



Title VI Compliance Report

An annual report covering civil rights and
nondiscrimination activities

Submitted: August 28, 2014

Covering July 1, 2013 – June 30, 2014

About Metro

Clean air and clean water do not stop at city limits or county lines. Neither does the need for jobs, a thriving economy, and sustainable transportation and living choices for people and businesses in the region. Voters have asked Metro to help with the challenges and opportunities that affect the 25 cities and three counties in the Portland metropolitan area.

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Metro fully complies with Title VI of the Civil Rights Act of 1964 and related statutes that ban discrimination. If any person believes they have been discriminated against regarding the receipt of benefits or services because of race, color, national origin, sex, age or disability, they have the right to file a complaint with Metro. For information on Metro's civil rights program, or to obtain a discrimination complaint form, visit www.oregonmetro.gov/civilrights or call 503-797-1536. Metro provides services or accommodations upon request to persons with disabilities and people who need an interpreter at public meetings. If you need a sign language interpreter, communication aid or language assistance, call 503-797-1700 or TDD/TTY 503-797-1804 (8 a.m. to 5 p.m. weekdays) 5 business days before the meeting. All Metro meetings are wheelchair accessible. For up-to-date public transportation information, visit TriMet's website at www.trimet.org.

TABLE OF CONTENTS

A message from Metro’s Title VI Coordinator	4
Introduction: Title VI Compliance Report for Metro	5
Description of Metro’s Title VI reporting structure	6
Limited English Proficiency (LEP) assistance, Demographic data and description of LEP outreach activities	7
Office of Citizen Involvement	14
Public outreach activities	16
Public outreach activities for advisory committees	29
Summary of contracts awarded	41
Title VI and nondiscrimination related trainings	42
Diversity Action Plan	44

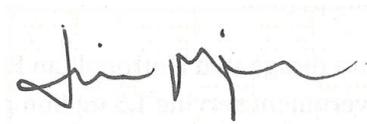
A MESSAGE FROM METRO'S TITLE VI COORDINATOR

Metro is pleased to present this Title VI Compliance Report to the Oregon Department of Transportation, in compliance with Federal Highway Administration regulations.

The activities described in this report reflect Metro's values of respect and customer service as well as the efforts the agency is pursuing in diversity, equity and inclusion. It also documents processes and practices that help us comply with Title VI of the Civil Rights Act of 1964 and related statutes and the Executive Order on Environmental Justice.

We make great effort to provide meaningful access to our programs and projects and look forward to further improving our practices over time. Metro's Title VI coordinator and Office of Citizen Involvement are responsible for initiating and monitoring Title VI activities and preparing reports such as this.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Middaugh". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jim Middaugh
Title VI Coordinator
Metro, Director of Communications

Date: August 28, 2014

INTRODUCTION: TITLE VI COMPLIANCE REPORT FOR METRO

This is the Oregon Metropolitan Service District (Metro) report to the Oregon Department of Transportation (ODOT) on Metro's Title VI compliance activities. It covers a 12 month period from July 1, 2013 through June 30, 2014.

As a subrecipient of Federal Highway Administration (FHWA) funds via ODOT, Metro's filing of this report constitutes compliance with one of two FHWA reporting requirements for the agency: an annual compliance report to ODOT and a Title VI Plan filed with FHWA (last updated March 31, 2010).

As a direct recipient of Federal Transit Administration (FTA) funds, Metro separately submits a Title VI Program to the FTA, following the FTA's guidance document, Circular 4702.1B which became effective on Oct. 1, 2012, and supersedes FTA Circular 4702.1A. Metro's most recent Title VI Program was submitted to FTA May 10, 2012 and accepted on May 29. Metro's Title VI Program for FTA expires Nov. 30, 2015 and an update is expected to be filed by Oct. 1, 2015.

Metro's Title VI designee also submits quarterly progress reports to both federal agencies and an annual Unified Planning Work Program report on Title VI and Environmental Justice related activities.

This report presents changes in Title VI reporting structure during the reporting period, a summary of planning-related public involvement activities, Metro's contracting activities and Title VI complaints received during this reporting period.

Metro submits this report as a designated Metropolitan Planning Organization (MPO). Metro is a directly elected regional government serving 1.5 million people living in the urbanized areas of the Portland metropolitan region. Metro's Title VI Coordinator and Office of Citizen Involvement are responsible for initiating and monitoring Title VI activities and for preparing these reports.

Title VI compliance review and action items

On July 9, 2014, Metro staff met with ODOT Office of Civil Rights staff for the Title VI compliance review of nondiscrimination requirements and activities covered during July 1, 2013 – June 30, 2014.

The findings and recommendations from ODOT will be available September 5, 2014.

Based on the preliminary conversation with ODOT Office of Civil Rights staff, Metro has taken the following actions: Added a "disability" check box to the Civil Rights complaint form online: www.oregonmetro.gov/civilrights. Over the next reporting period, Metro will develop an American Disabilities Act (ADA) complaint/grievance procedure and include it in the transition plan.

DESCRIPTION OF METRO'S TITLE VI REPORTING STRUCTURE

Jim Middaugh, Metro Director of Communications, is Metro's official Title VI Coordinator. He reports directly to the Chief Operating Officer (COO), the chief executive of the agency. Clifford Higgins is the Title VI designee.

Diversity Program Manager, Bill Tolbert, reports directly to the COO and continues to work closely with employee teams across the agency to coordinate diversity issues in four focus areas: internal awareness, employee recruitment and retention, public involvement and committee membership, and procurement.

Metro's Equity Strategy Program Manager, Pietro Ferrari, reports directly to the COO. The Equity Strategy Program is an organizing framework initiated by the Metro Council in 2012 to incorporate and apply equity more consistently across its program, policies and services – in collaboration with community, city and county partners.

Community Relations Manager, Patty Unfred, reports directly to the Director of Communications and manages public involvement staff, including staff assigned to Metro's Title VI program, to establish and execute engagement strategies and activities for agency-wide priorities and strategically manages, develops and coordinates relationships with stakeholders and community members to build trust in Metro.

LIMITED ENGLISH PROFICIENCY (LEP) ASSISTANCE, DEMOGRAPHIC DATA AND DESCRIPTION OF LEP OUTREACH ACTIVITIES

Language assistance during the reporting period

Beyond the materials proactively translated, Metro received no requests for translation or interpretation during the reporting period.

Title VI Factor 1 Analysis

As part of its effort to provide meaningful access to its programs to all residents, including those with limited English proficiency (LEP), and part of Factor 1 of the Four Factor Analysis process provided by the U.S. department of Justice, Metro conducted an extensive review of Title VI, LEP and Factor 1 plans by peer agencies. Informed by this review, Metro developed a four-step methodology to determine the number or proportion of LEP persons over the age of 5 in the Metro service area. Implementation of this methodology resulted in Metro's Factor 1 report in 2013, which identified 13 languages that qualified for the Department of Justice's Safe Harbor provisions. The workflow associated with this process can be described as follows:

- Conducted thorough review of peer agency documentation related to Title VI, Factor 1 compliance.
- Developed a methodology for analysis of language data.
- Gathered data.
- Identified languages that are eligible (or potentially eligible) for safe harbor provisions.

1. Conducted thorough review of peer agency documentation related to Title VI, Factor 1 compliance

In the fall and winter of 2012, Metro staff reviewed peer agency documentation related to Title VI compliance. This review included LEP and public involvement plans—and, where available, reports—on 26 websites, encompassing 17 MPOs, three state departments of transportation, and six regional transit authorities. Metro staff then analyzed the demographic content of these plans to see what data sources were used, at what geographic scale the data were collected and analyzed, and whether geographic information system (GIS) mapping was included. The results of this review are presented below. All of the MPOs and transit authorities serve metropolitan areas with populations of at least 1.5 million.

