #2040MTP

Survey here https://2040mtp.metroquest.com







Like

SCDOT

July 23, 2019 · 🚱

SCDOT is updating the Long Range Statewide Multimodal Transportation Plan (MTP) to address South Carolina's growing transportation needs.

Take the Survey and view our video here: https://www.scdot.org/MTP2040Survey.aspx

#Driveourfuture



Comment Comment

3 Comments 36 Shares

( - C

Share

Like

Comment

Write a comment..



# Use ...

- For broadening public outreach
- To share project links throughout
- To promote online surveys

# Not for ...

- Private / safe engagement
- Contentious / permanent posts
- Actionable / quantifiable input



Increase participation

★★★★☆

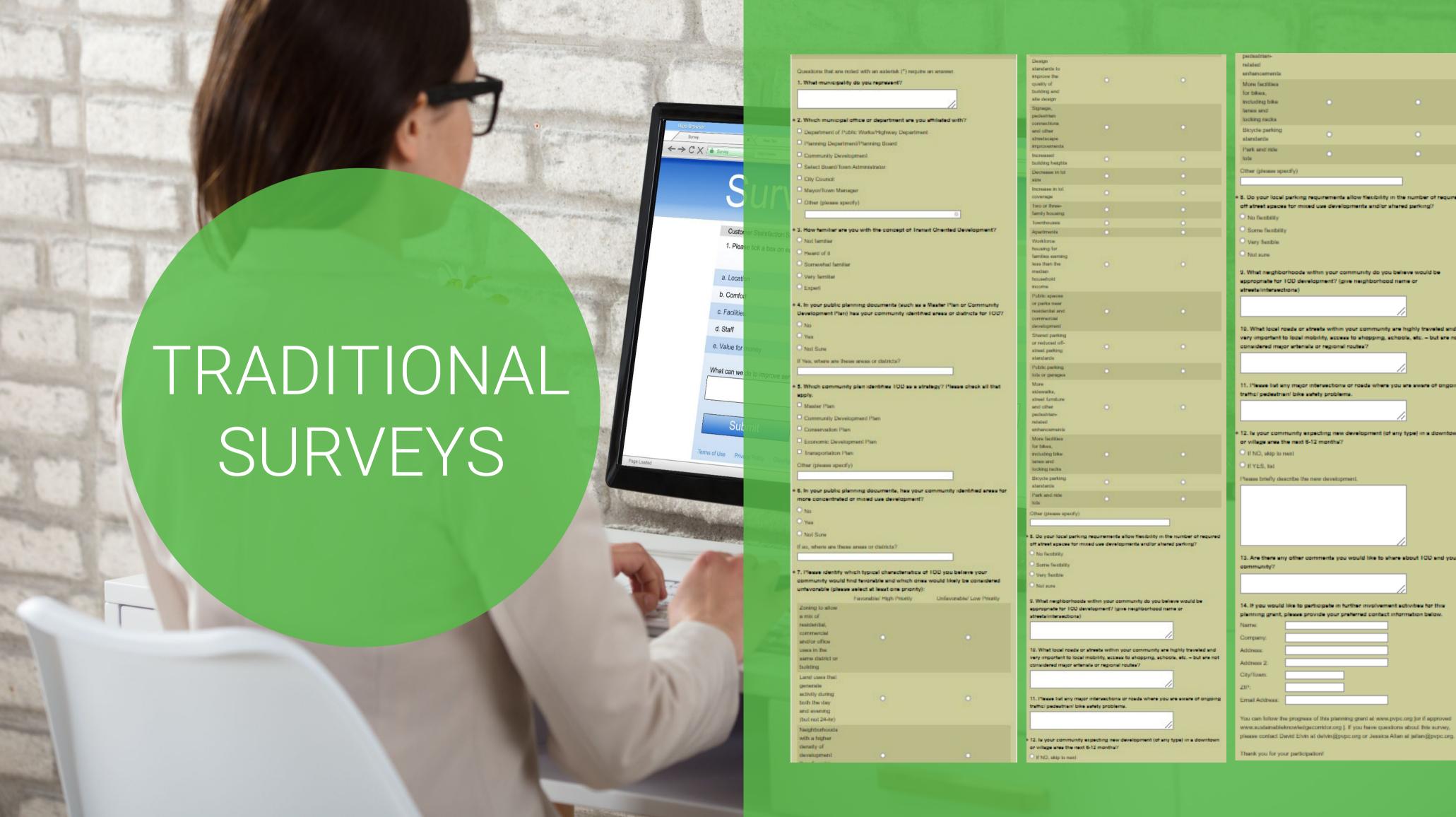
Broaden demographics



Inform & educate







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CNI			○ Very flexible
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ment			10. What local roads or streets within your community are highly traveled and
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cities			or village area the next 6-12 months?
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THE PERSON NAMED IN	dis or regional routes?		

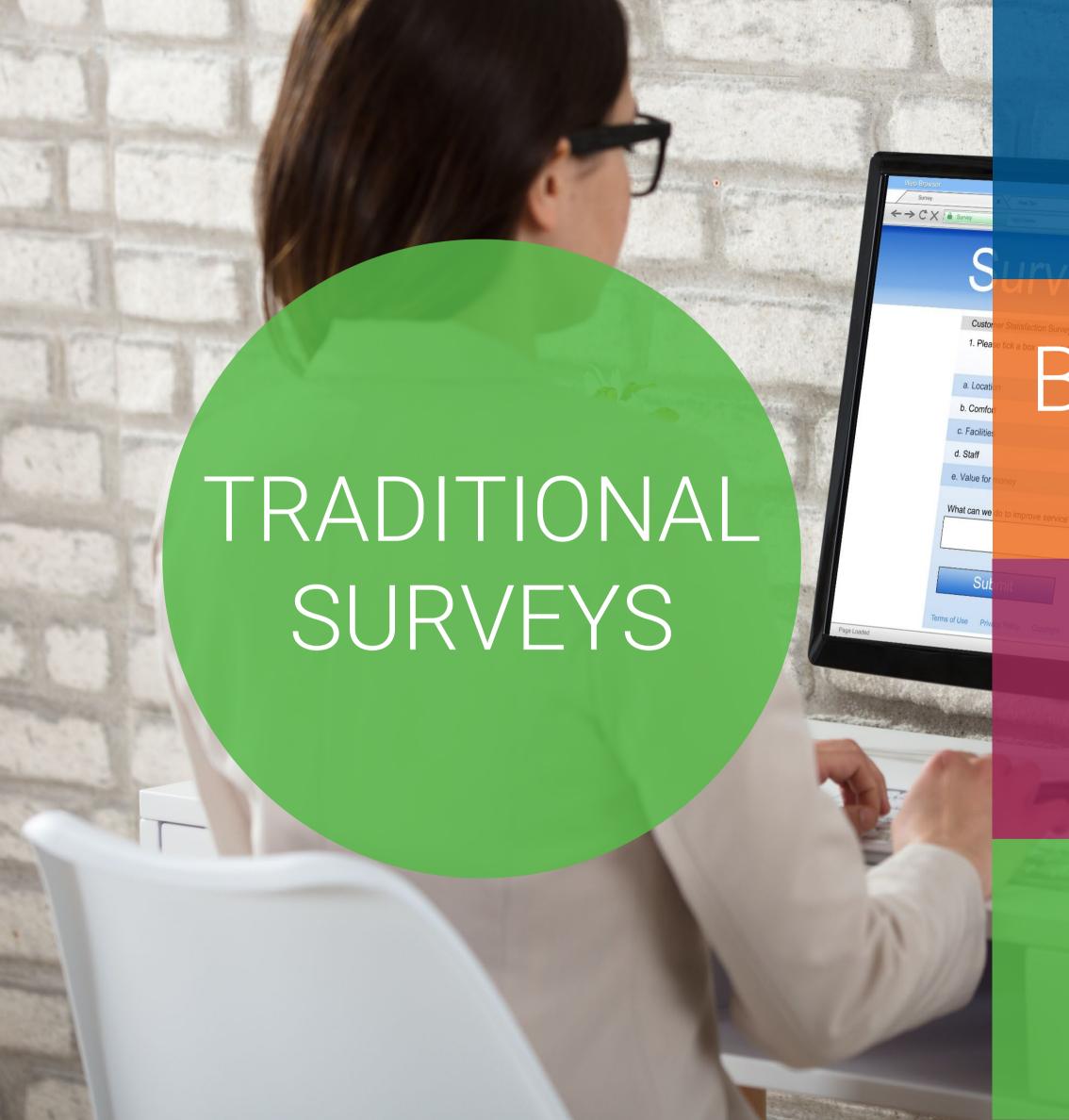


# Use ...

- For quick public feedback
- Simple projects (no jargon)
- To identify public sentiment

# Not for ...

- Broad / diverse engagement
- Urban or transportation planning
- Actionable public input for plans



Increase participation



Broad and end of services and the services of services and the services of the



Inform & educate





### What is MetroQuest?

- ✓ Online public engagement surveys
- ✓ SaaS subscription (unlimited surveys)
- ✓ Purpose-designed for planning
- √ 14 Screen Types (standard templates)
- ✓ Visually compelling & interactive







