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Wake Transit Community Engagement Policy **DRAFT #2**

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Purpose

The purpose of this policy is to establish guiding principles and practices for community engagement related to the investments funded through the Wake Transit program. The policy provides clarity to the Master Participation Agreement signed by each Wake Transit Partner, which states that projects receiving Wake Transit funds should have an element of community engagement.

Policy Statement

Wake Transit Partners are committed to ensuring all Wake County community members have meaningful opportunities to participate in the decision-making process for Wake Transit investments through continuous, cooperative and comprehensive engagement.

The Wake Transit Community Engagement policy:

- Establishes standards for proactive engagement of all Wake County communities to develop a comprehensive transit system;
- Guides when and how community members will be informed of opportunities to provide input and share ideas with planning staff;
- Ensures that input received will be considered and the community will be informed on how it influenced the decision-making process.
- Provides guidance to Wake Transit partners responsible for implementing community engagement activities in support of a program, project or planning effort.

The Wake Transit Community Engagement Policy is adopted by the Wake Transit Governing Boards; the CAMPO Executive Board and GoTriangle Board of Trustees). A copy of the adopted policy can be viewed and downloaded at GoForwardNC.org/Wake/YourVoiceMatters.

Background

Wake Transit partners carry out a voter-approved public transportation investment program designed to enhance Wake County's transit network and its connections to other regional transportation systems. The overarching goals of the program, known as the four big moves, will connect the region, connect all Wake County communities, create frequent, reliable urban mobility, and enhance access to transit. To achieve these goals, the community is engaged in making decisions regarding the investments included in the Wake Transit Plan, Annual Work Plans, the Bus Plan, and more. For more details, see Appendix 1.

Community Engagement

Community Engagement is a dynamic process that fosters communication, interaction, involvement, and exchange between Wake Transit partners and individuals, organizations, businesses, interest groups, and other parties affected or interested in the Wake Transit decision-making process. The community can expect Wake Transit Partners to evaluate and select the most appropriate methods for their specific engagement efforts, based on project requirements and proposed impacts. See Appendix 2 (IAP2 Public Participation Spectrum).

The benefits of community engagement include, but are not limited to:

- To build Wake Transit program awareness, transparency and accountability resulting in improved trust with the community we serve;
- To provide decision-makers with relevant, applicable information before decisions are made;

- To offer the community opportunities to raise concerns and share perspectives that can enhance the technical, political, and economic aspects of planning efforts or project development processes;
- To increase community knowledge about the public transportation planning process
- To understand the community's needs, priorities and values;
- To gather community input, develop consensus, and resolve conflict;
- To reduce project delays and cost increases resulting from under-engagement of the community early in the planning process.

Guiding Principles

The following principles guide community engagement for all projects, plans and programs receiving Wake Transit funding.

Transparent

- Build trust and integrity through authentic interactions
- Distribute timely information that provides clarity on purpose, intent and relevance of the engagement effort
- Provide clarity about the community's role in the decision-making process

Inclusive

- Identify affected and interested community members
- Provide equitable access and opportunities to contribute meaningful input in the decision-making process

Accountable

- Provide clarity on how community input received influenced the decision-making process
- Share outcomes of engagement and planning activities with the community
- Conduct performance assessments to ensure future engagement efforts meet objectives

The Seven Steps of Effective Community Engagement (Appendix 3) provide direction to the Wake Transit partners tasked with developing and implementing community engagement strategies for plans, programs and projects, which comply with federal, state and local regulations (Appendix 4).