Of the 17 MPOs:

- Nine had published either a Title VI compliance report or plan, or an explicit LEP plan, completed since 2007 on their web pages.
- Two posted meeting minutes indicating that an LEP plan was in process, to be delivered in 2013.
- Six agencies made minimal reference to Federal Transportation Administration's (FTA) LEP policy compliance within the searchable content on their websites.

Transit Authorities:

- Atlanta; Washington D.C.; RTD (Denver, CO); BART (Bay Area, CA); King County (WA); Tri-Met (Portland, OR)
- Four, including Tri-Met, have published explicit LEP plans dated no earlier than 2009; these four are similar in scope and data quality. Two do not have published plans, but were actively preparing plans at the time of our research.

State DOTs:

- Washington, California, Oregon
- Washington has published a thorough LEP plan reflecting the elements in the 2007 FTA directive
- Oregon DOT's LEP document was completed in 2003-2004
- California's Caltrans has an extensive LEP plan but presents no demographic data.

Summary of demographic content analysis:

- Among the nine plans by peer MPOs we examined, the Atlanta Regional Commission's appears to match the scope of Metro's efforts to date in data analysis and visualization.
- Of the 16 total completed reports, four included school district data. All these are by transportation agencies; none of the MPO plans included schools data.
- 6 plans used the most recent 5-year ACS data estimates (2006-2010); 3 plans used the 2005-2009 estimates. The remaining 6 plans including demographic data present either 2000 SF3 data, or use single-year ACS estimates.

Additionally, Metro staff examined past similar work within Metro, including the environmental justice analysis for the 2016-2018 Regional Flexible Fund Allocation and ongoing agency-wide Equity Strategy Program work. Staff also conferred with staff from local agencies working on similar plans, including Tri-Met, City of Portland and City of Gresham.

2. Developed a methodology for analysis of language data

Informed by this review, Metro began developing a methodology to conduct the Factor 1 analysis. This methodology was structured around Federal guidelines on "Applying the Four Factor Framework," derived from Federal Transportation Administration's (FTA) circular Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, dated 13 April 2007. Metro's methodology also recognized that Department of Justice (DOJ) and FTA guidelines for Title VI LEP reports direct MPOs to analyze data from the U.S. Census, and to supplement this analysis with data generated by state and local governments or non-governmental agencies. However, Metro's service area is not referenced to census geographies and includes 25 cities across portions of three counties, limiting the availability of language data that are complete and consistent across the entire region.

To overcome this challenge, Metro staff assessed potential data sources in terms of geographic and temporal scale, resolution (e.g. whether languages reported individually or as language groups), and reliability (e.g. margin of error). Based on this assessment, Metro developed a four-step methodology to identify languages that are spoken by populations of

greater than 1,000 in the Metro service area. 1,000 speakers is the lesser of the two minimum thresholds, as 5% of the regional population over age 5 was, 70,317 based on 2006-2010 American Community Survey data. The methodology sought to reduce uncertainty in American Community Survey (ACS) estimates and to disaggregate language groupings reported by ACS by analyzing data at three spatial scales: census tracts, counties, and the state. The analysis was then validated against data on language spoken at home and LEP status from the Oregon Department of Education (ODE), which implements standards for consistent, comprehensive language-related data. These steps are outlined below:

- a. *Determine languages (or language groupings) with >1,000 speakers using tract-level data.* These tract-level data most closely followed Metro's service area boundary, but were associated with a relatively high margin of error.
- b. *Confirm tract-level estimates with county-level data.* As a cross-check, population counts from tract-level data were compared to county-level data, which had larger sample sizes and thus lower margins of error. Although these data do not follow Metro's boundary as closely as census tracts, 2010 Census data indicated that ~90% of the population in the tri-county area resides within the urbanized area contained within Metro's jurisdictional boundary.
- c. *Disaggregate language groupings.* Both of the above ACS sources reported the populations of language groupings, rather than estimating populations of specific languages within this grouping; for example, ACS reports the population speaking "African Languages". To address this limitation, Metro examined a state-level ACS special tabulation of 135 distinct languages.
- d. *Validate results with supplemental data:* Metro staff validated the results of Steps 1-3 against ODE student enrollment figures, which are provided as a detailed dataset that uses 100% counts and does not aggregate languages into groupings. Metro staff developed two techniques to disaggregate language groupings and then extrapolate from ODE data to the total population over age 5 in the Metro area.

3. Gathered data

As recommended by the USDOT/FTA Guidelines (April 2007), Metro staff used the following data sources:

- 2006-2010 America Community Survey (ACS) 5-Year sample: census tract data
- 2007-2011 America Community Survey (ACS) 5-Year sample: county data
- 2006-2008 America Community Survey (ACS) 3-Year sample: state data, detailed special tabulation of language spoken at home by English proficiency (not a part of a standard ACS data release)
- Oregon Department of Education (ODE): 2011-2012 school year enrollment data

Metro staff obtained ACS data from American FactFinder. To access ODE data, Metro staff submitted a public records request for student language of origin and LEP status for all school districts in Clackamas, Multnomah and Washington counties.

4. Identified languages that are eligible (or potentially eligible) for safe harbor provisions

Using the data and methods outlined above, Metro identified 13 languages with LEP populations of 1,000 persons or more, thus triggering eligibility for DOJ's safe harbor provision (see Tables 1 and 5 of Metro's Factor 1 Report). Tract-level estimates from ACS revealed nine distinct LEP populations with more than 1,000 persons within the Metro jurisdictional boundary area (see Appendix B, Table B1): Spanish, Vietnamese, Chinese (Mandarin or Cantonese), Russian, Korean, Japanese, Tagalog, Arabic, and Mon-khmer Cambodian. Additionally, five language groups were found to have populations of LEP speakers greater than 1,000. Summary counts using aggregated data from Clackamas, Multnomah and Washington Counties yielded similar results, increasing Metro's confidence in the aggregated tract estimates of LEP speakers within the Metro jurisdiction boundary (see Appendix B, Table B2). Disaggregation of language groupings revealed that Somali, Ukrainian, Romanian, and Hmong languages should also be included as safe harbor languages (see Appendix B, Table B6).

See Metro's Factor 1 Analysis Limited English Proficiency (LEP) Population Draft 2013 report for specific data tables, details concerning the methodology (Appendix B), and language distribution maps for each identified language (Appendix A).

To view Metro's Factor 1 analysis, visit www.oregonmetro.gov/civilrights.

LEP outreach activities

Metro's LEP plan provides broad implementation strategies for prioritizing the provision of language assistance. As part of implementation, many programs and projects continue to do a program- or project-specific LEP four-factor analysis as a way to define protected or sensitive populations, appropriate engagement methods and translation needs.