Increase participation



Broaden demographics



Inform & educate



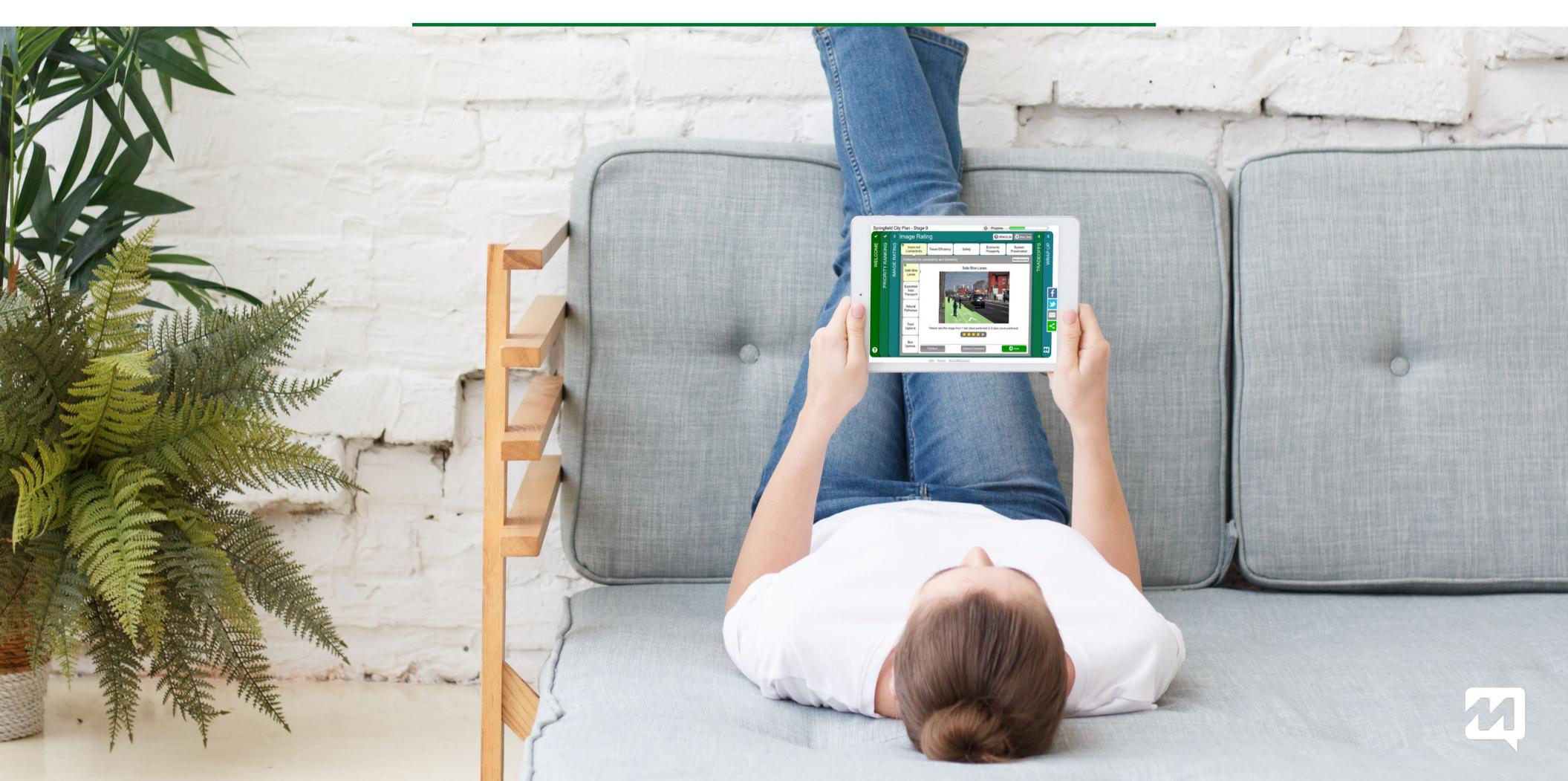




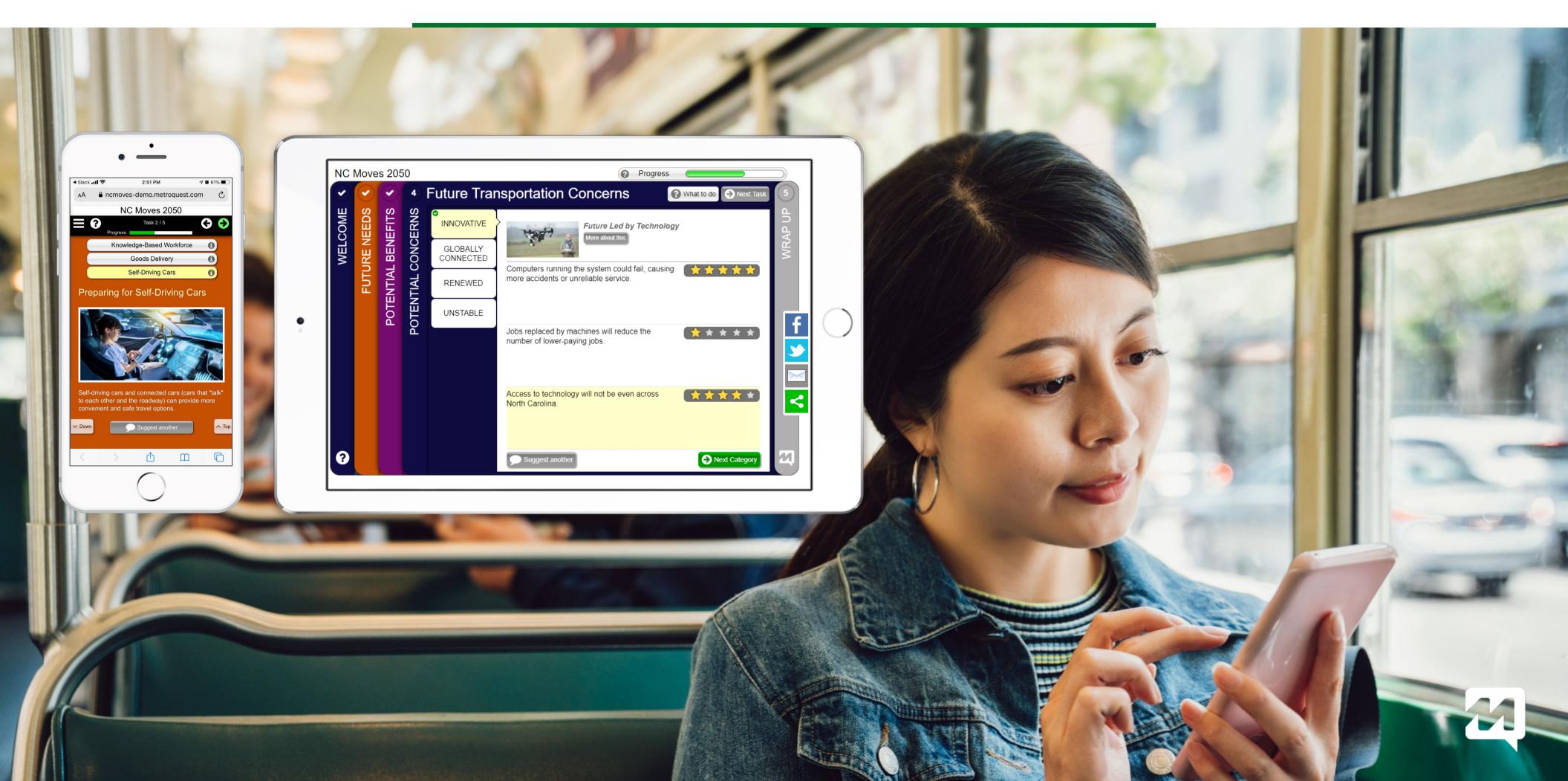


10,080+ participants325,400+ data points241,183+ ratings

### Make it fun and interactive



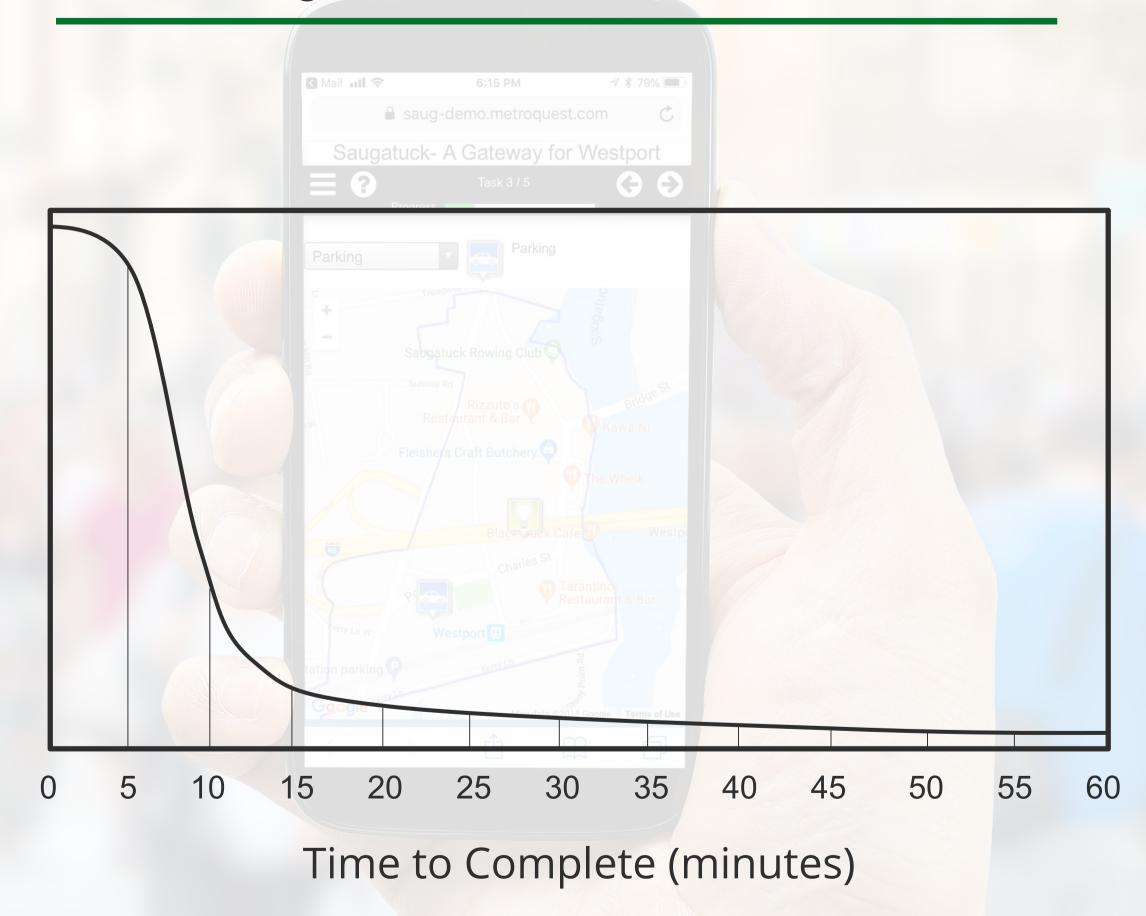
### Think mobile



# Keep it private to get "true" input



# Design it to take 5 minutes



Participants



### Use these 12 promotional tools

# FREE eBook: 12 Ways to Promote Your Online Survey Like a Pro

- 12 proven promotional strategies
- 70+ tips & tricks
- Real-world examples
- We will email you a PDF copy!

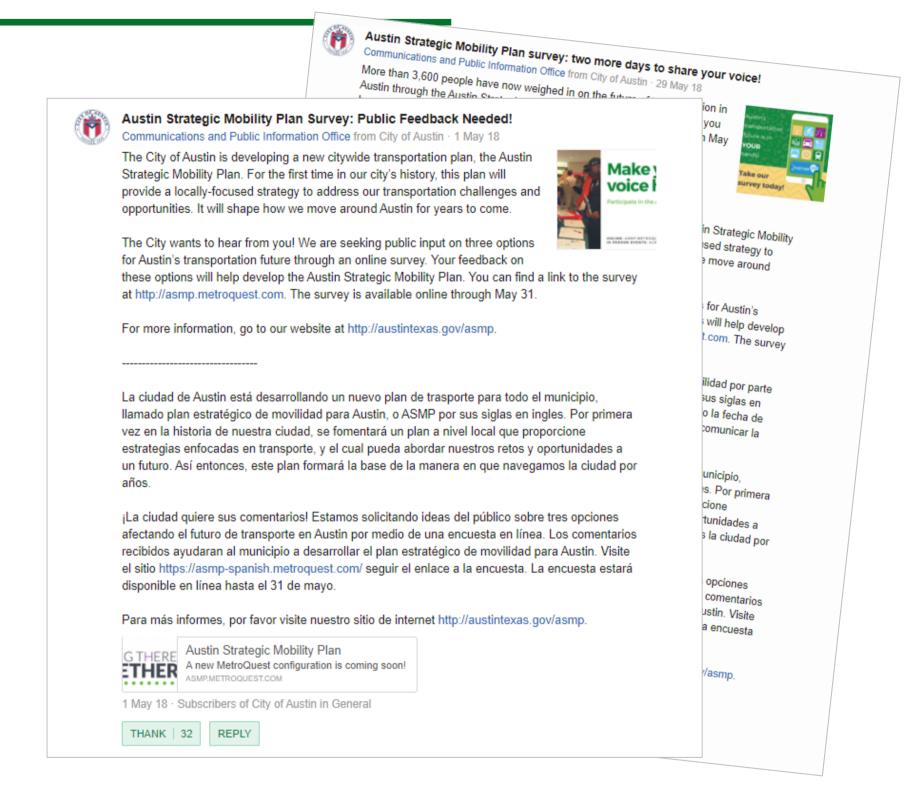
Thank you: MetroQuest subscribers!