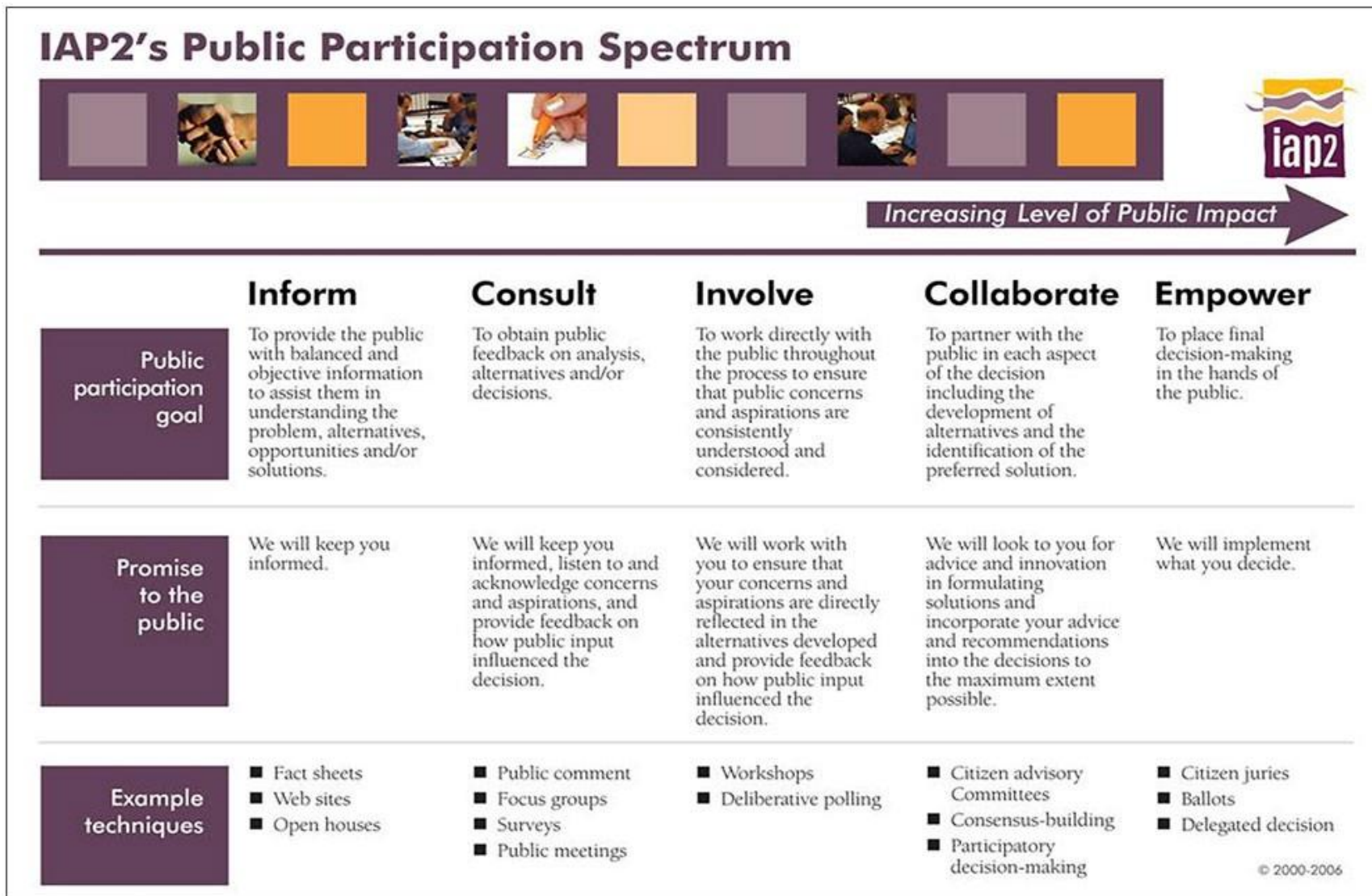
For questions about the Wake Transit Community Engagement Policy or activities, contact:

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Appendix 1. Wake Transit Community Engagement Requirements