As part of implementing the comprehensive LEP Plan, Metro has taken these additional steps to provide language assistance during the reporting period:

- Metro completed data collection and analysis for an updated LEP Factor 1 analysis based on updated census data and Oregon Department of Education data (for local comparison). The data collected for this analysis will be available to programs and projects as they need to identify LEP populations and analysis support will be available when the program or project area is smaller than the whole region.
- Metro extended its contract for telephone interpretation services with Certified Languages International through March 2016.
- Metro continues to annually update a list of volunteer staff interpreters who are available to provide language interpretation services on request. This list is made available to all Metro staff and provided during annual language training to administrative support and communications staff throughout the agency. The list, updated in April 2014, identifies 15 employees who are available to help with interpretation of 13 spoken languages plus American Sign Language.
- *Language Resource Training:* On April 14, 2014, Metro conducted an internal staff training for nineteen frontline staff, including communications and public involvement staff, planning staff and Council administrative staff on how to provide meaningful language assistance to customers who don't speak English well.
- Metro continues to build relationships with community organizations that serve underrepresented populations and is gathering information on how to best communicate and engage with populations they serve. One practical manifestation of increased interaction is the award of funds and/or contracts to community organizations to support engagement of the communities they represent, in coordination with Metro.
- Metro redesigned and launched a new website in May 2014. The new oregonmetro.gov website was built from the ground up with all visitors in mind. It offers a cleaner, more streamlined look along with better information about Metro and better navigation and search functions. The new site is an upgrade for visitors and a giant step toward making it easier for people to connect with Metro on their computers, phones, tablets and in different languages.
- The new site will improve access for visitors that have a limited ability to understand English and will connect them with key pages readable in as many as [13 languages](#). There is a special emphasis on meeting the needs of the region's growing population of [Spanish](#), [Chinese](#), [Vietnamese](#) and [Russian](#) speakers.

- Metro contracted with Immigrant and Refugee Community Organization (IRCO) to hire local talent fluent in Spanish, Russian, Vietnamese and Chinese and produced four short videos to inform visitors about the various programs or services Metro provides. To view the videos, visit www.oregonmetro.gov/languagehub.

The following vital documents have been translated into Arabic, Chinese, Hmong, Japanese, Korean, Mon-khmer Cambodian, Romanian, Russian, Somali, Spanish, Tagalog, Ukrainian and Vietnamese:

- Nondiscrimination and Title VI civil rights notice
- Nondiscrimination and Title VI civil rights complaint procedures
- Discrimination and Title VI civil rights complaint form
- Information about Metro's language line
- Language and accessibility assistance notice
- Notice of potential real property impacts (to be translated during specific National Environmental Policy Act (NEPA) process)
- Notice of right to participate in formal comment period (to be translated during NEPA process or formal land use action)
- Description about Metro programs and services
- How to provide public testimony.

Project specific translated material

Powell-Division Transit and Development Project

- Web content available about the project in Spanish, some content available in Russian, Chinese and Vietnamese; translation hotline number accompanies this content
- Spanish factsheet
- Multilingual factsheet in Spanish, Russian, Chinese and Vietnamese
- One-question in-person survey at community events and meetings; translated to Spanish, Russian, Chinese and Vietnamese.

Southwest Corridor Plan

- General Southwest Corridor factsheet from 2012, and Fall 2013 factsheet, translated into Spanish and Vietnamese
- Shape SW questionnaire to help determine the transportation (transit, walking, biking and driving) investments needs of the corridor into Spanish and Vietnamese.

Regional Transportation Plan, Active Transportation Plan, Metropolitan Transportation Improvement Program, Climate Smart Communities Scenarios Project

- General public focused questionnaire.

In the next reporting year, Metro will take the following steps related to language assistance:

- Continue the practice of translating any vital documents into the appropriate languages as outlined by the U.S. DOJ's Safe Harbor provision.
- Upon request and subject to available resources, Metro will provide translation of other documents pertaining to programs and services into relevant languages.

- Continue to develop relationships with community organizations in order to gather information about their contact with LEP populations as part of implementation of Metro's LEP Plan.
- Convene the first annual community summit, seeking input from the public to help shape public involvement processes. (annual event)
- Conduct an annual online survey of public involvement through Metro's online panel, Opt In, currently made up of more than 18,000 members.
- Develop the second annual public involvement report for Metro, reviewing and evaluating public involvement processes across the agency.
- Distribute an internal survey to Metro planning, communications and front line staff to determine measures for language assistance program currently being implemented.
- Develop guidelines and best practices for translation (e.g., what information should be translated, into what languages, how will the information be publicized, etc.)
- Meet with and brief Title VI/LEP/EJ community organizations in the Southwest Corridor and involve them in the definition and identification of potential impacts, benefits and burdens of the project, as it moves toward Draft Environmental Impact Statement scoping.
- For the Powell-Division Transit and Development Project - finalize Title VI and environmental justice populations assessment based on Census Bureau data; continue identifying translation needs, engaging environmental justice populations, and establishing relationships and partnerships with organizations serving environmental justice populations.
- Ongoing: Share best practices and provide opportunities for staff to learn effective translation and interpretation services.

As Metro continues to advance outreach related to reaching underrepresented populations, efforts have been made to learn from and share information with partner agencies, such as:

- Ongoing: Metro participates in a quarterly coordination and information sharing group initiated by City of Portland and that includes members from ODOT, Metro, TriMet, City of Portland, City of Gresham and Multnomah County. The group discusses agency updates about Title VI and LEP work and ways the group can coordinate (including possible training sessions).

Metro's LEP Plan is available on Metro's website at www.oregonmetro.gov/civilrights.

OFFICE OF CITIZEN INVOLVEMENT

Public Engagement Review Committee (PERC)

PERC meets at least twice a year and serves as a key component of Metro's efforts to develop successful public engagement processes. The committee includes at least three at-large community members, at least three staff or board members from local community organizations and a public involvement staff member from Clackamas, Multnomah and Washington counties. The current PERC is made up of 7 community representatives, 3 community organization representatives, and 3 county representatives.

Criteria for membership selection includes:

- community service: demonstrated commitment to community involvement
- experience: demonstrated skills, knowledge or experience valuable to support Metro's public engagement principles
- diversity: collectively representative of the geographic and demographic diversity of the region.

The PERC met in Fall 2013 and Spring 2014 to provide input on Metro's Diversity Action Plan, the annual Community Summit, annual public engagement survey a new public engagement guide, Metro's equity strategy community engagement plan, and the engagement strategy for reviewing draft benefits, burdens and disparate impacts related to the Metropolitan Transportation Improvement Program.

Public Engagement Network (Peer group)

The peer group convenes public engagement staff and professionals from the Portland metropolitan area to pool professional knowledge in the region by sharing best practices, emerging tools and case studies. The peer group met twice - once in Fall 2013 and once in Spring 2014. The meetings included updates on the public engagement guide, a tool to share resources and a panel discussion on engaging underserved communities. Panelists shared their valuable insights and experience with engaging underserved communities. Presenters included Duncan Hwang from Asian Pacific American Network of Oregon, Mary Rose Navarro of Metro, and Shoshanah Oppenheim and Jeri Williams from the City of Portland.

Annual public engagement survey and report

The annual Opt In online panel public survey and public engagement report provide further opportunity to evaluate Metro's public involvement efforts. An Opt In survey on Metro's public engagement practices was conducted in May/June 2014 and results were very similar to the previous year. Respondents continue to feel that Metro does a good job providing opportunities for the public to get involved but needs to do better showing how feedback influences project outcomes and decisions. Comments also cited individuals' lack of time as a barrier to engaging with Metro.

Annual community summit

The community summit is a public event that will bring together stakeholders representing the diverse perspectives of the region to learn about and advise on priorities and engagement strategies for upcoming policy initiatives. The summit will be online with a corresponding launch event planned in Fall 2014. Members of the PERC have created a sub-committee to assist with planning and marketing the event. Summit participants will be able to connect with Metro through a series of interactive tools and learn about current priority projects – Let’s Talk Trash, the Equity Strategy Program, the Parks and Natural Areas System Plan, Climate Smart Communities Scenarios project, regional growth management decision, and the 2018 RTP.