### ... including Facebook and Nextdoor



- SCDOT boosted Facebook post
- **\$3,000 (plus \$2,000 firm fee)**
- 59,329 people reached
- 6,547 total link clicks



- Austin published 2 Nextdoor posts
- Free
- 3,000+ completed the survey



### ... to reduce your cost-per-participant

Source	Cost per participant
Events	\$47
Focus group	\$43
Lounges	\$19
Community Conversation	\$10
Textizen	\$9
Book-a-Planner	\$9
MySidewalk	\$8
MetroQuest	\$1



"For the statewide transportation plan for North Carolina, it helped us to explain the project in a visually interesting way. We've had huge success with the results. We had over 10,000 participants, which is a record for NCDOT in any type of survey they've done."

Sarah Parkins,WSP





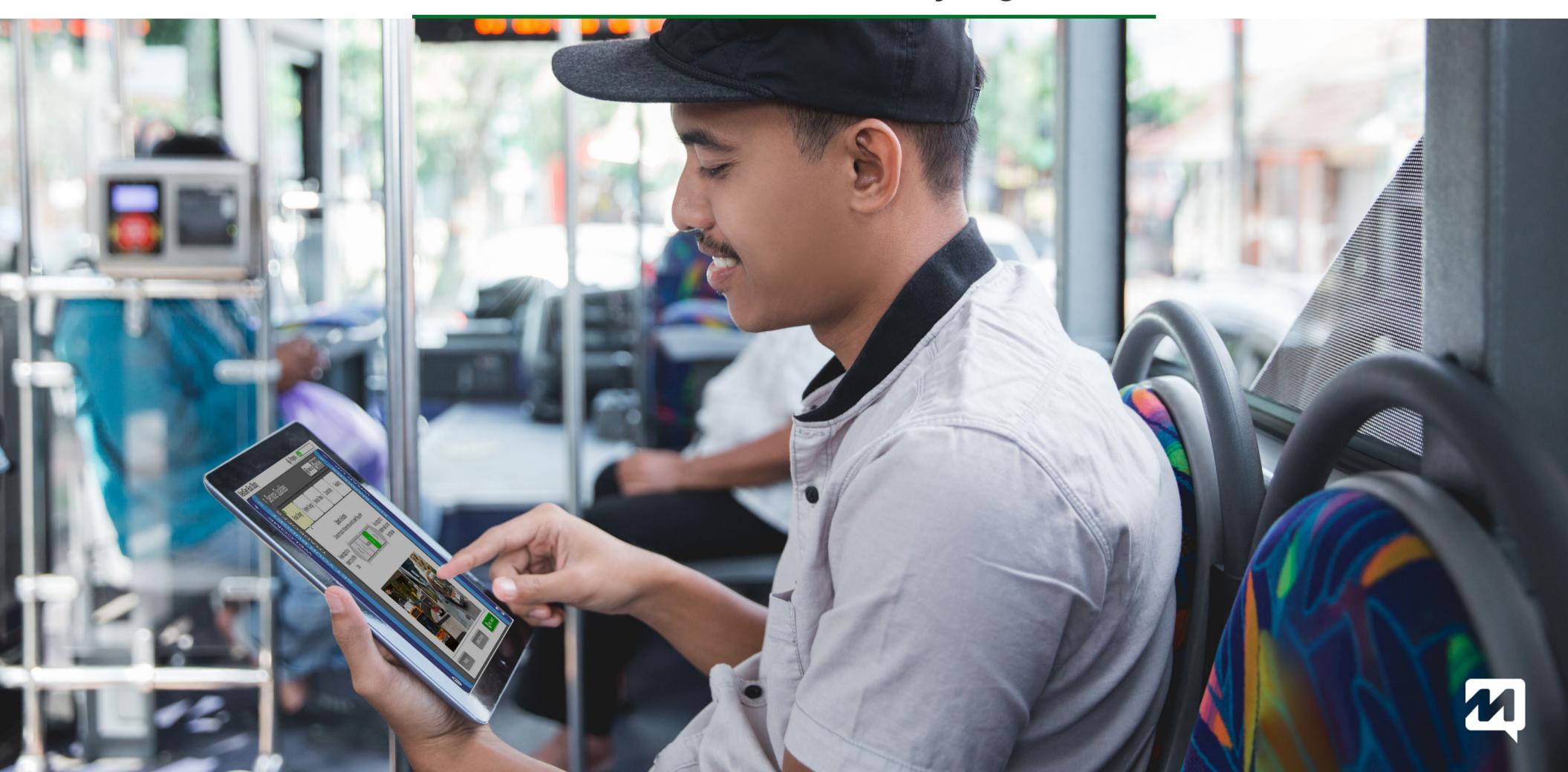




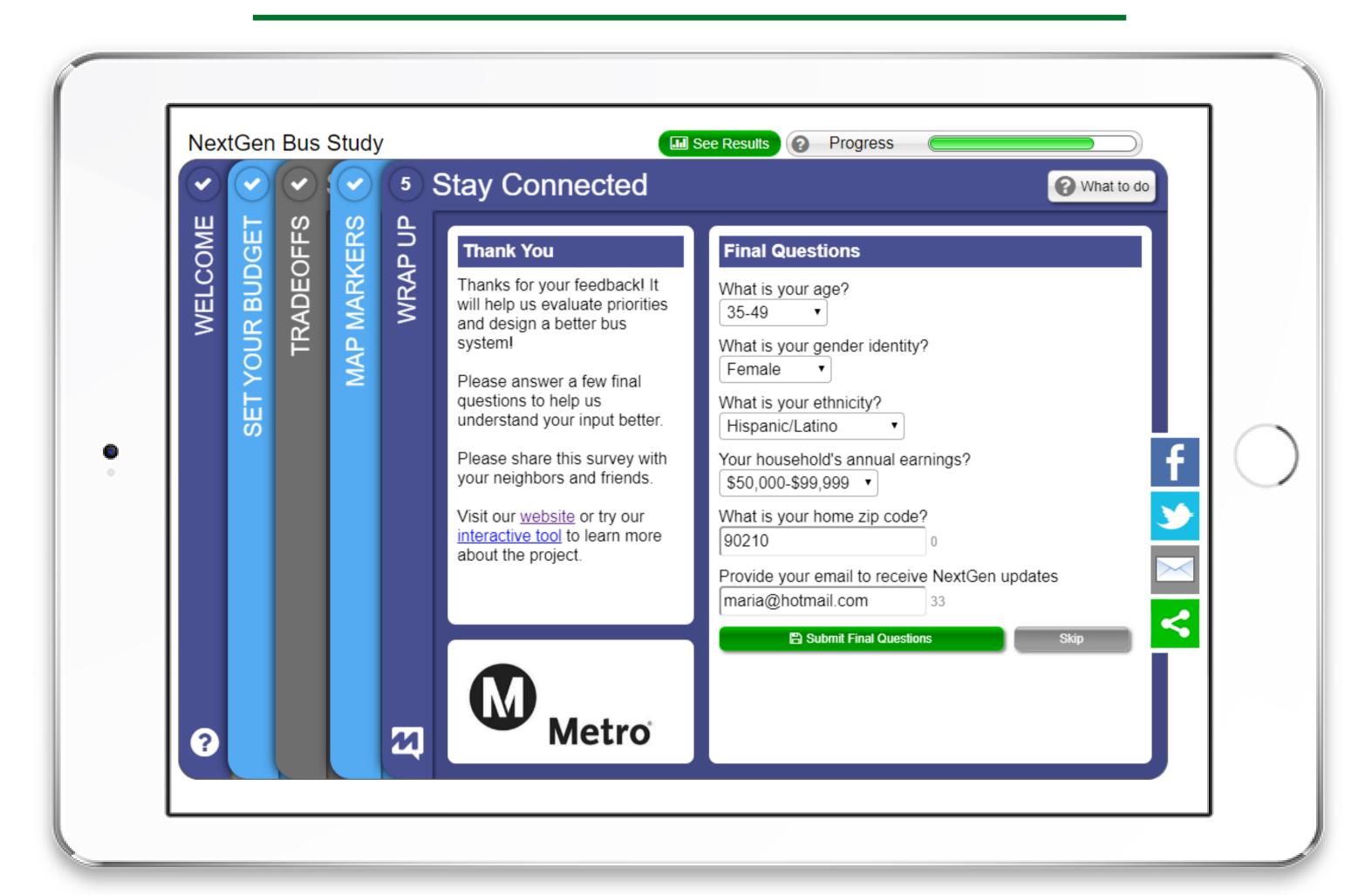
6,900+ participants
129,300+ data points
17,889+ map markers



