## Culver City Bicycle & Pedestrian Action Plan – Public Participation Plan

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## Overview

When an agency undertakes a large-scale citywide planning process, such as a Bicycle & Pedestrian Action Plan, it is essential that individuals across the city feel that their voice and opinions are heard and considered throughout the process. Alta Planning + Design will implement an outreach/marketing process that is inclusive, interactive, and productive, and is structured to build momentum for the Culver City Bicycle & Pedestrian Action Plan and subsequent implementation. In order to bring a community as close as possible to consensus, it is important to cast as wide a net as possible and offer opportunities to weigh in on the project throughout the process. Every participant should be able to see how their input is reflected in the final document. After all, a plan such as this will define how every resident and visitor of Culver City will interact with their public spaces for decades to come.

## **Public Participation Plan Goals**

- Conduct wide public outreach and solicit feedback to understand the needs and expectations of residents, business owners, and other community members;
- Convey technical designs, limitations, and opportunities in a clear and concise manner to a large proportion of stakeholders;
- Increase public awareness and understanding of emerging trends in bicycle and pedestrian mobility;
- Solicit comments and suggestions in order to inform options and opportunities for alternate plans and facilitate conversations about which projects are a priority for the community;
- Use diverse and engaging forms of community collaboration, to ensure broad participation throughout the planning process; and
- Document outreach efforts for future reference and recordkeeping.

## Approach

This Public Participation Plan was developed to put these principles into practice. It will guide our team's outreach efforts and create a process to document and maintain a wide, inclusive outreach effort.

To solicit a wide array of opinions, we will utilize a variety of different outlets – including official city emails, social media channels, press releases, handbills, posters and direct mailing to ensure a wide spectrum of participants are aware of and participate in the planning process. While we know it is impossible to engage every single member of the community, we will complete a robust, inclusive outreach process that can support our planning processes and show that the community helped shape these decisions in a meaningful manner.

Furthermore, while many individuals are likely to be supportive of improvements to traffic safety, we acknowledge that some of these changes may require difficult trade-offs. To that end, we do expect that there will be individuals with reservations or concerns about the proposed projects.

We will welcome these individuals' participation with open arms and encourage them to express their opinions. We will fairly evaluate and respond to them and, if warranted, adjust plans to address their concerns. Individuals who are interested in the project will have access to information via the website and at meetings. A direct line to both the consultant team and City staff will be available as a 'Submit a Comment' on the website. All written public comments will be documented and recorded for posterity's sake and delivered to the city for long-term recordkeeping. Emails and website content will be summarized and each comment will be saved for future reference. Handwritten comments will be scanned and/or photographed and summarized and submitted, as well.

As we reach more and more individuals throughout the process, we will continue to invite everyone who participated to date to all future meetings in an additive fashion. If an individual provides their contact information to us at any event, meeting, or digitally, we will invite them to any future Citywide Planning meetings and Corridor Meetings (if they are within the study area) and inform them at key moments of the planning process, such as the publishing of draft and final plans. Business and neighborhood associations will be asked to publicize upcoming events to their wider audiences – whether that is digitally, with flyers in windows, or at upcoming meetings.

#### About the Team

The Alta team are experts at listening to the public, conveying technical issues in a clear easy-to-understand manner, and explaining trade-offs. Through our straightforward communication style, ability to engage citizens, and use of the latest technology, we are able to produce outreach strategies and successful designs and plans that meet the needs of the community. Several members of the outreach team are native Spanish speakers and can provide translation of written materials and at public meetings, if requested, enabling participation by more members of the community. We are confident the team brings the expertise to effectively collaborate with city staff and stakeholders to create innovative community outreach programming that informs and creates support for the Action Plan and its policies and programs in Culver City.

## **Public Participation and Outreach Activities**

Direct face-to-face engagement is the most important way for Alta and City staff to gain a deep understanding of community perspectives and priorities. This Public Participation Plan is designed to drive participation in public meetings, workshops, and events. Digital and print communications will promote attendance at the meetings, workshops, and events while also providing an opportunity for those who can't participate in person to provide their input online. The Plan takes advantage of the City's strong existing relationships with neighborhood and business organizations while seeking to welcome new voices and perspectives into the planning process.