	Wake Transit Plan Update	Wake Bus Plan Update	Annual Wake Transit Work Plan	Community Engagement Policy	Other Plans & Projects
Description	The Wake Transit Plan is the multi-year vision for public transportation investment in Wake County for a 10-year planning period. The overarching goals of the plan are known as the "four big moves."	The Wake Bus Plan provides a year-by-year listing of planned service investments by type and provider. It defines the order in which service expansion will occur in order to meet goals of the Wake Transit Plan.	The Work Plan details the specific service and capital investments scheduled to receive funding in the upcoming fiscal year. It also outlines anticipated investments in the remaining years of the 10-year Wake Transit planning period.	The CE Policy is a framework for meeting community engagement requirements for applicable Wake Transit planning, programming and project development efforts. It is a resource for all partner agencies.	Planning and project efforts being led by partner agencies may also require engagement as noted in the annual list of projects requiring an engagement strategy. These strategies will be unique and scoped for each unique effort.
Document Span	10 fiscal years (July to June)	10 fiscal years (July-June)	1 fiscal year (July to June)	Continuous until updated	Varies by project size, scope & type
Update Cycle	Updated every 5 years	Updated every 5 years	Developed each year	Updated as needed	Updated as needed
Adoption Authority	Governing Boards	Governing Boards	Governing Boards	Governing Boards	Partner Agency, TPAC, or Gov. Boards
Adoption Date	Adopted in March 2021	Adopted in February 2019	Adopted in June annually	Adopted as needed	Adopted as needed
Project Lead	CAMPO	GoTriangle	CAMPO	GoTriangle	Partner agency
Engagement Lead	CAMPO	GoTriangle	GoTriangle	GoTriangle	Partner agency
Engagement Strategy	Project specific engagement strategy	Project specific engagement strategy	Project specific engagement strategy	Project specific engagement strategy	Project specific engagement strategy
PE&C Role	Review & recommend the draft strategy to TPAC; participate in after-action review process	Review & recommend the draft strategy to TPAC; participate in after-action review process	Review & recommend the draft strategy to TPAC; participate in after-action review process	Review & recommend the draft strategy to TPAC; participate in after-action review process	Review draft strategies, provide feedback; advertise and support implementation efforts
TPAC Role	Receive engagement strategy as information; release draft plan for public review; receive engagement report as information; incorporate feedback in the recommended plan; recommend Governing Board adoption	Receive engagement strategy as information; release draft plan for public review; receive engagement report as information; incorporate feedback into the recommended plan; recommend Governing Board adoption	Receive engagement strategy as information; release draft for public review; receive engagement report and incorporate feedback, release recommended plan for public review; receive second engagement report; recommend Governing Board adoption	Receive engagement strategy as information; release draft update to policy for public review; incorporate feedback into the recommended draft; recommend Governing Board adoption of the policy	No role unless a material concern with the engagement strategy arises or upon TPAC request for additional information
CAMPO Role	Lead development, advertise and attend public hearing & review period; TCC review of draft and recommended Plan, Executive Board review and adoption of final Plan	Advertise and attend public hearing, advertise public review period; TCC review of draft and recommended Plan, Executive Board review and adoption of final Plan	Lead development, advertise and attend public hearing and review period; TCC review of draft and recommended Plan, Executive Board review and adoption of final Plan	Advertise public hearing and review period; TCC review of draft and recommended Policy; Executive Board review and adoption of final Policy	No role unless determined in the engagement strategy or as requested by the TPAC or Governing Boards
GoTriangle Role	Advertise and attend public hearing, implement draft review period; Board of Trustee review and adoption of the final Plan	Lead development and advertise public hearing & review period; incorporate feedback; Board of Trustee review and adoption of the Plan	Advertise and attend public hearing, implement draft review period; Board of Trustee review and adoption of the final Work Plan	Lead development and advertise public hearing & review period; incorporate feedback; Board of Trustee review and adoption of the final Policy	No role unless determined in the engagement strategy or as requested by the TPAC or Governing Boards
Partner Role	Support dissemination efforts for planned engagement activities	Support dissemination efforts for planned engagement activities	Support dissemination efforts for planned engagement activities	Support dissemination efforts for planned engagement activities	Oversee and implement planned engagement activities
Public Hearing	Joint Public Hearing (14-day notice)	Joint Public Hearing (14-day notice)	CAMPO Public Hearing (7-day notice)	GoTriangle Public Hearing (7-day notice)	As determined by local engagement strategy, plan or policy
Public Review Period	Joint Review Period: 30-days for recommended plan update	Joint Review Period: 30-days for recommended plan update	Joint Review Period: 30-days for draft, 14-days for recommended	Joint Review Period: 30-days for recommended policy	14-day minimum public comment period in absence of local guidance
Reporting	Project Lead provides engagement report to PE&C and TPAC as information and Governing Boards prior to consideration of adoption	Project Lead provides engagement report to PE&C and TPAC as information and Governing Boards prior to consideration of adoption	Project Lead provides engagement report to PE&C and TPAC as information and Governing Boards prior to consideration of adoption	Project Lead provides engagement report to PE&C and TPAC as information and Governing Boards prior to consideration of adoption	Partner Agency provides engagement summary to PE&C Subcommittee; present to TPAC and/or Governing Boards per engagement strategy
After Action Review	Performance Review on update engagement and development process	Performance Review on update process	Annual after-action performance review	Annual policy performance review	After-action review recommended

Appendix 2. IAP2 Public Participation Spectrum



Appendix 3. Seven Steps to Effective Community Engagement

The following seven steps provide direction to the Wake Transit partners tasked with developing and implementing community engagement strategies for plans, programs and projects. These steps should begin early in the overall planning process to ensure that the engagement activities being planned are comprehensive, will have adequate support, and will align with the guiding principles (Transparent, Inclusive and Accountable) of the Wake Transit Community Engagement Policy.