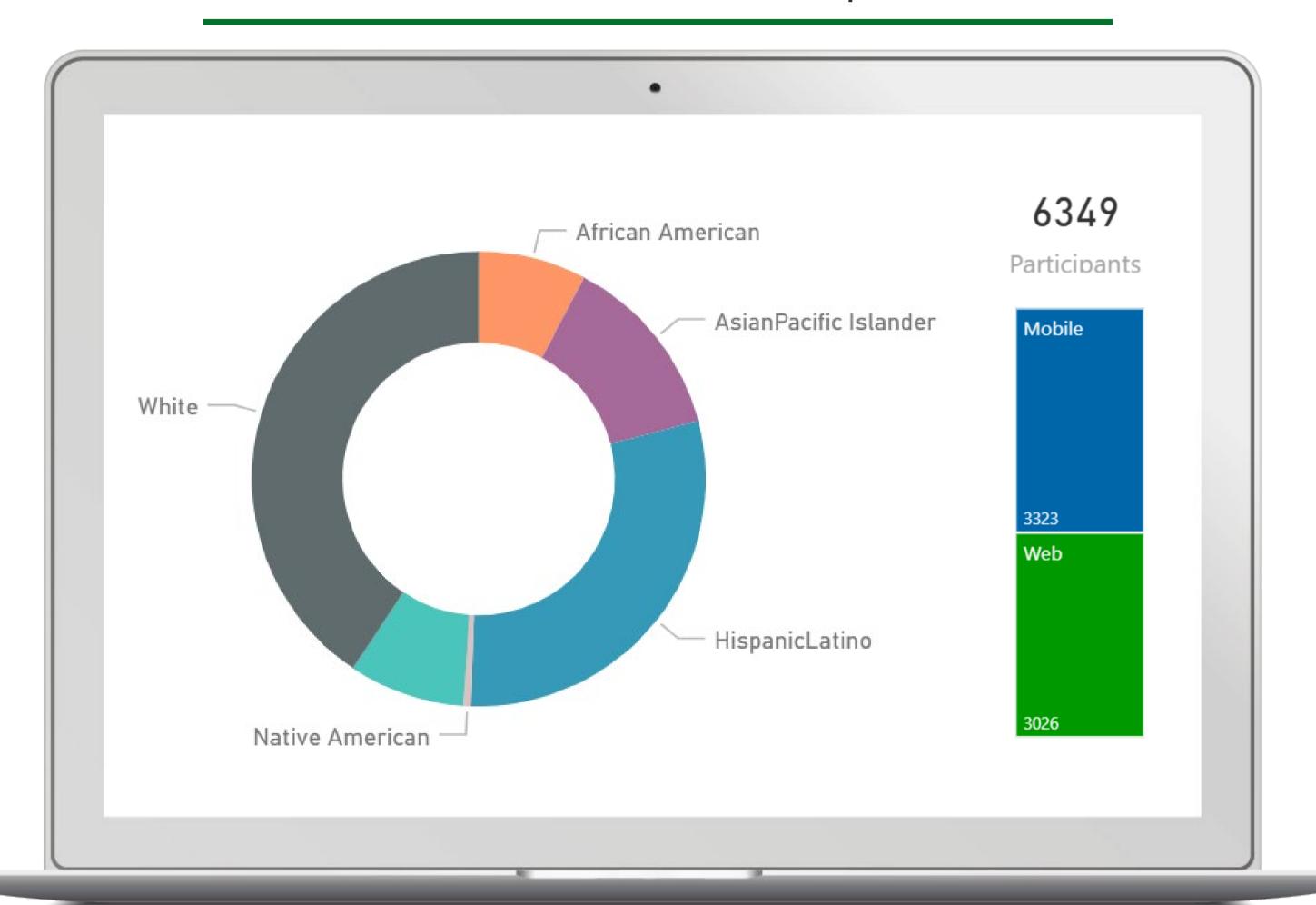
## Choose visuals over jargon



#### Monitor demographics early



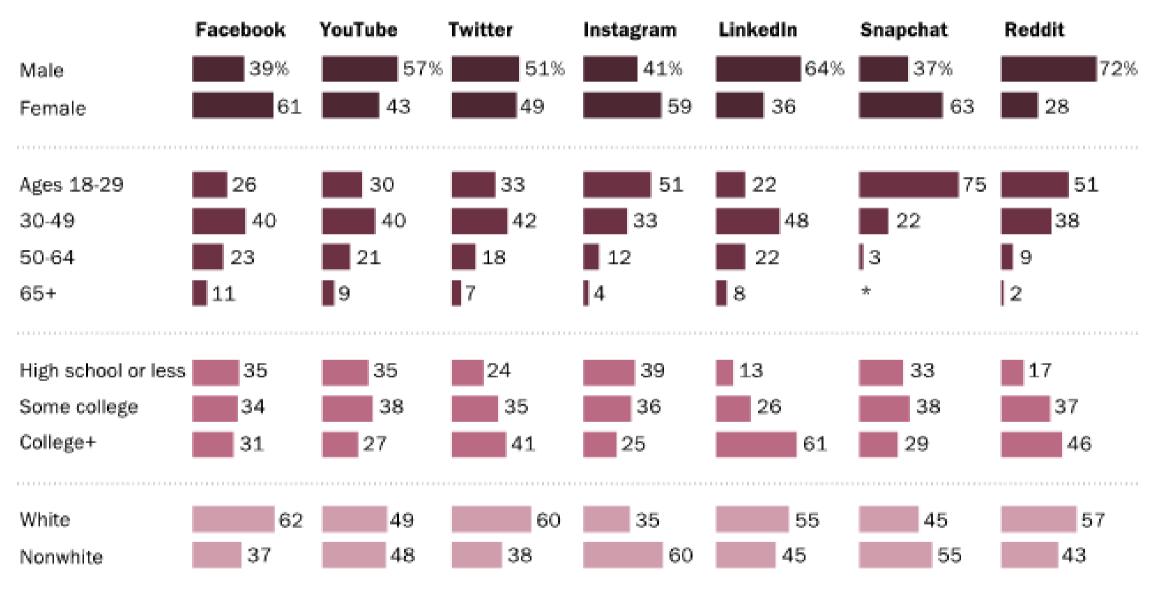
### ... to have time to refocus promotions



#### Target with social media...

#### Profiles of social media news consumers

% of each social media site's news consumers who are ...



Note: Tumblr and WhatsApp not shown. Nonwhite includes all racial and ethnic groups, except non-Hispanic white. Source: Survey conducted July 30-Aug. 12, 2018.

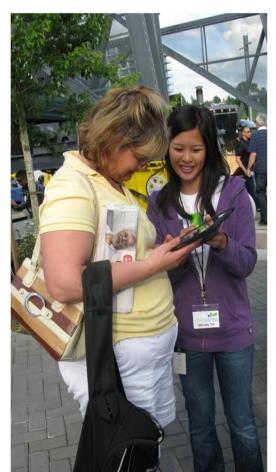
#### PEW RESEARCH CENTER

<sup>&</sup>quot;News Use Across Social Media Platforms 2018"

### Go to them













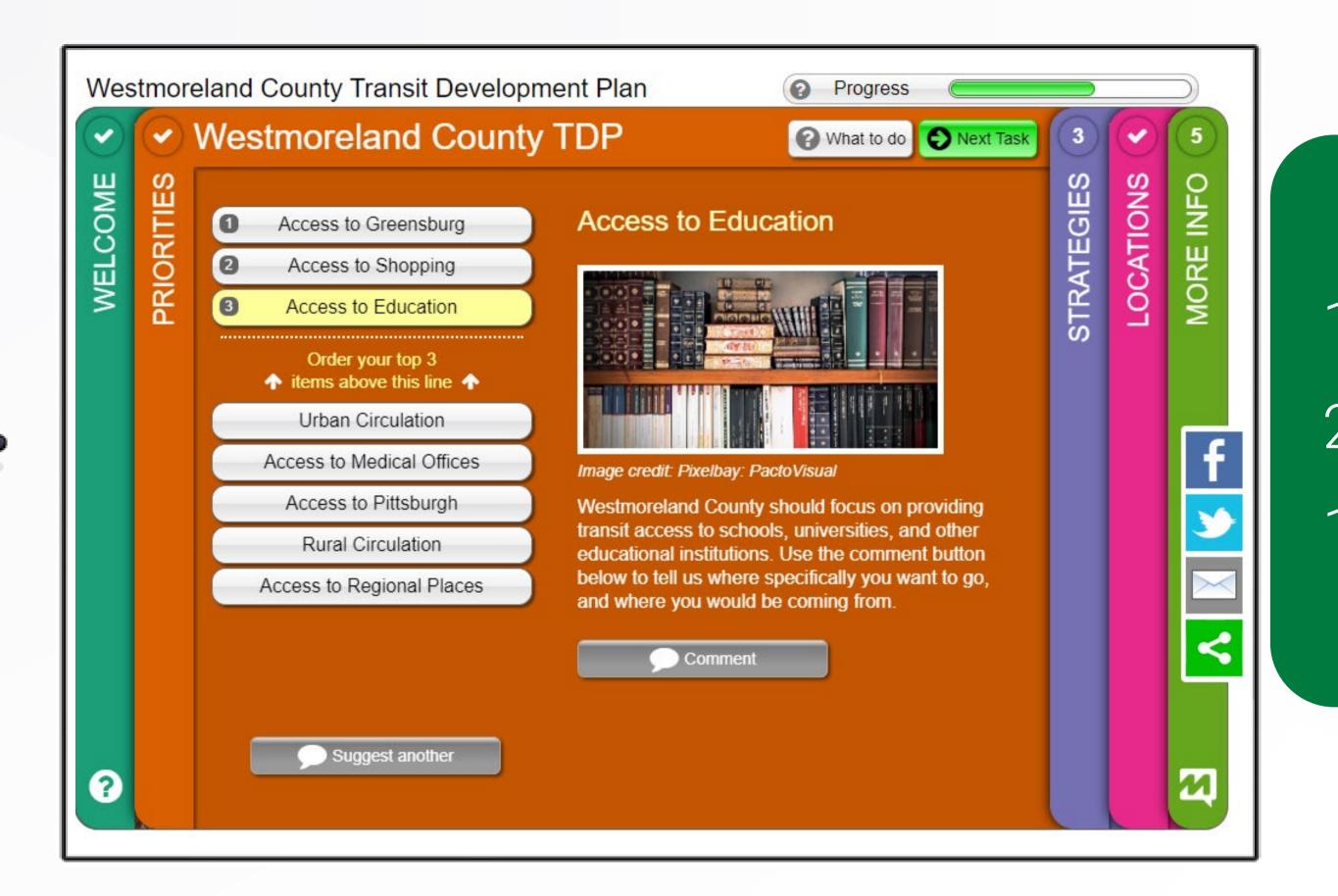
"We set records for LA Metro. We were able to get into underserved communities – that's a really big deal. Everybody's talking about equity and underserved communities ...and we were able to tell the board, yes, we did talk to those people."