## Public Meetings and Workshops

Alta will engage with the public by holding and facilitating a variety of public meetings, workshops, and events. As active transportation experts, we are able to engage the public in meaningful dialogue and draw upon our experience gained from past projects to address concerns that arise.

The goals for these meetings and workshops are to engage the community to share information about the project and gather input on the Action Plan at various stages. Our primary purpose will be to listen to the community and gain an understanding of their current concerns and desires for future citywide bicycle and pedestrian improvements. We want to learn how and why people use existing facilities, what destinations are important to connect to, whether the roadway feels safe for everyone, what the community wants future facilities to look like, what are real and perceived barriers to using bicycle and pedestrian facilities, what amenities the community would like to see, and more.

When applicable, we recommend that meetings and workshops be held in welcoming neighborhood-based venues such as schools, parks, senior centers, or churches. Meetings will be held at hours convenient to the community – on weekends and/or evenings. To ensure a diverse audience of constituents, we recommend holding the meetings close to public transit, and only in wheelchair-accessible venues. Bicycle & Pedestrian Advisory Committee (BPAC) meetings will also provide an important forum for stakeholder input and guidance from committee members.

The three (3) Citywide and six (6) Corridor Meetings and workshops will most likely consist of an Open House format to facilitate one-on-one interaction with the project team, and are intended to delve more deeply into detailed planning and design for the corridor. Compared to a 'Presentation Followed by Question & Answer' format, Open House meetings allow those who may be less likely to speak up publicly to engage with the project and have their voices heard. Alta will manage the agenda flow and timing, and ensure participants are provided ample opportunities to provide input and ask questions of the project team. Alta will also facilitate an interactive "kids station" where young participants can contribute to the development of the Action Plan.

The following is dependent on the type of meeting or workshop desired by City staff, but in most cases, Alta will prepare materials including graphics, mapping, photographs, PowerPoint presentations, and

written materials suitable for distribution and display, which are critical to help attendees understand the context in which the planning and design work is done. Native Spanish speakers on the Alta team can be available to help make sure ideas are clearly communicated to the public and in turn, public comments and feedback are accurately captured and recorded. We will look to the City to secure meeting space and assist with distribution of meeting notifications.

Alta will provide a list of community groups and stakeholders to city staff in memo form. City staff will then identify up to 10 groups that they believe should be met with in the project development process. These may include small stakeholder groups, such as the Downtown Business Association, or a morepublic meeting of a Neighborhood Association. If preferred by the city, these could include houses of worship (such as the King Fahad Mosque or Agape International Spiritual Center), or advocacy groups. The intent of these meetings will be to raise awareness of the project, and solicit feedback on potential locations that need attention in the planning process. Alta will provide a sign-in sheet to allow anyone in the meeting to opt-in to receiving updates on the project.

We have worked (and will continue to work) to identify groups made up of people of color, immigrants, youth, and other groups that may have been less engaged in planning processes in the past. We have already created a list of potential stakeholder groups below, which we will continue to update throughout the planning process. Regardless of which groups are prioritized by City staff using the form below, we will include all of the identified groups in our outreach database, and will invite them to engage in the planning process through email and social media.

Alta will also conduct up to 3 Community Outreach events. These events, selected by the city staff, are intended as opportunities to reach individuals who may not be otherwise involved in community planning processes. For example, these may be a table at a city-sponsored event or concert; a farmer's market; or other large event. Alta will look to city staff to secure a booth or other space for our efforts and we will staff the booth and solicit feedback, utilizing materials created for other meetings.

