

GO FORWARD

A COMMUNITY INVESTMENT IN TRANSIT

Wake Transit

Public Engagement & Communications Subcommittee

September 13, 2018 – Rescheduled to Sept. 27

AGENDA

- 1) Introductions
- 2) Updated Work Task List– Bonnie Parker, CAMPO
- 3) Youth GoPass Update – Mike Charbonneau/Juan Carlos Erickson, GoTriangle
- 4) Summer public engagement update + FAQs - GoTriangle
- 5) Transit Customer Survey & Community Survey - GoTriangle
- 6) Round Robin Updates - All
- 7) PE Policy Draft review and update on next steps – Bonnie Parker, CAMPO
- 8) Next Meeting: **Oct. 11 at 1pm – 13th Floor of One City Plaza, 421 Fayetteville St.**

Future Topics:

- Best Practice Review – ACT Conference 2018 – Ana Orłowski, GoCary
- Transit Customers Survey; Community Survey
- Website future (geo map, etc.)
- After Action review for summer 2018 efforts (add spring too?)
- Review of Draft FY 2020 Annual Work Plan items for PE needs

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PE&C WORK TASKS LIST

Specialized Tasks

1) **Public Engagement Policy, Guidebook & Toolkit**

The PE&C Subcommittee will continue to serve as the Core Technical Team for the development of a Public Engagement Policy which will be adopted by the governing boards, in addition to a Public Engagement Guidebook and Public Engagement Toolkit.

2) **Transit Customer Survey Effort – oversight and coordination**

The PE&C Subcommittee will provide feedback and support to GoTriangle for the Transit Customer Survey work.

3) **Website Updates**

The PE&C Subcommittee will continue to work to determine the website updates needed for Wake Transit efforts, and will ensure web efforts are coordinated with transit agencies and other parties as necessary. This work item will entail decisions on web presence, an online map of Wake Transit projects, TPAC web presence, and ongoing content and maintenance of the site.

4) **GoForward Use Standards (Updated by TPAC in Sept. 2018)**

The PE&C Subcommittee will work to develop a set of standards and style guide for the use of GoForward on all forms of communication, documents and publications.

Ongoing Tracking/Oversight Tasks

1) **Public Engagement and Communications Coordination**

The PE&C Subcommittee will work to continue implementation of regional outreach efforts related to Wake Transit funding of projects. The subcommittee will work to create an inclusive structure that fosters regional collaboration on public engagement, press releases, and marketing of the Wake Transit funding. One focus will be to include publication of Wake Transit successes and highlight accomplishments through social media, print media and other channels.

2) **Review Project Plans for WT Public Engagement Activities**

Serve as a resource to project sponsors and the Lead Agency for Public Engagement for Wake Transit Plan implementation activities related to public engagement and outreach.

3) **Maintain PE Guidebook & Toolkit**

4) **Host After-Action Reviews of Public Engagement Efforts**

Conduct After-Action Reviews following each significant set of outreach activities and at the completion of each major project.