Melissa Holguin,
 Arellano Associates





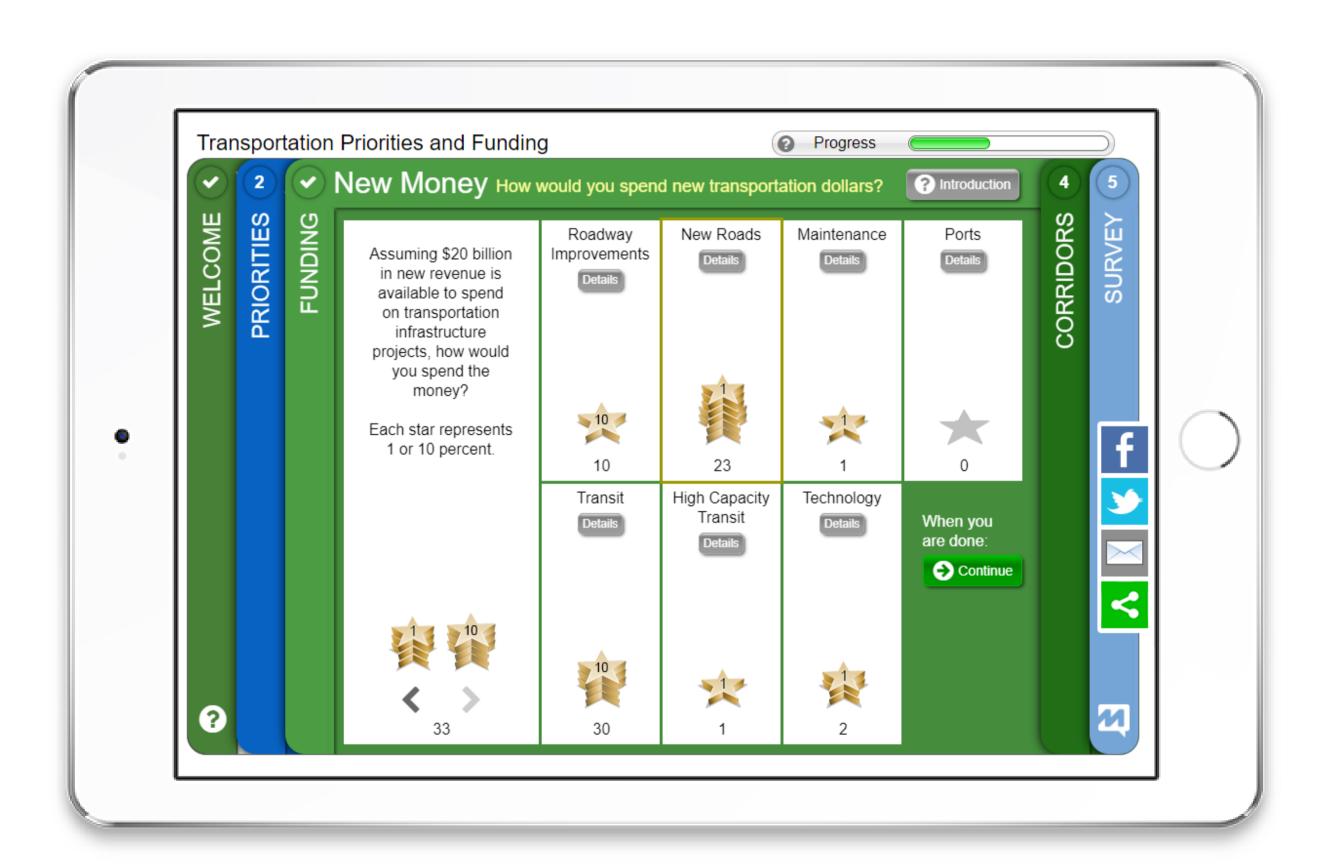




1,420+ participants
23,830+ data points
13,090+ map markers

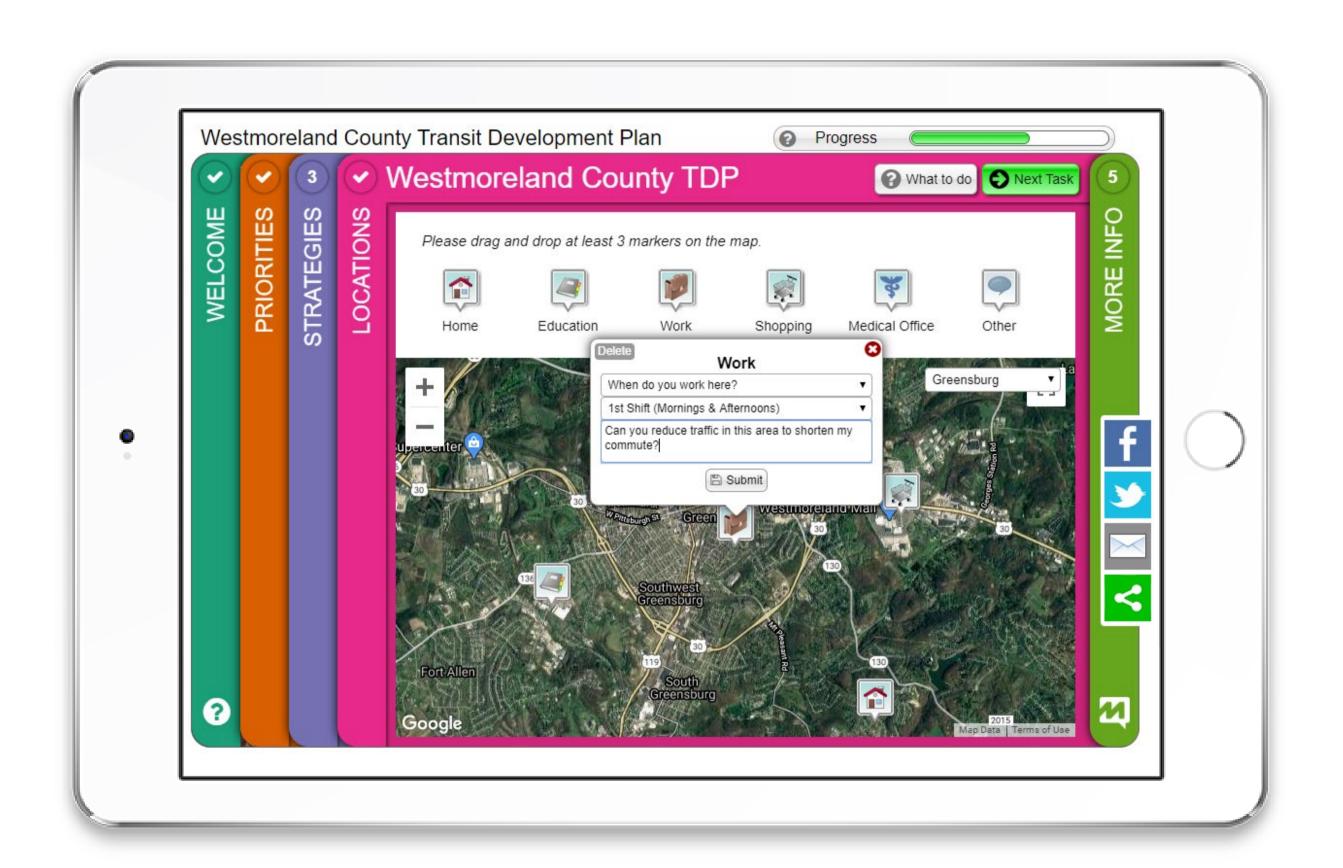
Michael Baker

#### Gamify engagement in planning





### Gamify engagement in planning





### Create microlearning moments



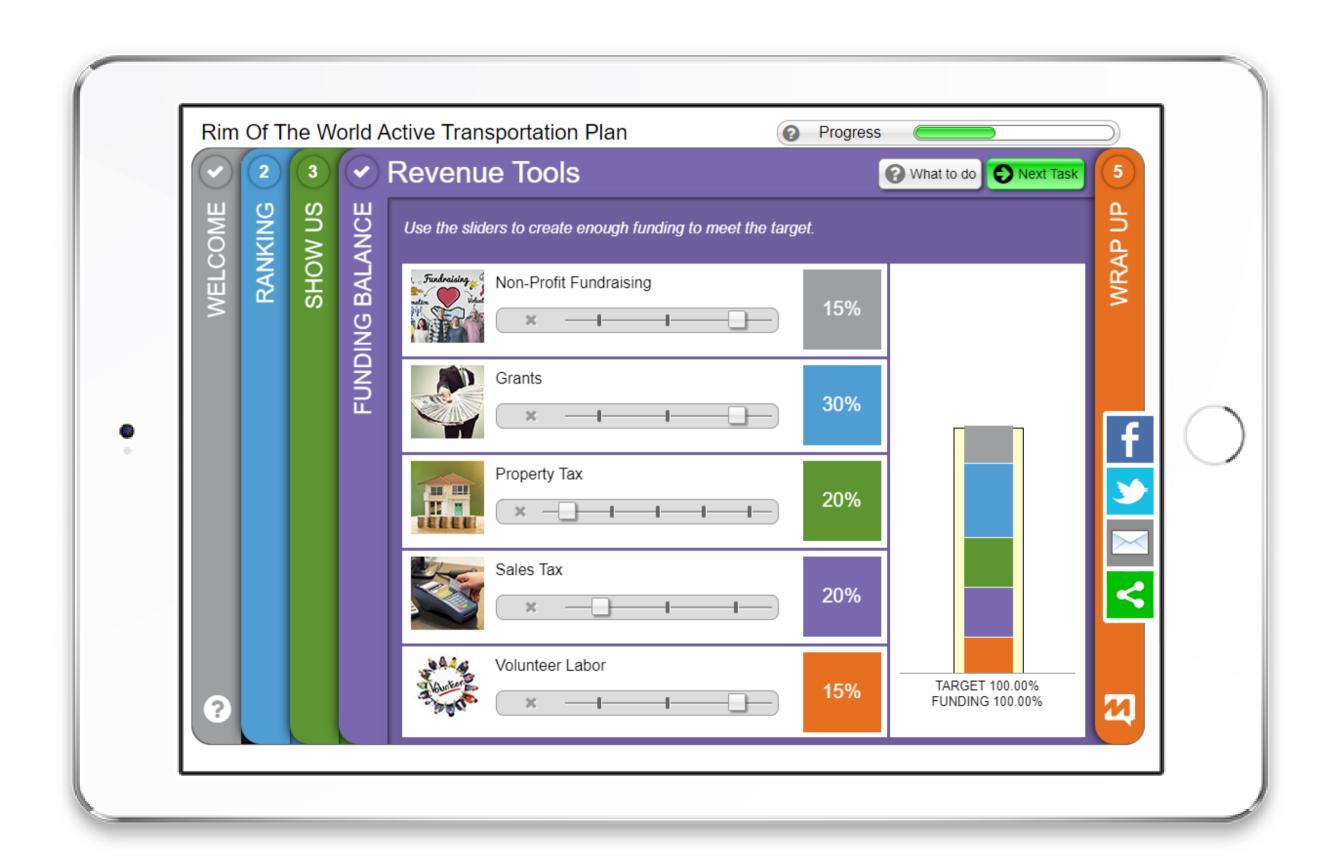


### Create microlearning moments





#### Build appreciation for trade-offs





#### Build appreciation for trade-offs





"We were looking for a tool for outreach that would be highly engaging for a broad audience of people looking to give input online. The MetroQuest platform is organized in a way that people can quickly absorb key information and then do something interactive. That really keeps them engaged."

– Lorna Parkins, Michael Baker International





#### Use the right input model



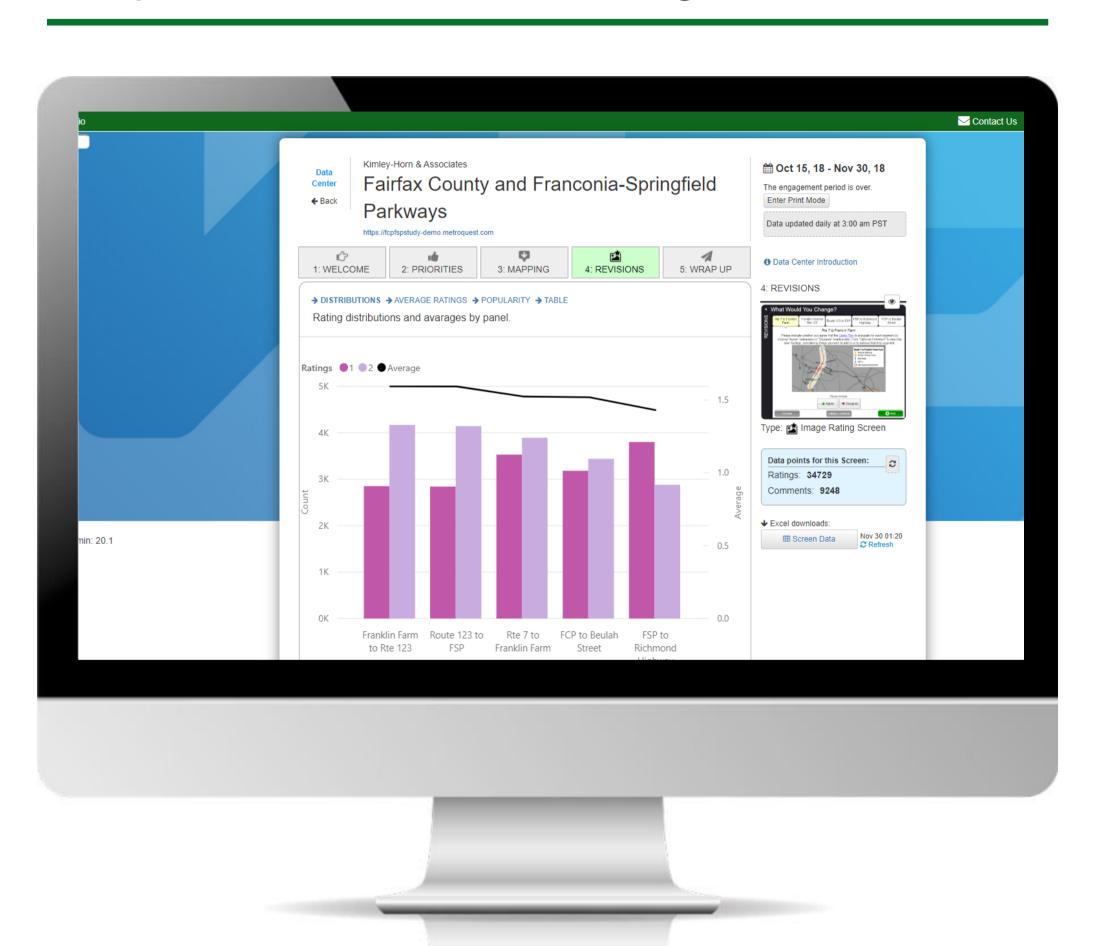
15,150+ participants
400,300+ data points
17,155+ map markers