#### Deliverables

- Up to two (2) citywide meetings
- One (1) citywide meeting that is focused on Safe Routes to School
- Up to nine (6) corridor specific stakeholder workshops or events
- Up to ten (10) community stakeholder meetings this may include the Downtown Business Association, Neighborhood Associations, Parent Teacher Associations, etc.
- Up to three (3) Community outreach events, no more than 4hrs in duration this may include the Farmers Market, Taste of Downtown, Fiesta La Ballona, Culver City Healthy Family 5k, etc.)
- Up to nine (9) BPAC update meetings where the public can provide comments
- For each meeting or workshop (as needed)
  - o Planning, agendas, preparation of graphic materials, and meeting facilitation
  - o PowerPoint presentations, boards, meeting summary, notes, photos, and maps
  - o Public Participation Plan summary memo

## **Demonstration Projects**

To further complement and enhance the outreach and planning efforts, the consultant team will plan, design, and implement up to three (3) small-scale demonstration projects along the Opportunity Corridors to immediately illustrate the benefit of adding active transportation infrastructure to these corridors. One of these demonstration projects will be conducted with the support from SCAG's Go Human initiative.

Alta will work with City staff and the BPAC to select demonstration locations and concepts, finalize a site plan and coordinate permitting, with the understanding that each demonstration would be no more than 1-3 blocks in scale, and may possibly only exist in front of one address. Depending on the availability of materials and volunteers, the projects may vary in size. Exact project elements will be determined through a collaborative design process with City staff, as well as access to donated or borrowed materials. Project elements may include temporary striping using traffic tape or chalk, creating facilities using donated plants, establishing a green bike lane with washable paint, etc. Materials will need to be affordable, easily replaceable, due to the likelihood of damage or vandalism, which is expected if left in place for the two to four week timeframe described in the RFP. If possible, it is recommended that the demonstration be combined with an existing community event, such as a farmers' markets, art walk, cultural event, or open streets program to maximize the potential feedback. Alta and City staff will seek participation from local stakeholder groups in the planning and implementation of these demonstration projects.

At the demonstration projects, on-site surveys will be collected. Temporary signage will also inform passersby of the demonstration project and solicit feedback by directing them to an easy to remember online survey link. This will allow for drivers and other users passing by the project, but unable to stop to provide feedback. Photos and simple videos will be collected to document the entire effort.

#### Deliverables

- Up to three (3) small scale demonstration projects no longer than three blocks
- Development and implementation of onsite and online survey tool
- Demonstration signage to direct users to online survey tool, provide demonstration information, and Action Plan information

## Digital Engagement

Online and social media communication will complement the in-person engagement and provide an additional opportunity to review information and project ideas and provide input and feedback on the Action Plan as it develops.

#### Web Presence

Alta will create and host a project-specific website. City staff will create a static webpage on the City's website (<a href="www.culvercity.org">www.culvercity.org</a>) that links to the Alta website. The website will provide information in English

(and Spanish if desired) on the overall project goals, community workshops, recommendations, and reports. It will serve as a platform to promote events, notice meetings, and organize supporters and volunteers. Visitors to the website will see a chronology of past activities as well as upcoming opportunities to engage. Approved project deliverables will also be posted to the website. Project updates will be formatted in a way that are easily shared via the City's email and social media channels. Alta will provide the initial content and up to eighteen (18) content updates. The City may provide additional content, if desired.

We will also include a page for the community to provide specific information on a comment form and/or online interactive mapping tool (to be determined based on feedback and project budget). The website will also provide a portal to an online survey, which may be hosted off-site.

#### **Community Survey**

Alta will develop a community survey. The survey will be brief to encourage a higher participation rate, but will help create an understanding of key issues that are discouraging people from walking and bicycling, and improvements that would encourage greater use of existing or new facilities. The survey will be provided online in English and Spanish, if requested, through a third-party provider such as SurveyMonkey, and the consultant team will design a printable version for distribution during community events. Our team will work with City staff and community-based organizations to solicit donations for prizes or gift certificates from local businesses to encourage participation in the survey. Upon ending the survey, Alta will analyze results and include the analysis in the Public Participation Plan summary memo. This information will guide the development of proposed projects and prioritization process.

#### Email and Newsletter Updates

The Alta team will collect email addresses of people who are interested in the project using sign-in forms from meetings and events, and will add them to the City's distribution list. Alta will generate content for the City's email newsletter to promote upcoming opportunities to participate and provide feedback throughout the planning process. Alta will develop brief project updates and community event information for distribution through the City and partners' existing digital and print newsletters to further promote participation in developing the Action Plan. Alta will work with City staff to adapt website and/or social media content and images into a format that can be easily embedded in the City's regular (every 2-3 weeks) email newsletters.