1. Plan and budget for community engagement activities

Goal: To outline an engagement strategy, including resource needs and an implementation budget that will ensure community needs and goals are captured.

2. Identify interested and affected community members

Goal: To identify the groups and individuals who may have an interest in or who may be affected by a Wake Transit project or planning effort.

3. Identify strategy for ensuring engagement in inclusive and accessible

Goal: To ensure that engagement activities are accessible and inclusive for target audiences as well as other interested community members

4. Implement the planned communication activities

Goal: To help the community understand the reason for the engagement, the importance of related technical data, and how they can contribute to the decision-making processes.

5. Implement the planned engagement activities

Goal: To capture the community's views, interests and needs through implementation of a variety of selected engagement methods.

6. Consider community input in decisions

Goal: To compile feedback received from the community and share how it influenced the decisions and outcomes of the planning process.

7. Evaluate engagement performance

Goal: To evaluate the effectiveness of the engagement process to identify opportunities for improvement in future efforts.

Appendix 4. Federal, State Regulations, and Policies

Minimum requirements for public participation are based on a number of federal and state regulations that speak to the inclusion of all individuals. The following federal and state rules guide public participation for all projects receiving Wake Transit funding.

Section 508 of the Rehabilitation Act	Establishes requirements for electronic and information technology to be accessible to people with disabilities, including employees and members of the public.
Title VI of the Civil Rights Act of 1964	Prohibits discrimination based on race, color, or national origin
Civil Rights Restoration Act of 1987	Broadened the scope of Title VI to include programs whether federal assisted or not
Age Discrimination Act of 1975	Prohibits discrimination based on age
Rehabilitation Act of 1973, Section 504	Prohibits discrimination based on physical or mental handicap
Americans with Disabilities Act of 1990	Prohibits discrimination against people with disabilities
1973 Federal-aid Highway Act	Prohibits discrimination on the basis of sex
Executive Order 13166	Provides guidance on access for services for Limited English Proficiency persons
Executive Order 12898	Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations
49 CFR Part 21	US DOT regulation on implementing Title VI of the Civil Rights Act of 1964
49 CFR Part 27	US DOT regulation on implementing Section 504 of the Rehabilitation Act of 1973
23 USC §128	Requires public meetings to be held at convenient and accessible locations and times
N.C. Gen Stat. §143-318.10(b)	North Carolina Open Meeting Law

Appendix 5. Wake Transit Community Engagement Glossary

- **Authentic interactions:** The exchange of information that honors each party’s experience and needs.
- **Community:** All residents of a particular area or sharing a particular characteristic.
- **Community engagement:** A dynamic process that fosters communication, interaction, involvement, and exchange between decision-makers and individuals, organizations, businesses, interest groups, and other parties affected or interested in a decision-making process and the resulting impacts.
- **Community engagement strategy:** Defines the overarching approach to community engagement for a project, program or plan; defines goals, metrics and legal requirements; can include multiple engagement plans.
- **Community engagement plan:** Details the planned activities for a specific community engagement period; address dates, methods, materials and roles and responsibilities for distribution of information and collection of community input.
- **Equitable access and opportunities:** Access to information and input opportunities that does not discriminate or disproportionality involve one group over others.
- **The Four Big Moves:** Connect the region; Connect all Wake County communities; Provide frequent, reliable urban mobility; Enhance access to transit.
- **Master Participation Agreement:** An agreement between the Wake Transit Governance Interlocal Agreement (ILA) parties and eligible participant parties.
- **Material concern:**
- **Meaningful input:** Feedback from the community that can and will be used in a decision-making process.
- **PE&C Subcommittee:** A subcommittee of the TPAC which reviews engagement strategies and approaches for Wake Transit-funded plans, projects and programs.
- **Performance assessments:** Regular evaluations of progress toward stated goals.
- **Significant change:** Significant changes to a draft are those in which the scope of a plan is adjusted, funding sources are changed, funding amounts are adjusted for more than minor modifications or calculation corrections, the addition or deletion of project(s) or other plan elements, and other edits that would qualify as major amendments to an existing document.
- **Stakeholders:** Individuals, businesses, non-profit organizations, industry, elected officials and other community members who have a stake in and/or may be impacted by a project, plan or program
- **Timely:** Within a reasonable timeframe.
- **TPAC:** Transit Planning Advisory Committee