# ... to collect quantifiable input

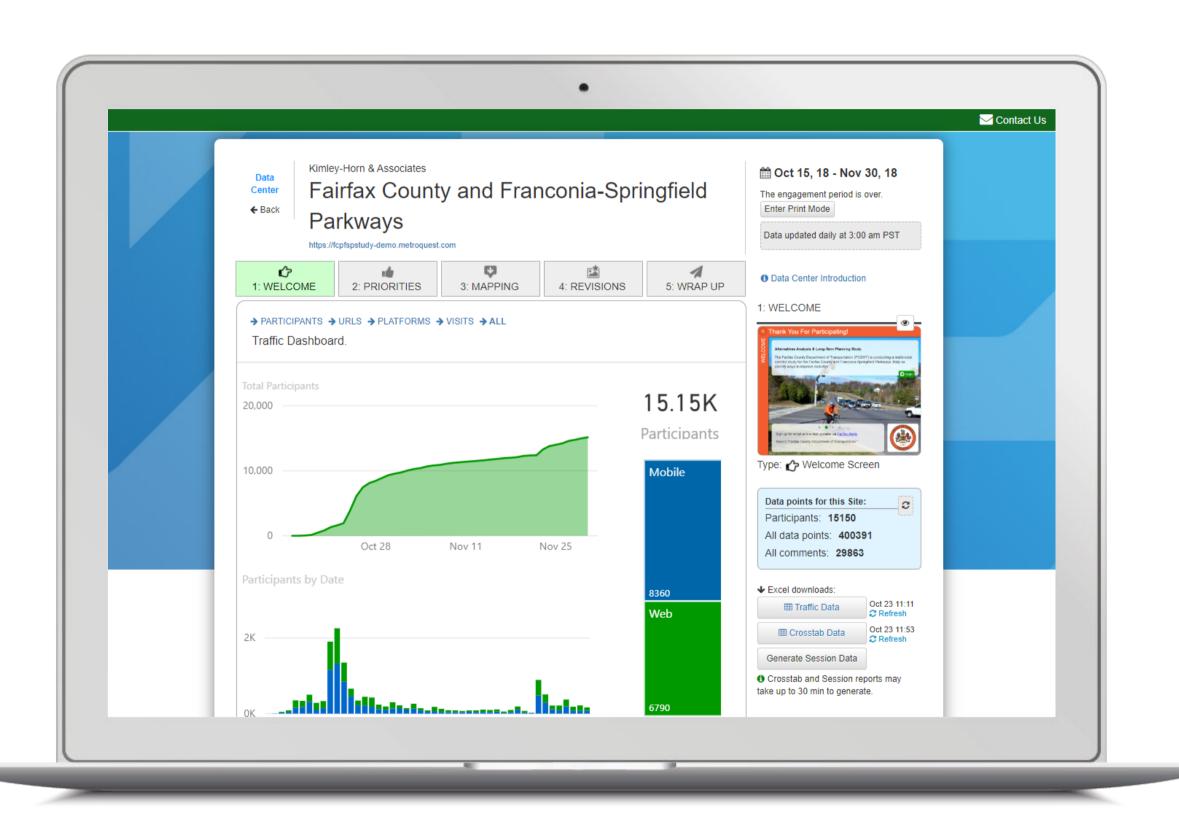


### Graph the results using dashboards



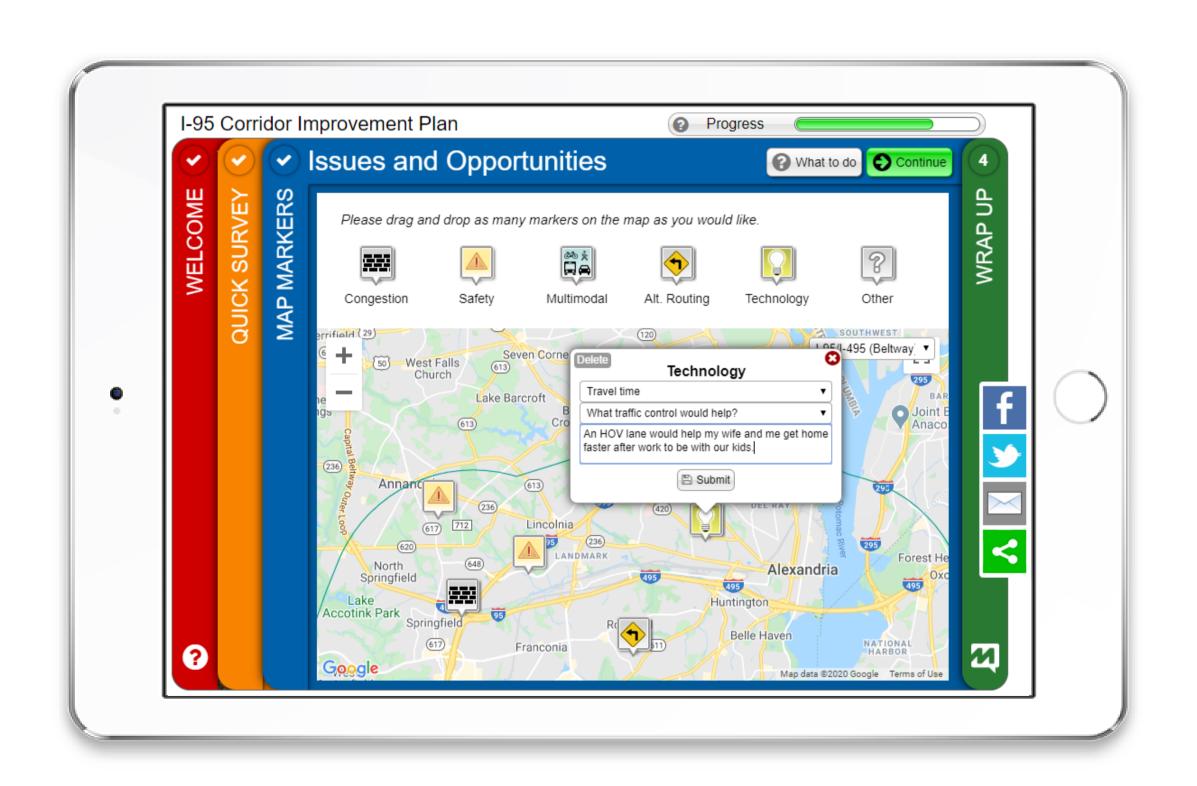


### Graph the results using dashboards



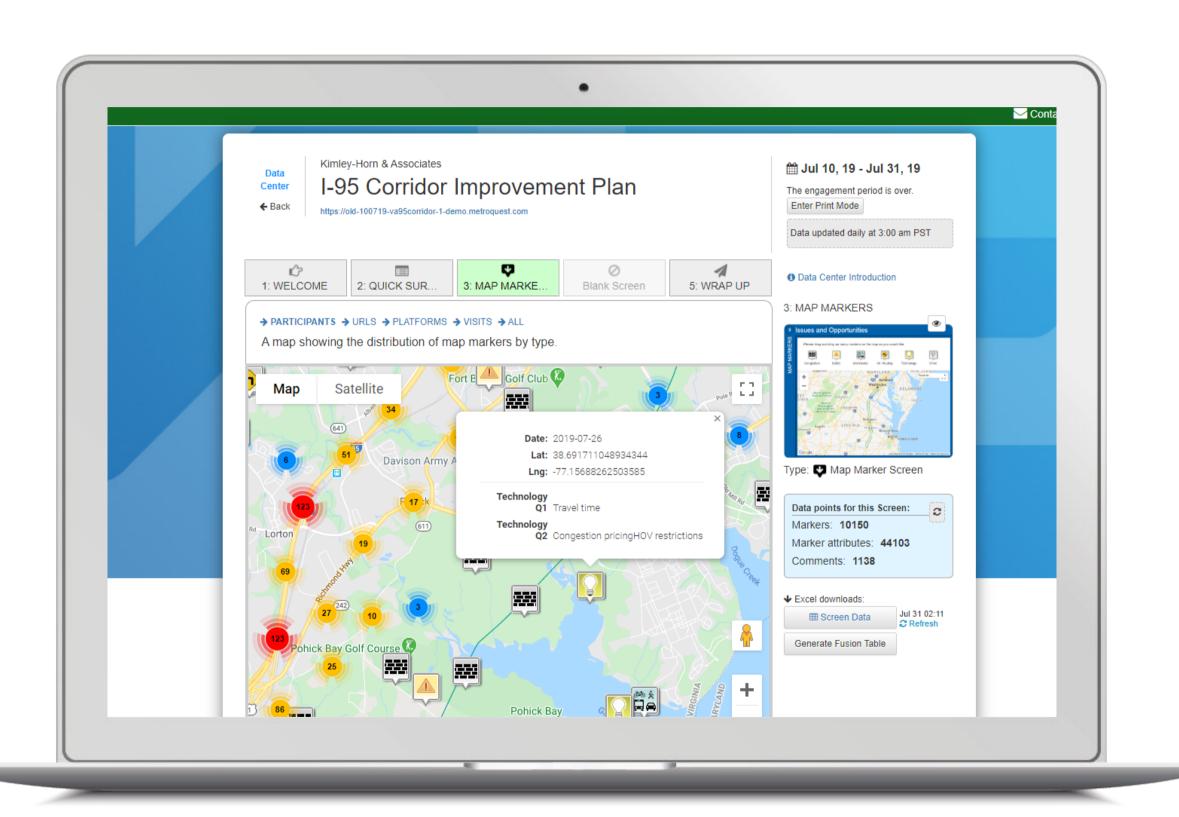


#### ... and put comments in context



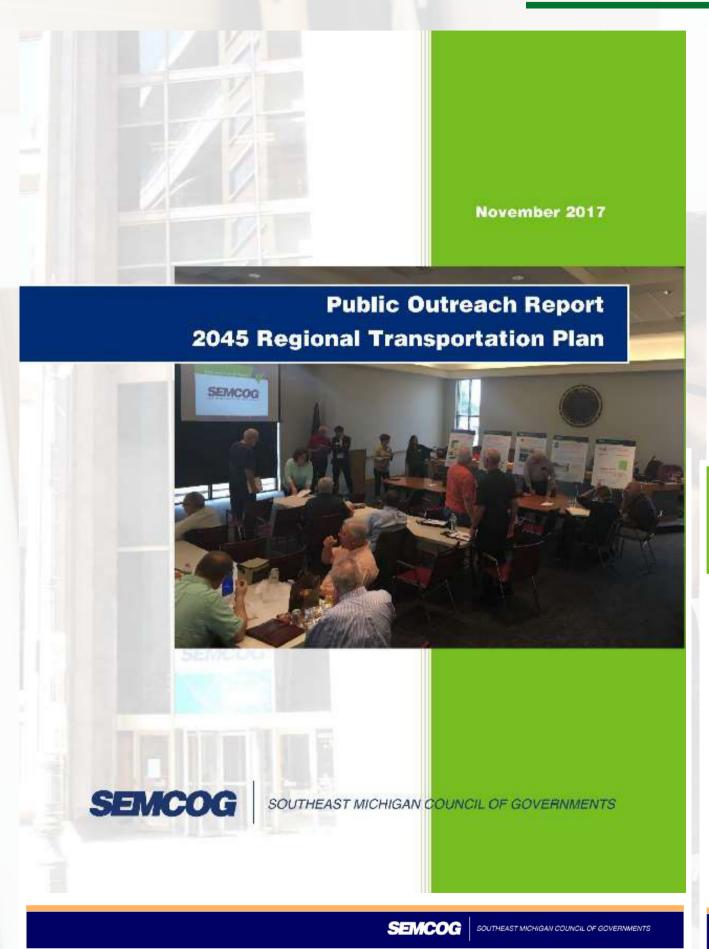


#### ... and put comments in context

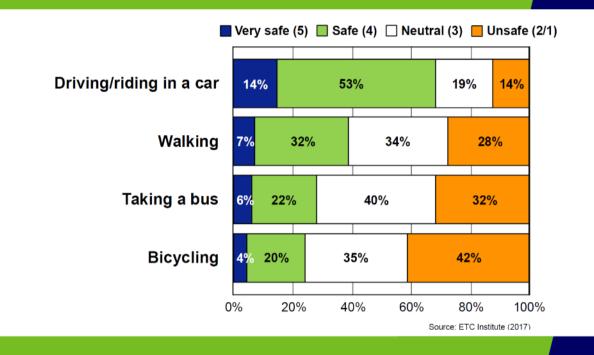




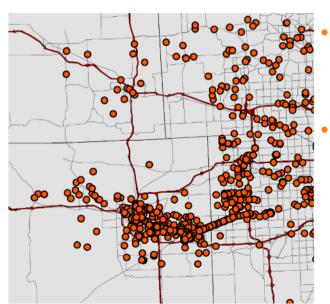
#### ... to support data-driven plans!



#### **Feeling Safe when Traveling**

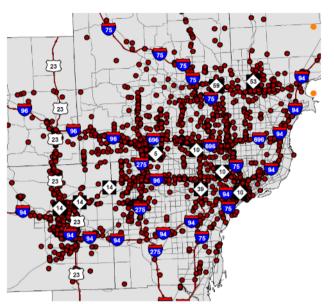


#### **Biking and Walking**



- 20% of total map markers
- Comments focused on:
- Inadequate facilities and designs: lack of sidewalks, bike lanes, trails, and auto-oriented streets
- Access

#### Congestion

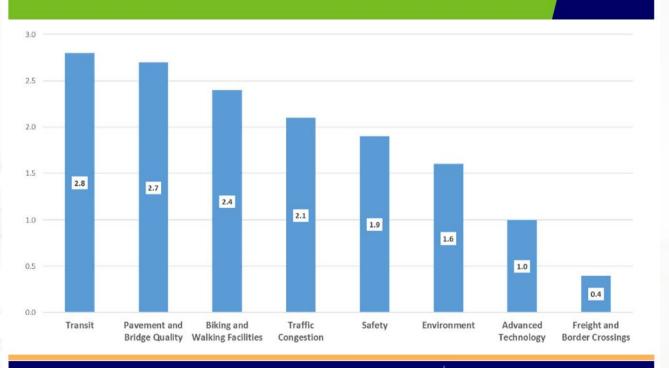


32% of total map markers

#### Comments focused on:

- General commuting a.m./p.m. congestion
- Design ex: on/off ramp issues, left turn lane backups
- Operations ex: lights not timed correctly

#### **Ranking Priorities**



SIMCOG | SOUTHEAST MICHIGAN COUNCIL OF GOVERNMENTS

SINCOG SOUTHEAST MICHIGAN COUNCIL OF GOVERNMENTS