#### Social Media

Working with the City's communications team and consultant, Alta will provide recommended content for up to thirty (30) posts over the course of the project to be used on the City's existing social media outlets. Content will be created for the accounts on Facebook (<a href="www.facebook.com/CityOfCulverCity/">www.facebook.com/CityOfCulverCity/</a>), Twitter (twitter.com/CulverCityGov), Instagram, and NextDoor.com.

The team will work to identify micro-groups of stakeholders such as dog owners, parents, and other small online community groups that may have an interest in walking and bicycling safety for additional outreach.

If requested, the Alta team will work with City's communication consultants, Tripepi Smith, to coordinate promotion of the project and Community Meetings. If requested, posts may be translated into Spanish. Additional Facebook posts, tweets, and images may be posted through the City's accounts as developed by City staff and Tripepi Smith.

#### **Deliverables**

- Initial project website content with up to eighteen (18) updates over the life of the project
- Online and printable community survey (in English and Spanish)
- Support City staff with regular email/newsletter content adapted from website updates
- Up to thirty (30) draft social media posts

## **Project Branding & Print Materials**

A visual brand for the project will create a higher level of recognition and excitement. Alta will develop a style sheet that outlines the project logo, color palette, and font(s). Final logo and color files will be provided to the City as a PDF, JPG, and EXP to use across communications, promotional materials, and the project webpage. These materials will be informed by and in accordance with the Culver City Graphic Identity & Format Guidelines.

## Outreach Document Templates

The Alta team will create up to seven (7) document templates to be used over the course of the project. The templates will ensure that branding is consistent across all communications and can be used by the City and partners as needed. City staff will have two (2) rounds of review and comment on template design. Templates are to be determined the by the City but may include the following:

- Flyers/handouts
- Postcards
- Survey
- Informational sheets/FAQ
- Presentations
- Poster boards
- Social media images

The templates will be designed for easy modification of content, so they can be updated as needed to meet the needs of the outreach strategy and/or the community.

#### **Notification Materials**

The consultant team will provide content for the templates listed above. The content may include information on the following: upcoming opportunities to participate, the online survey, community meetings and workshops, demonstration projects, project fact sheets, the final plan presentation, etc. City staff will have one round of review and comment on content. Content will be provided in both English and Spanish, when directed by City staff. The final design and content will be available in hardcopy and digital formats.

Hard copy notification materials can also be disseminated via local organizations, businesses, and partners. Electronic flyers can be distributed through email and posted on the project webpage for downloading and social media linkbacks.

#### Deliverables

- Project branding and style sheet
- Up to seven (7) design templates with two (2) rounds of design review
- Content development for notification materials with one (1) round of review
- Digital files of materials with record of when/where they were posted/aired

# Roles & Responsibilities

**Figure 1** (next page) details the outreach activities for each of the specific tasks throughout the creation of the BPAP. The outreach activities are categorized by type, with the columns representing which activities will be used to promote which specific meetings/events. The table also lists which party will be ultimately responsible for leading the activity, though much of the process will be collaborative and iterative.