Public Engagement Annual Report

The public engagement annual report included information on key initiatives from July 2012 to June 2013 with a section on previewing 2013-14 planned engagement. The report also included examples of best practices for public engagement.

Council update on Public Engagement Review

On Wednesday, Dec. 3, 2013, Communications Director and Title VI coordinator Jim Middaugh and community relations manager, Patty Unfred, provided an update about the Public Engagement Review process to the Metro Council. Three PERC members, Greg Greenway, Stephen Roberts and Casey Barnard attended the work session and shared their perspectives from serving on the committee for the past year.

PUBLIC OUTREACH ACTIVITIES

Metro's public involvement strategies often attempt to leverage the efforts of other, unrelated programs that have the potential to reach environmental justice and underserved populations. The outreach efforts listed below are just the ones related to transportation planning activities; though in some cases the list includes ways Metro used other outreach efforts to spread awareness of transportation related programs. During the reporting period there were seven projects associated with a public involvement or public outreach and the continued use of the Opt-In panel. Projects include: Powell-Division Transit and Development project, Southwest Corridor Plan, Regional Transportation Plan, Metropolitan Transportation Improvement Program, the Civil Rights Assessment for the 2014 RTP and 2015-18 MTIP, the Climate Smart Communities Scenarios Project and the Public Engagement Guide.

Powell-Division Transit and Development Project

Pre-initiation activities began fall 2012; anticipated initiation in fall 2013; expected completion in 2015

This reporting period covers the earliest planning phase of the transit project, before alternatives are generated and discussed with the public and decision makers. To ensure the project incorporates Title VI and environmental justice principles, project staff and decision makers have integrated equity into the project's foundation. Later phases of the project will include an analysis of impacts and benefits to environmental justice populations and their involvement in the development of mitigation actions.

- Equity is one of four project goals
- Equity measures are included within project screening and evaluation

Broad and inclusive engagement is essential to developing a community-supported transit solution. Metro works with residents and community organizations that serve low income and minority populations to provide early, regular and meaningful opportunities to influence decision-making. Engagement efforts during this report period included the following.

- Project's decision-making body (Steering Committee) includes communities of color and low income representatives
- The availability of translation services and Metro's nondiscrimination notice with Title VI complaint forms were included with all public meeting notifications
- Web content available in Spanish, some content available in Russian, Chinese and Vietnamese; translation hotline number accompanies this content
- Spanish factsheet
- Multilingual factsheet in Spanish, Russian, Chinese and Vietnamese
- Bus rider engagement that reaches communities of color and low income populations; materials available in Spanish, Russian, Chinese and Vietnamese
- Survey of Immigrant and Refugee Community Organization staff
- Public Steering Committee discussion on equity and anti-displacement strategies
- Youth engagement at the Youth Summit for Transit Justice and the Gresham Youth Advisory Committee

- Presentations and/or discussions with equity/ social justice organizations, including:
 - Immigrant and Refugee Community Organization
 - East Portland Action Plan
 - The Promise Ministries
 - Asian Pacific American Network of Oregon
 - Coalition for a Livable Future
 - OPAL Environmental Justice Oregon
 - Home Forward
 - Human Solutions
 - Catholic Charities
 - Oregon Advocacy Council Office
- Participation in events or input opportunities that target communities of color, including:
 - All-Spanish transit service enhancement plan meeting
 - Jade District steering committee and community meetings
 - Immigrant Entrepreneurs as Economic Creators in East Portland Tour
 - Immigrant and Refugee Community Organization's Diversity Community Leadership Roundtable
 - Participation in the East Portland neighborhood survey (Spanish, Russian and Vietnamese)

Southwest Corridor Plan

The Southwest Corridor Plan is currently finalizing its Refinement Phase, which is the step prior to initiating environmental review under NEPA. During the Refinement Phase, Metro and the plan's partner agencies (Beaverton, Durham, King City, Portland, Tigard, Tualatin, Washington County, Metro, ODOT and TriMet) teamed up to conduct a broad range of public involvement and outreach activities, including community planning forums, corridor design workshops and questionnaires to collect public input on different aspects of the Plan.

The impacts, benefits and burdens of the Southwest Corridor Plan have not yet been formally defined. Staff has taken initial steps to address these aspects: draft definitions will be created, and the next step will be to discuss those draft definitions with organizations that work with protected populations. Metro plans to contract with community-based organizations that work with or serve underrepresented communities, to get their help in convening conversations with their peer organizations to get feedback on the draft definitions. Based on feedback offered by those organizations, the draft definitions of impacts, benefits and burdens could potentially be modified in order to make them more relevant to the protected populations and the general public.

In terms of public involvement and outreach efforts, since August 2013 the Southwest Corridor Plan has implemented the following activities:

- Community Planning Forum (CPF) on November 6, 2013, in Tigard. The CPF focused the Statement of Purpose and Need for the Plan and TriMet's Southwest Service Enhancement Plan planning exercise.
- One questionnaire, primarily online, to obtain input on the draft Statement of Purpose and Need from the public.

- Three Corridor Design Workshops (CDWs) on March 12 (Southwest Portland), March 19 (Tigard) and March 20 (Tualatin), 2014. The CDWs presented information about the proposed high capacity transit design options and collected feedback on the public's preferences for those options.
- One Transit Fair on March 16, in Tigard. This event targeted limited English proficiency Spanish- and Vietnamese-speakers, and presented them with information about the Southwest Corridor Plan and the Southwest Service Enhancement Plan, and to encourage them to become more involved in those two planning efforts. Metro hired a professional Vietnamese interpreter and served as a liaison to the LEP Vietnamese-speakers, approaching and engaging them in conversation to encourage them to get info from the Transit Fair tables.
- Martín González from TriMet and Juan Carlos Ocaña-Chíu from Metro attended the Transit Fair event served as a liaison and translators to the LEP Spanish-speakers.
- One CPF on April 10, 2014 in Tualatin.
- The CPF presented information on the potential station locations along the high capacity transit design options, and on the related multimodal projects that support the station locations or the options. Public input was collected at this event.
- One questionnaire, primarily online, to obtain input on the potential station locations and multimodal projects from the general public
- One CPF on May 13, 2014 in Tigard. The CPF presented information on the draft recommendation of what high capacity transit options, potential stations and related multimodal projects to select for further study in a draft environmental impact statement (DEIS).
- One questionnaire, primarily online, to obtain input on the draft recommendation of which high capacity transit options, potential stations and related and multimodal projects to select for further study in a DEIS.

Public input collected through these activities was analyzed, summarized and presented to the Southwest Corridor Plan Steering Committee members, who are elected officials from the Plan's partner jurisdictions and agencies (Beaverton, Durham, King City, Portland, Tigard, Tualatin, Washington County, Metro, ODOT and TriMet). The Steering Committee considered the public input collected when making decisions about future Southwest Corridor Plan direction.

Two Southwest Corridor Plan activities have been focused on traditionally underrepresented groups:

- One Transit Fair on March 16, 2014 in Tigard
- The work on the definition of impacts, benefits and burdens of the Southwest Corridor Plan.

Southwest Corridor Plan staff organized the Transit Fair on March 16, 2014, in partnership with TriMet, the City of Tigard and Washington County. For Metro, the primary goal of the Fair was to bring information about the Southwest Corridor Plan to members of two underrepresented communities (limited English-proficiency Spanish- and Vietnamese-speakers) in person, and in their primary language, and to invite them to get more involved in the Plan.