"Thousands of data points have just become a customary result when working with MetroQuest on our projects. That increased volume of participation increases confidence in the results, and makes our planning process go that much more smoothly."

Stephen Stansbury,Kimley-Horn & Associates



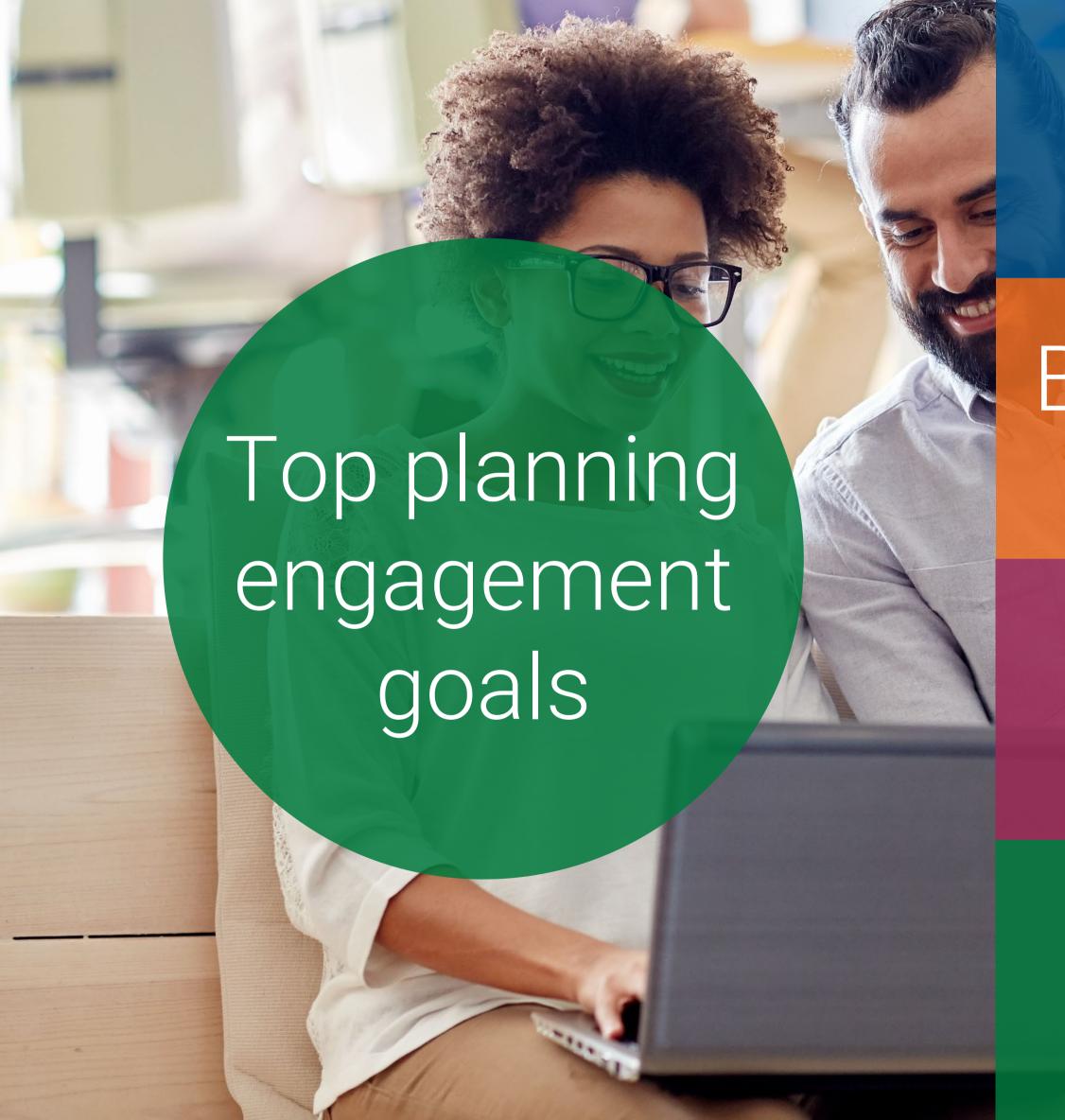
Kimley» Horn



#### 12 Key Success Factors

- ✓ Make it fun and interactive
- ✓ Think mobile
- ✓ Keep it private to get "true" input
- ☐ Design it to take 5 minutes
- ☐ Choose visuals over jargon
- Use the right input model
- ☐ Gamify engagement in planning
- ☐ Create microlearning moments
- ☐ Build appreciation for trade-offs
- ☐ Use 12 recommended promotional tools
- Monitor demographics early
- ☐ Graph results and contextualize comments





Increase participation



Broaden demographics



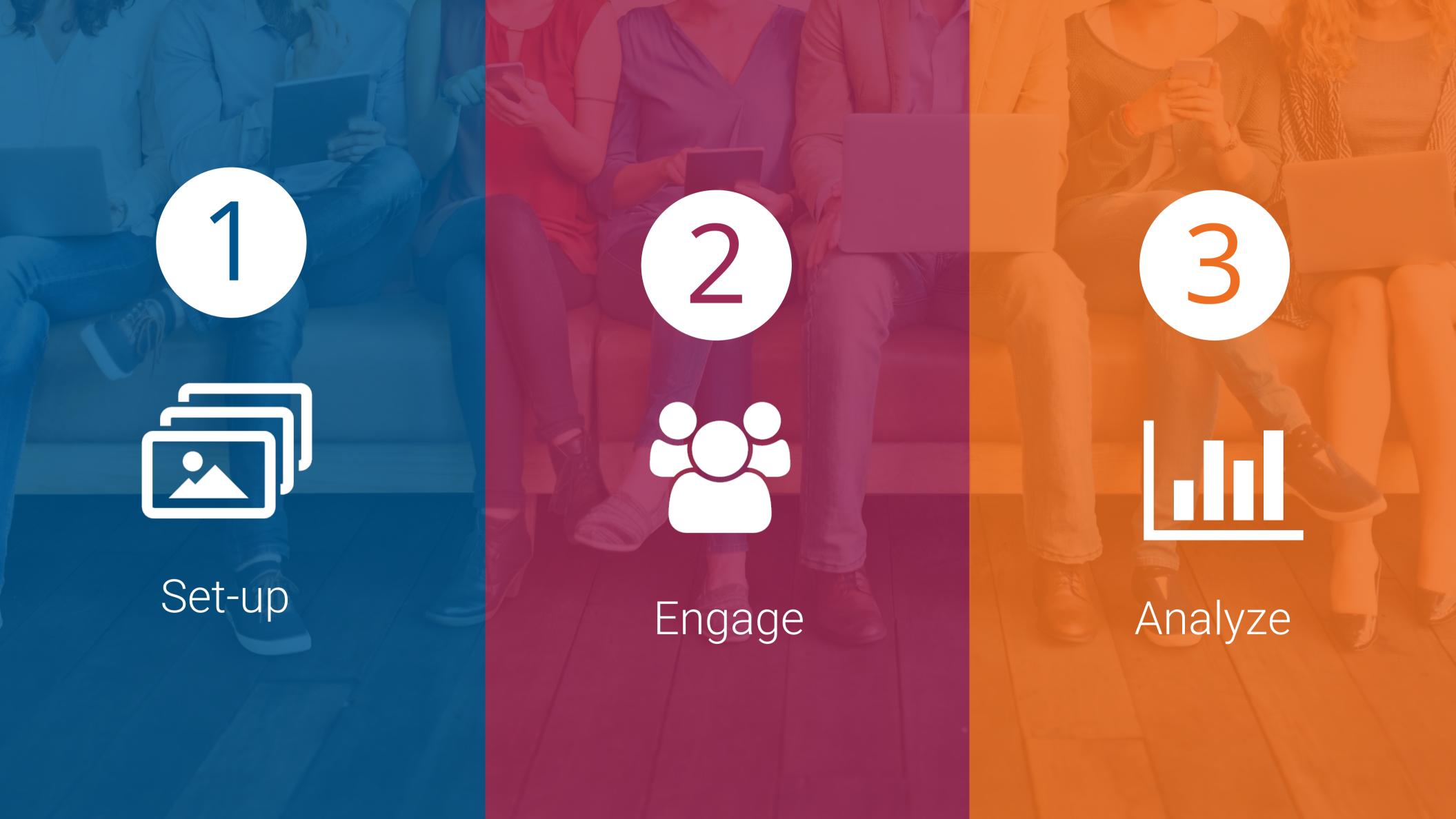
Inform & educate



Quantify input







#### Select MetroQuest subscribers

### Consulting Firms FREESE NICHOLS Kimley » Horn Michael Baker INTERNATIONAL | raimi+ | associates SNYDER & ASSOCIATES McFarland Johnson RENAISSANCE DIALOG PLANNING arellano