Project Quantity	Deliverable	Lead	Timeline	Citywide Meetings (3)	Corridor Meetings (6)	Community Stakeholder Meetings (up to 10)	Community Outreach Events (3)	BPAC Update Meetings (9)	Demonstrat ion Projects (3)	Plan Publication Milestones
	Social Media									
Up to 30 posts	Draft text language with photo (1x per meeting)	Alta	>25 days before meeting	Υ	Υ		Υ		Υ	Υ
	Post to City Social Media Channels									
	(Twitter/Facebook/Nextdoor)	City/Tripepi Smith	10 & 1 day before meeting	Υ	Υ		Υ		Υ	Υ
	Recording and collecting social media analytics to track reach	City	TBD by City/Tripepi Smith							
	E-mail/Digital newsletters					1		1		
Up to 6	Draft HTML email language	Alta	>25 days before meeting	Υ	Υ	Υ			Υ	Υ
communication										
pieces	Translate Email (if requested)	Alta	>25 days before meeting	Υ	Υ	Υ			Υ	Υ
	Import and send to Citywide list and bike list	City	TBD by City	Υ	Υ		Υ		Υ	Υ
	Import and email to all commenters/participants of plan to									
	date	Alta	>25 days before meeting	Υ	Υ		Υ		Υ	Υ
	Recording and collecting email analytics	Both	Quarterly							
	Website									
	Create Website (iterative design process with City)	Alta	October 2017							
Up to 18 content	Post blog posts (modified email as content)	Alta	>25 days before meeting	Υ	Υ	Υ			Υ	Υ
updates	Document meeting in blog post	Alta	<5 days after meeting	Υ	Υ	Υ	Υ		Υ	
	Post all presentations and board materials	Alta	<5 days after meeting	Υ	Υ		Υ	Υ	Υ	
			Throughout first half of							
	Collect feedback on desired locations for improvements	Alta	project	Υ	Υ	Υ	Υ	Υ	Υ	Υ
	Collect feedback on proposed projects	Alta	Throughout middle of project	Υ	Υ	Υ	Υ	Υ	Υ	Υ
			Throughout last quarter of							
	Collect feedback on entire document	Alta	project	Υ	Υ	Υ	Υ	Υ	Υ	Υ
	Recording and collecting web analytics	Alta	Quarterly							<u> </u>
	Direct Outreach					1		1		
	Stakeholders (10 meetings) prioritized	City	ASAP			Υ				
	Stakeholder (10) introduction emails sent	Alta	TBD			Υ				
	Stakeholder Meeting agenda drafted & sent to city for OK	Alta	>5 days beforehand			Υ				
	Stakeholder Meeting materials drafted & sent to city for OK	Alta	>5 days beforehand			Υ				
templates to be	Add any attendees from meetings to list of participants	Alta	Ongoing	Υ	Υ	Υ	Υ	Υ	Y	Υ
designed for	Physical mailings to residents in area	City	>30 days before meeting		Y	1,,			Υ	
various outreach	Design & Distribute Flyers for Shop Windows	Alta	>20 days before meeting		Y	Y			Υ	
	ID 3 Community Events for Community Outreach Events	City	Ongoing			1	Y			-
	Sign-in forms at each meeting/event to collect									
	names/affiliations or address; photos of individuals engaged in		Oversteed							
	process at events and activities	Alta	Quarterly		<u> </u>	1	<u> </u>	<u> </u>	1	<u> </u>
	Other  Dublication in Dance of Decord (AD 1319 Compliance)	City	>20 days hafara maatin-	ly	1	T		1		
	Publication in Paper of Record (AB 1218 Compliance)	City	>30 days before meeting	Ť					+	
	Develop generalized promotional flyer for distribution (PRINT)	Alta	21 days before distribution	Υ	Υ				Υ	
	Develop promotional flyer for distribution (DIGITAL) - website		14 days before							
	and social media use	Alta	meeting/event	Υ	Υ	Υ			Υ	

## Public Engagement Schedule

The schedule (Figure 2) outlines the timeline for project tasks relating to public outreach and stakeholder involvement, described previously. Outreach will be ongoing from August 2017 to December 2018.

Figure 2. Culver City Bicycle & Pedestrian Action Plan Public Participation Schedule

Public Participation Program	Aug	Sep	Oct						2018									
Public Participation Program			5	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
2.1 Public Participation Plan	•																	
2.1.1 Print Media & Marketing Materials		•															1	
2.2 Social Media and Online Engagement			•															
2.3 Public Meetings & Workshops (Direct Outreach)																		
6.5 Demonstration Projects										Δ	Δ							

After the public participation efforts have concluded, Alta will submit a summary memo to staff with an overview of the events, feedback received, and photos of outreach. This memo can be used in the public participation section of the final plan.

**Table 1** details proposed/potential dates for project tasks relating to public outreach and stakeholder involvement, with the disclaimer that the dates are subject to change and not all events listed will be attended for outreach. Alta will work with City staff to determine which events to prioritize and a final timeline.