To achieve this goal, Metro translated the most recent factsheet that described the current status of the Southwest Corridor Plan into both Vietnamese and Spanish, and also used a more general factsheet about the project that was created in 2012. Metro worked with professional translators who are on contract to translate the most recent factsheet. Bilingual (Spanish-English) Metro and TriMet staff reviewed the English-to-Spanish translation and made sure it was more likely to reach the widest possible number of Spanish-speakers. The same staff attended the Fair in order to present information directly to the limited-English proficiency Spanish-speakers. In order to reach the limited English-proficiency Vietnamese-speakers at the Fair, Metro also contracted the services of a professional interpreter to attend the event and serve as communications conduit with members of this community.

St. Anthony Catholic Church was the selected location because it offers services in both Spanish and Vietnamese, and they have a large meeting room where they provide coffee and refreshments to members of their congregation in between services. Southwest Corridor Plan and TriMet staff worked with St. Anthony Church's staff to make sure that the Transit Fair was advertised to as many limited-English proficiency Spanish- and Vietnamese-speakers as possible, and to the entire parish membership, including low-income members of those communities. The Transit Fair participating organizations set up their booths in that room, maximizing the opportunity to reach out to members of these communities. Bilingual staff and the contract interpreter had the opportunity to talk with a significant number of limited-English proficiency people and give them information about the Southwest Corridor Plan and the Southwest Service Enhancement Plan.

The Southwest Corridor Plan staff is also working to create draft definitions of potential impacts, benefits and burdens of the Plan on communities located in the study area. Based on previous Environmental Justice and Title VI work done by the Plan, staff identified a number of organizations that work with protected populations in the corridor and elsewhere in the region. The identified organizations will be approached in the second half of 2014 in order to present them with the draft definitions and get their perspective on whether the definitions apply to the populations they work with, and how to potentially modify the definitions in order to make them more relevant to them. Metro plans to contract with community-based organizations that have experience reaching out to and involving underrepresented communities to get their help in convening conversations with their peer organizations, in order to increase the probabilities of getting effective feedback on the draft definitions. The results of these discussions will then inform the creation of the formal definitions of impacts, benefits and burdens that will be used by the Southwest Corridor Plan during the DEIS phase.

Public Engagement Guide

In November 2013, Metro Council adopted an updated Public Engagement Guide (formerly the Public Involvement Policy for Transportation Planning) and submitted it to Federal Highway Administration and Federal Transit Administration (FTA) in compliance with 23 CFR 450.316(a) and FTA C 4702.1B. The guide reflects changes in the Moving Ahead for Progress in the 21st Century Act (MAP-21), and was adopted after considering comments received during a 45-day comment period on the guide.

The public engagement conducted between August 12 and September 30, 2013 had the primary goal of engaging a diverse and representative group of stakeholders from across the region and gathering substantive public comment and feedback to help shape, inform and improve Metro's engagement policies.

Recognizing that not everyone had time to review the entire guide, Metro designed a short online survey that asked what actions Metro can take to ensure everyone has an opportunity to participate in planning and decision-making processes. During the 45-day comment period provided, Metro collected the majority of the public input from an online survey and from feedback gathered at public events and presentations, which resulted in 1,466 responses.

Targeted input was also sought from interested parties including Tribal Governments, Native American resource agencies, environmental justice organizations, faith-based and community based-organizations that serve underserved communities such as populations with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth. Email notification was sent to the Transportation Policy Alternatives Committee (TPAC), the Joint Policy Advisory Committee on Transportation (JPACT), the Metro Policy Advisory Committee (MPAC) and the Metro Technical Advisory Committee (MTAC)— including the alternates and corresponding interested persons email lists, distributed to Metro's Opt In panel, and provided to the Federal Highway Administration and the Federal Transit Administration.

Outreach approach

Metro's efforts to publicize the comment period and ways to comment included:

- City and community newsletters – Metro provided articles to be included in city and community newsletters. Articles were placed in The Regal Courier, HelloLO newsletter and posted on the City of Tualatin's website and the City of Tigard's website.
- Email– Metro announced the opening of the comment period during the week of August 12, 2013 to its interested persons email list including members of the Public Engagement Review Committee (PERC), the regional Public Engagement Network peer group, community leaders, faith-based organizations and organizations that serve underserved communities such as populations with limited English proficiency, diverse cultural backgrounds, low-income, disability, seniors and youth. The list contained contacts for approximately 200 people. Organizations were encouraged to forward the email to their networks and contacts. A second email was sent to remind recipients about the comment period the week of September 9, 2013. Metro provided notification to the TPAC, JPACT, MTAC and MPAC and corresponding interested persons and alternates email lists, which reaches 853 people. Metro announced the opening of the comment period in an email and encouraged Metro Councilors to forward the email to constituents and community contacts.
- Events - Metro staff provided opportunity for the public to comment at the following events:
 - Saturday, Aug. 24 – Blue Lake, Disc Golf Tournament (100+ people)
 - Wednesday, Aug. 28 – Big Screen on the Green: Madagascar at Glendoveer Golf Course
 - Sept. 14 – Aquifer Adventures sponsored by Columbia Slough Watershed Council and Portland Water Bureau, Saturday, Sept. 14, 2013
- Farmers markets:

- Urban Homesteading Fair at the King Farmers Market: Sunday, Sept. 15
- Moreland Farmers Market: Wednesday, Sept. 18
- PSU Farmers Market: Saturday, Sept. 21
- Milwaukie Farmers Market: Sunday, Sept. 22
- St. Johns Farmers Market: Saturday, Sept. 28
- Multicultural and community media outreach – Metro sent a news release to media contacts announcing the public comment period. Media outlets included: El Hispanic News, The Scanner, Asian Reporter and Portland Chinese Times.
- Newsfeeds – Metro encouraged public comments through a newsfeed story, sent to media and interested parties. The newsfeed has over 800 subscribers.
- Outreach to Tribal Governments – Metro sent personalized letters to over 20 Tribal Governments and Native American resource agencies in the region.
- Opt In – Metro sent two email blasts to the 21,000 person Opt In panel on Aug. 21 and September 10, 2013. The email directed people to fill out a short online survey. Participants who took the survey were entered to win one of four \$50 VISA gift cards. Four winners were selected on October 1, 2013.
- Presentations at advisory committee meetings – Metro staff presented an overview of the Public Engagement Guide to JPACT, MPAC, TPAC and MTAC.
- Social media – Metro posted information on its Twitter account throughout the comment period. The OregonMetro Twitter account has over 6,000 followers.
- Website –The Public Engagement Guide was posted on Metro’s website www.oregonmetro.gov/engagementguide. The page received 726 page views during the public comment period.

Regional Transportation Plan (RTP)

To meet the requirements of MAP-21, the 2014 RTP public participation plan was designed to ensure early and active public participation throughout the updating process and timely, effective notification prior to major decisions. To help remove barriers to attending meetings, all the public meetings were held at locations served by mass transit. Translators and interpreters were available as needed.

Metro advisory committees—the TPAC, JPACT, MPAC and the MTAC—were forums for discussion and decision-making by elected officials and their staffs, representing cities and counties of the region, transportation agencies and providers. Three of those committees—TPAC, MPAC and MTAC—have community representatives as regular members, bringing the lay perspective to those discussions and making recommendations on decisions.

Information on RTP developments was provided to the public throughout the update process through electronic news articles and fact sheets available through the Metro website and distributed at meetings and events. The RTP project website posted information about the update process, with a timeline indicating key decision points and public comment opportunities.