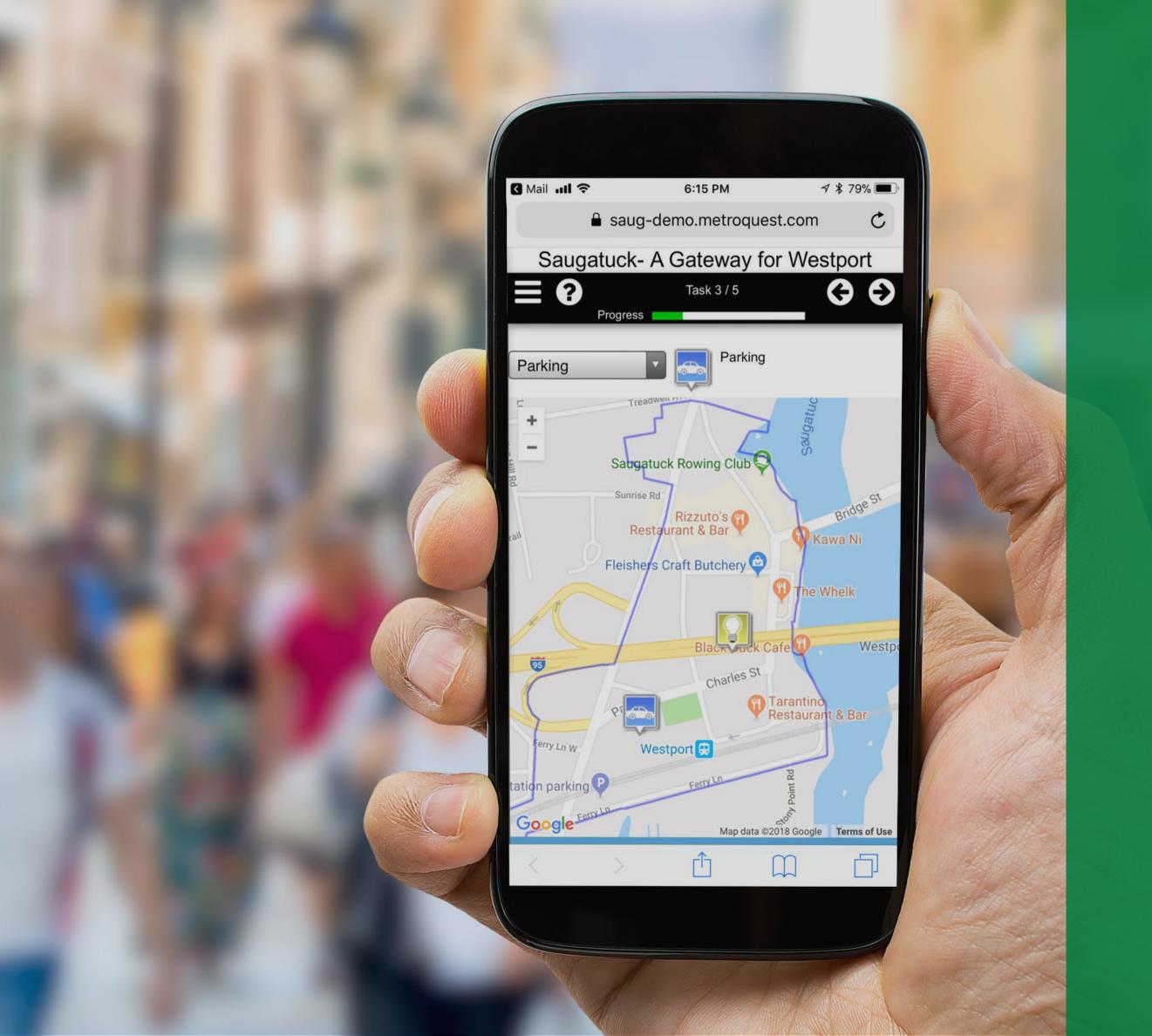
# Local Agencies **SFMTA** SEMCOG **Kern Council** of Governments South Central Planning & Development Commission **New York City Transit**

#### Consultants tell us they...

Impress by using the only tool designed for urban and transportation planning

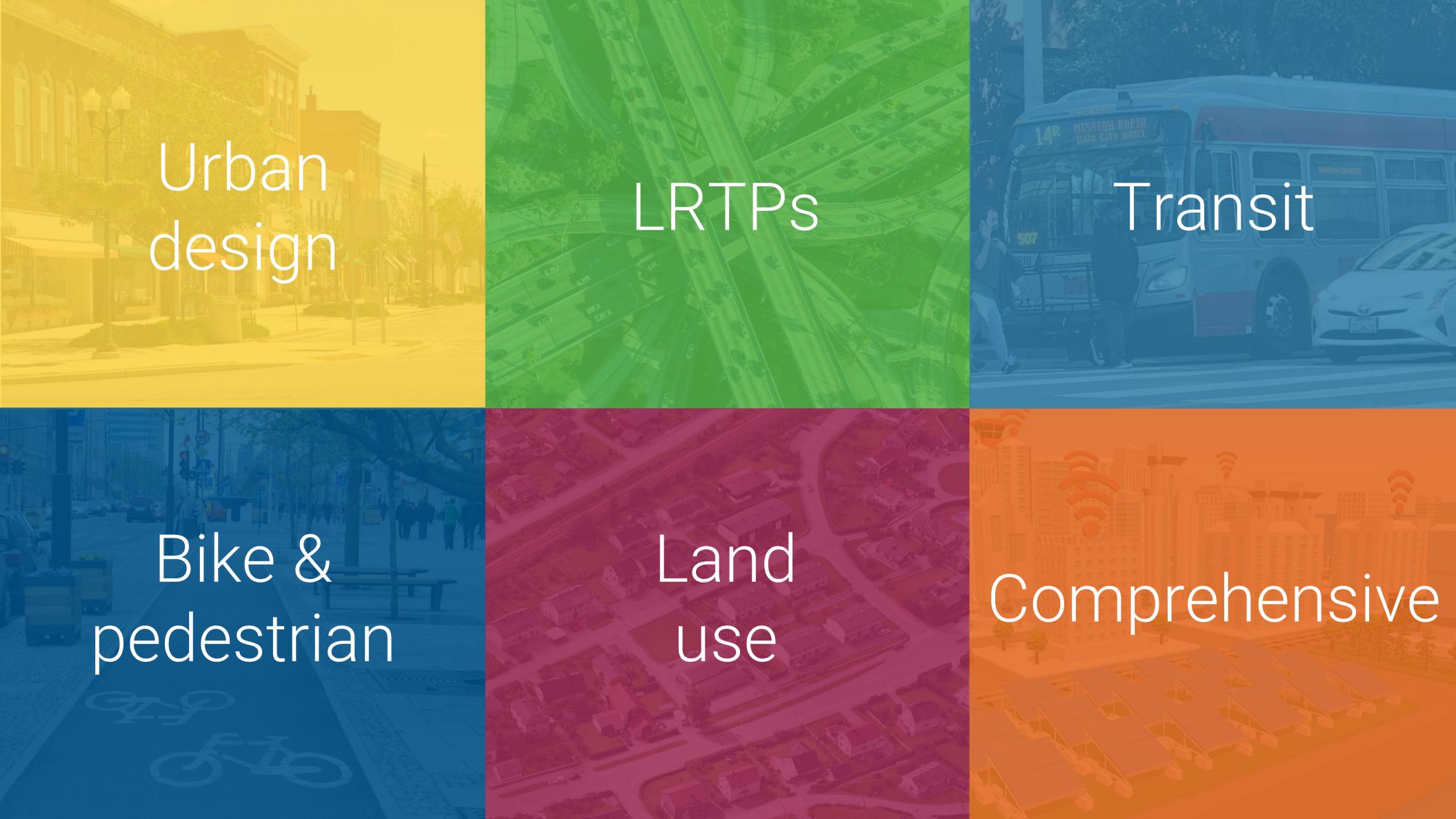
- ✓ Leverage the MetroQuest brand to win bids
- ✓ Decrease cost-per-participant
- ✓ Deliver great results every time
- Get plans approved
- ✓ Build institutional knowledge

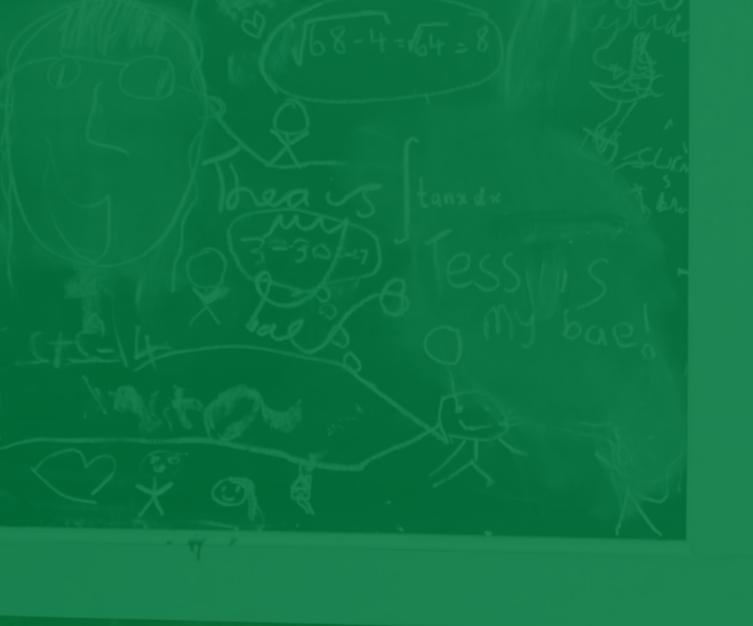




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POLL What types of projects are coming up for you?



#### Questions?