Targeted outreach via "pop-up workshops" brings the project to the public, captures a much wider and more representative range of residents, allows for more informal but often more meaningful input, and requires less staff and preparation time—meaning many more meetings can be covered in the equivalent time of large and heavily staffed formal meetings. Alta will attend a variety of community events and meetings that will be coordinated by the Culver City staff for one or two Alta team staff, with boards and handout materials that are highly visual and engaging.

**Table 1.** Proposed Timeline with Potential Outreach Opportunities.

2017						
July						
12-Jul	Project Kick-off Meeting with Consultants and City staff - completed					
20-Jul	BPAC Meeting - completed					
August						
Late - August	Public Participation Plan finalized					

September	
Mid -September	Design templates finalized
Mid - September	Project website launched
	BPAC Meeting
October	
	1 minute outreach video finalized
Mid -October	Outline of Social Media Campaign finalized
November	
	BPAC Meeting
	Citywide Workshop #1
	SRTS Meeting
December	

		2018
January		
		BPAC Meeting Citywide Workshop #2 Corridor Meeting #1
February		
		Corridor Meeting #2 Corridor Meeting #3
March		
		BPAC Meeting
April		
		Corridor Meeting #4
May		
E	Early May	Demonstration Project #1 (Most likely ATP application)  Corridor Meeting #5  BPAC Meeting
	Late May	Demonstration Project #2
June		
	Late June	Corridor Meeting #6  Demonstration Project #3
July		
		BPAC Meeting

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August	
September	
	BPAC Meeting: Presentation of Draft Plan
October	
November	
	BPAC Meeting: Presentation of Final Plan
December	

# Immediate Next Steps

Due to the condensed timeline for this project, Alta will work closely with staff to finalize this outreach plan and receive approval for outreach opportunities. We request that City Staff complete the following forms.

**Priority Community Stakeholder Meetings:** Alta will conduct digital outreach to all the groups below, unless instructed otherwise. City staff may choose (or fill in additional groups at bottom) up to 10 groups to prioritize scheduling in-person Community Stakeholder Meetings.

Name of Group	Type of Group	City Priority? (Up to 10)
Culver City Arts District BID	Business Group	(0) 00 207
Culver City Chamber	Business Group	
Culver City Downtown Business Association	Business Group	
Culver Village BID	Business Group	
Washington West Business District	Business Group	
Agape International Spiritual Center	Community Group	
Ballona Creek Renaissance	Community Group	
Culver City Action Network	Community Group	
Bike Culver City	Community Group	
Culver City Council of PTAs	Community Group	
Culver City Walk & Rollers	Community Group	
Culver City West MOMS Club	Community Group	
King Fahad Mosque	Community Group	
Transition Culver City	Community Group	
Goldrich & Kest Industries, LLC	Large Employer	
NFL Media	Large Employer	
Sony Pictures Entertainment	Large Employer	
Southern California Hospital at Culver City	Large Employer	
Symantec	Large Employer	
West Los Angeles College	Large Employer	
Westfield Culver City	Large Employer	
Studio Estates Neighborhood Watch	Neighborhood Association	
Blair Hills Association	Neighborhood Association	
Culver City Downtown Neighborhood Association	Neighborhood Association	
Culver Crest Neighborhood Association	Neighborhood Association	
East Culver City Neighborhood Alliance	Neighborhood Association	
Fox Hills Neighborhood Association	Neighborhood Association	
Helms Neighborhood Association	Neighborhood Association	
Rancho Higuera Neighbors	Neighborhood Association	
Sunkist Park Neighborhood Association	Neighborhood Association	
Tellefson Park Neighborhood Association	Neighborhood Association	

	Date	Estimated	Notes					
<b>Event Name</b>	(real or estimated)	Participation						
Centennial Birthday Party	9/16/2017							
Downtown Tree Lighting Celebration	Winter - annual							
Boulevard Summer Music Series	Summer - annual							
Ballona Creek Cleanup	September - annual							
Spring Egg Hunt	Spring - annual							
Fourth of July Fireworks	7/4 - annual							
Farmer's Market	Every Tuesday 2-7							
Martin Luther King Jr. Festival	February 2018							
Fiesta La Ballona	August 2018							
Additional Events We May Have Overlooked?								