Metro staff worked with cities, counties, and agencies such as TriMet and the Port of Portland on targeted outreach and communication efforts to address specific needs of each agency or

jurisdiction and to facilitate collaboration among the agencies and jurisdictions in the RTP process. Throughout the process, staff presented to standing County Coordinating Committees (as well as their technical advisory committees), the Southwest Washington Regional Transportation Council as well as leading several joint MTAC/TPAC workshops covering various topics:

- two workshops focused on updating RTP revenue projections (July 23, 2013 and September 9, 2013)
- a workshop focused on updates to Metro's regional travel demand model (August 21, 2013)
- a workshop focused on demographic/economic trends as well as draft policy edits for Safety and Active transportation (September 11, 2013)
- a workshop focused on travel trends and an overview of the RTP project solicitation process (September 23, 2013)
- a workshop focused on transportation system performance / modeling results (March 17, 2014).

On March 21, 2014, the review draft of the 2014 RTP was posted on Metro's website for viewing or downloading. Printed copies and electronic copies on CD were available on request and were distributed to Metro advisory committee members. This marked the start of a formal 45-day public comment period that ended on May 5, 2014. The March 21 through May 5 comment period for the RTP was expanded to include questions related to the work for the Regional Active Transportation Plan, the 2015-18 Metropolitan Transportation Improvement Program and the Climate Smart Communities Scenarios Project. Having a unified comment period allowed Metro to:

- demonstrate the related nature of the three programs
- leverage the resources of each program, increasing the outreach that would otherwise be feasible
- reduce the number of requests on participants' time, attention and effort.

Promotion

The comment period was promoted through newspaper ads, postings on the Metro newsfeed, notification to the OptIn panel, and an update to Metro's planning enews list. Notices were also disseminated through Metro's Public Engagement Network and neighborhood association contacts.

Ads were placed in the Beaverton Valley Times, Gresham Outlook, Portland Observer, Asian Reporter and El Hispanic News. The notice in El Hispanic News was presented in both English and Spanish; other ads had translated text stating the purpose of the notice and providing contact information for more information. See Appendix A for copies of these ads.

Outreach elements

During the March 21 through May 5 comment period, Metro received comments through an online tool and questionnaire that focused on soliciting comments from the general public, a more detailed and specific online questionnaire focused on the RTP itself, and via email, letter, phone call and message, and other conversations.

Online tool and questionnaire: Where we live and work and how we get around

The comment period included an online tool and integrated general public-focused questionnaire, asking participants about investments needed:

- for communities where we live and work
- to improve how we get around.

This online tool and questionnaire was designed to be more interactive than typical online questionnaires. The goal was to create a more accessible portal for the general public to let their desires be heard by focusing questions on the challenges faced by and desires of participants rather than trying to explain the programs the responses would inform (i.e., the RTP, ATP, MTIP and Climate Smart Communities Scenarios Project). In total, 2,321 unique visitors viewed the online tool, and 1,217 responses to the questionnaire were submitted.

Opportunity to comment specifically on the draft Regional Transportation Plan

Government partners, advocates and other interested parties needed avenues to offer comments on the specific issues raised by 2014 RTP and the ATP, the 2015-18 MTIP and the Climate Smart Communities Scenarios Project. Decision-makers also need specific public feedback on these programs in order to move forward. To meet these needs, more detailed and specific online questionnaires were offered.

The 2014 RTP and ATP online questionnaire received 176 responses. Metro also received additional email, letter, phone call and message, and verbal comments. All substantive comments were recorded and responded to for the staff recommendation to decision-makers.

Community forums

Three community planning forums were held in early April, one each in Washington County, Multnomah County and Clackamas County. The events included open house-style information as well as a forum/discussion table element that included participation with Metro Councilors.

Civil Rights Assessment

See below for the process on the Civil Rights Assessment for the 2014 RTP.

Metropolitan Transportation Improvement Program (MTIP)

Metro advisory committees—the TPAC, JPACT, MPAC and the MTAC—were forums for discussion and decision-making by elected officials and their staffs, representing cities and counties of the region, transportation agencies and providers. Three of those committees—TPAC, MPAC and MTAC—have community representatives as regular members, bringing the lay perspective to those discussions and making recommendations on decisions.

On March 20, 2014, the review draft of the 2015-18 MTIP was posted on Metro's website for viewing or downloading. Printed copies and electronic copies on CD were available on request and were distributed to Metro advisory committee members. On March 21, 2014, Metro began a formal 45-day public comment period that ended on May 5, 2014. The March 21 through May 5 comment period for the MTIP was partnered with questions related to the work for the 2014 Regional Transportation Plan, the Regional Active Transportation Plan, and the Climate Smart Communities Scenarios Project. Having a unified comment period allowed Metro to:

- demonstrate the related nature of the three programs
- leverage the resources of each program, increasing the outreach that would otherwise be feasible
- reduce the number of requests on participants' time, attention and effort.

Promotion

The comment period was promoted through newspaper ads, postings on the Metro newsfeed, notification to the OptIn panel, and an update to Metro's planning enews list. Notices were also disseminated through Metro's Public Engagement Network and neighborhood association contacts.

Ads were placed in the Beaverton Valley Times, Gresham Outlook, Portland Observer, Asian Reporter and El Hispanic News. The notice in El Hispanic News was presented in both English and Spanish; other ads had translated text stating the purpose of the notice and providing contact information for more information. See Appendix A for copies of these ads.

Outreach elements

During the March 21 through May 5 comment period, Metro received comments through an online tool and questionnaire that focused on soliciting comments from the general public, a more detailed and specific online questionnaire focused on the MTIP itself, and via email, letter, phone call and message, and other conversations.

Online tool and questionnaire: Where we live and work and how we get around

The comment period included an online tool and integrated general public-focused questionnaire, asking participants about investments needed:

- for communities where we live and work
- to improve how we get around.

This online tool and questionnaire was designed to be more interactive than typical online questionnaires. The goal was to create a more accessible portal for the general public to let their desires be heard by focusing questions on the challenges faced by and desires of participants rather than trying to explain the programs the responses would inform (i.e., the RTP, ATP, MTIP and Climate Smart Communities Scenarios Project). In total, 2,321 unique visitors viewed the online tool, and 1,217 responses to the questionnaire were submitted.

Opportunity to comment specifically on the draft Metropolitan Transportation Improvement Program

Government partners, advocates and other interested parties needed avenues to offer comments on the specific issues raised by 2014 RTP and the ATP, the 2015-18 MTIP and the Climate Smart Communities Scenarios Project. Decision-makers also need specific public feedback on these programs in order to move forward. To meet these needs, more detailed and specific online questionnaires were offered.

The 2015-18 MTIP online questionnaire received 83 responses. Metro also received one email comment. All substantive comments were recorded and responded to for the staff recommendation to decision-makers.

Community forums

Three community planning forums were held in early April, one each in Washington County, Multnomah County and Clackamas County. The events included open house-style information as well as a forum/discussion table element that included participation with Metro Councilors.

Civil Rights Assessment

See below for the process on the Civil Rights Assessment for the 2015-18 MTIP.

Civil Rights Assessment

The 2014 RTP process and each of the funding allocation processes leading to the projects proposed for funding in the 2015-18 MTIP considered transportation needs of underserved populations, along with other policy objectives, when nominating and selecting projects. In addition, Metro must assess potential burdens and benefits of the final selection of projects as a whole on communities of concern and whether the distribution of the public transit investments, under the guidance of FTA's guidance on the Executive Order on Environmental Justice, have a disparate impact on these communities. As part of this (Title VI and Environmental Justice) Civil Rights assessment, Metro chose a methodology that provided quantitative and qualitative information.

Metro contacted local agencies and community based organizations that serve underrepresented populations to advise on demographic thresholds that would identify communities of concern. Based on this advice, Metro provided a qualitative assessment of the investment levels in communities of concern under the 2014 RTP and the 2015-18 MTIP, comparing them to regional investment levels, to determine the presence of disproportionate lack of investment for these communities. This quantitative assessment was released as part of the 30-day comment period from May 16 through June 20, 2014.

For the release of the quantitative assessment, Metro posted notices in the Beaverton Valley Times, Gresham Outlook, Portland Observer, Asian Reporter, El Hispanic News and The Skanner to solicit comments and qualitative feedback on the potential benefits and burdens of programmatic investments. Notifications were also posted on Metro News and sent to the Planning enews email list as well as local agencies and community based organizations that serve underrepresented populations.

The Civil Rights Assessment received six letters and two online questionnaire responses. These comments were recorded and, along with those received informally throughout the processes, were responded to for the staff recommendation to decision-makers. Though the original quantitative methodology was questioned by these comments, neither the original methodology nor subsequent methodologies tried during this assessment revealed the presence of a disproportionate lack of investment for Title VI or Executive Order on Environmental Justice communities of concern (people of color, those who do not speak English well, those with low-income) under either the 2014 RTP or 2015-18 MTIP.

Because of this and based on the qualitative information received during the comment period, Metro found no disproportionate burdens or disparate impacts on these communities for this assessment. However, due to the feedback on the quantitative methodology and comments highlighting the need for improving equity in the region, the assessment also recommends improvements in communications with the these communities and future quantitative methodology as well as coordination with the Metro Equity Strategy as it develops.

Climate Smart Communities Scenarios Project

Initiated Fall 2010; expected completion December 2014.

The 2009 Oregon Legislature passed House Bill 2001, the Jobs and Transportation Act. The law includes a requirement for the Metro MPO to work with the Oregon Department of Transportation (ODOT), the Department of Land Conservation and Development (DLCD), and local governments to analyze land use and transportation scenarios that are designed to accommodate planned population and job growth for the year 2035 and reduce GHG emissions from cars and light trucks.

The law also requires Metro to adopt a preferred scenario after public review and consultation with local governments, and calls for local governments in the Portland metropolitan region to implement the adopted scenario. In response, Metro launched the Climate Smart Communities Scenarios Project to engage community, business, public health and elected leaders in a discussion with their communities to shape a preferred approach that meets the state mandate and supports local and regional plans for downtowns, main streets and employment areas.

To realize that goal, Metro evaluated three approaches – or scenarios – to better understand how best to support community visions and reduce greenhouse gas emissions. During the July 1, 2013, to June 30, 2014, reporting period, the project conducted extensive outreach with community and business leaders, local governments, and Metro's technical and policy advisory committees to share the results of that evaluation and help facilitate a discussion to shape a draft approach to test for its ability to meet the state target and help communities realize the priorities in their local adopted plans.

Throughout the July 1, 2013, to June 30, 2014 reporting period, Metro staff provided standing advisory committee briefings to land use and transportation policymakers and technical staff (JPACT and MPAC, TPAC and MTAC, respectively) who were actively engaged in shaping the draft approach for staff to evaluate recommended to the Metro Council in May 2014, which council formalized with a resolution in June 2014. Also during this period, Metro staff maintained the project website with video and printed resources that informed the public and stakeholders on the progress and outcomes of the public outreach efforts and project milestones. A major update to the website and project page was completed during this time period and launched in May 2014.

From July to September 2013, the Metro Council held one-on-one briefings with Metro's policy committee stakeholders to answer questions regarding the scenarios project and prepare them to actively participate in the fall discussion around the first look at the results of an analysis of the three approaches for meeting the state target and other community goals.

From October to December 2013, Metro staff provided briefings to local, regional and state public officials and staff, Metro's policy and technical committees, community and business leaders previously engaged and community organizations on the results of the analysis to prepare them to identify/discuss tradeoffs and implications through a process of shared discovery.

From January to May 2014, Metro facilitated a Community Choices discussion through public engagement activities to explore policy choices and trade-offs of the three approaches. The engagement activities built upon earlier public engagement to solicit feedback from public officials, public health, environmental, business, environmental justice and equity stakeholders, interested

members of the public and other identified audiences. Online comment opportunities, interviews, discussion groups, and statistically valid public opinion research were used to gather input on:

- perceptions of the region's transportation system
- perceptions of access to jobs, and affordable housing and transportation options
- perceptions of the feasibility of implementing key strategies under consideration
- perceptions of investment priorities and infrastructure finance
- general willingness to support key strategies under consideration
- general willingness to pay more for key strategies under consideration
- general willingness to take personal actions to reduce greenhouse gas emissions.

During this period, community and business leaders, local governments and the public were asked to weigh in on which investments and actions should be included in the region's preferred approach. The following table provides a summary of the Community Choices engagement activities.

COMMUNITY DISCUSSION ENGAGEMENT ACTIVITIES

Who	Engagement activity	Timeframe	Number of participants
Metro Councilors and staff	State Commission Briefings 1 - Land Conservation and Development Commission 2 – Oregon Transportation Commission	Feb. 14 (completed) March 20	LCDC and OTC members and department directors
JLA Public Involvement	Stakeholder interviews	Jan. – Feb. (completed)	33 elected officials and public health, environmental, business, environmental justice & equity leaders
DHM Research	Focus groups by 3 counties with representative sample of participants	Feb. 22 (completed)	22 community members
DHM Research	Public opinion survey with statistically representative sample of participants	March 17-21	600 community members (200 from each county)
JLA Public Involvement	Discussion groups 1 - Investments and actions discussion 2 - Implementation and monitoring of preferred approach	1 – March 28 2 – April 2	40-50 public health, environmental, business, environmental justice & equity stakeholders
JLA Public Involvement	Online public comment tool*	Mar. 21-May 5	Estimated 2,000+ visitors

Who	Engagement activity	Timeframe	Number of participants
Oregon Policy Consensus Center	Facilitate joint JPACT and MPAC meetings	April 11 May 30	JPACT and MPAC members and alternates, plus panel discussion by community leaders
Metro staff	Three community forums (one in each county)	Early April	Estimated 20 residents
Metro Councilors and staff	County-level policy coordinating committee briefings	May 1 – C-4 subcommittee May 5 – EMCTC May 5 - WCCC	City and county officials, JPACT and MPAC members

During this same period, local, regional and state leaders worked with each other informed by results of the above public engagement activities to make a recommendation for a draft approach for Metro staff to evaluate for its ability to meet the state target and support other community goals.

In June 2014, the Metro Council passed a resolution formalizing the recommendation directing staff to test the draft approach recommended by Metro's policy committees, MPAC and JPACT.

The engagement strategy implemented in the last reporting period guided the public engagement efforts up through June 30, 2014. The public engagement was coordinated with Metro's Regional Transportation Plan update and other priority Metro projects. The engagement strategy continues to be informed by data compiled for the Limited English Proficiency (LEP) Plan.

Opt In

Ongoing

In 2011, Metro initiated an online public engagement tool called Opt In (www.optinpanel.org) to reach a broader audience and get input about Metro programs and policies. Participants are asked to provide basic demographic information and invited to take one or two online surveys each month.

The panel has grown to more than 24,000 members as of spring 2014 providing an opportunity for broad, ongoing engagement with a large number of community members. Metro sent four surveys to Opt In members during the reporting period, resulting in a total of 7,582 responses.

PUBLIC OUTREACH ACTIVITIES FOR ADVISORY COMMITTEES

Metro has for many years used a variety of strategies to include underserved communities in decision making and in public involvement efforts. In recent years, the agency's Diversity Action Plan has called for more attention to representation of minorities on advisory committees. In addition, the revision to FTA's Title VI Circular proposed on Sept. 29, 2011 includes the statement that:

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar decision-making bodies must provide a table depicting the racial breakdown of the membership of those bodies, and a description of efforts made to encourage the participation of minorities on such decision-making bodies. The membership of these boards, councils, and committees should be representative of the demographics of the communities they serve. The membership of these boards, councils, and committees should be representative of the demographics of the communities they serve.

Metro conducted a demographic survey of members in Spring 2014 to get a baseline snapshot of the current makeup of Metro's appointed committees. The survey, which will occur biennially, is the first step toward assessing barriers to participation and the development of recommendations to support diverse communities' successful participation on Metro committees. All information is anonymous and participation is voluntary. Demographic indicators are reported on aggregate to ensure no personally identifiable information will be reported in analysis. 174 responses were collected between March 27 and June 9, 2014. While the response rate for the baseline survey was not adequate to be statistically valid, future surveys will look to increase participation and statistical validity.

Metro staff reviewed committees and selected those that are long-term (standing or supporting multi-year projects) and requires some form of appointment. The following committees have been surveyed:

- Cemetery Advisory Committee
- Equity Strategy Advisory Committee
- Joint Policy Advisory Committee on Transportation (JPACT)
- Transportation Policy Alternatives Committee (TPAC)
- Metro Audit Committee
- Metro Central Enhancement Grant Committee
- Metro Exposition and Recreation Commission
- Metro Policy Advisory Committee (MPAC)
- Metro Public Engagement Review Committee
- Metro Solid Waste Advisory Committee
- Metro Technical Advisory Committee (MTAC)
- Natural Areas Program Performance Oversight Committee
- Nature in Neighborhoods Capital Grants Review Committee
- North Portland Enhancement Grant Committee
- Powell-Division Transit and Development Project Steering Committee
- Smith and Bybee Wetlands Management Committee
- Southwest Corridor Plan Steering Committee
- Transit Oriented Development Steering Committee
- Zoo Bond Oversight Committee

The survey collected responses for the following demographic characteristics:

- Gender
- Age
- Zip code
- Highest level of education
- Income range
- Race and ethnicity
- Primary language and level of English
- How a member was appointed or applied for a committee
- Open-ended question asking for suggestions on inclusion

Survey participation was anonymous and voluntary. Demographic indicators are reported on aggregate to ensure no personally identifiable information is reported in analysis. The survey was estimated to take participants five minutes to complete.

Demographic characteristics findings

The distribution of demographic characteristics across the respondents who participated in this questionnaire is compared to the distribution documented by external data sources for the population of the three counties within the Metro region, Clackamas County, Multnomah County and Washington County. The data sources include the 2010 U.S. Census for gender, age, race/ethnicity and the 2007-2011 American Community Survey 5-year estimates for language spoken at home, and annual household income for residents.

Gender

Just over half (55%) of committee members who completed the survey identified as male, with 44% identifying as female. Unlike available data on our region, survey participants were also given the opportunity to identify as transgender, other or prefer not to disclose.

Figure 1: Gender distribution (N=174)

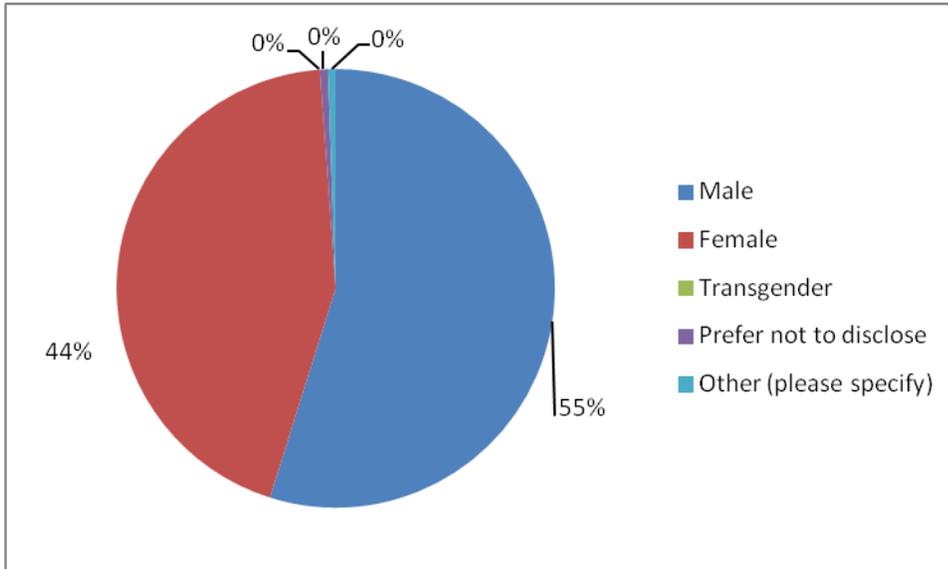
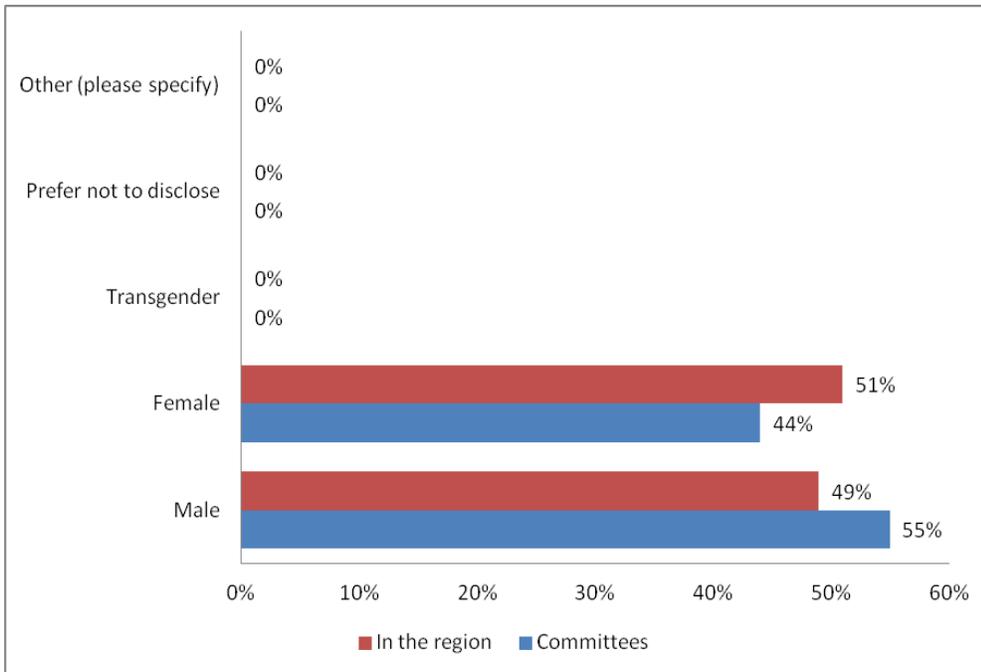


Figure 2: Gender distribution (N=174) relative to regional population



Age

Nearly 80% of Metro committee members participating in this survey were age 45 or older. Compared to the regional population, there is an overrepresentation of those ages 45 to 65 and underrepresentation of those ages 18 to 33.

Figure 3: Age distribution (N=174)

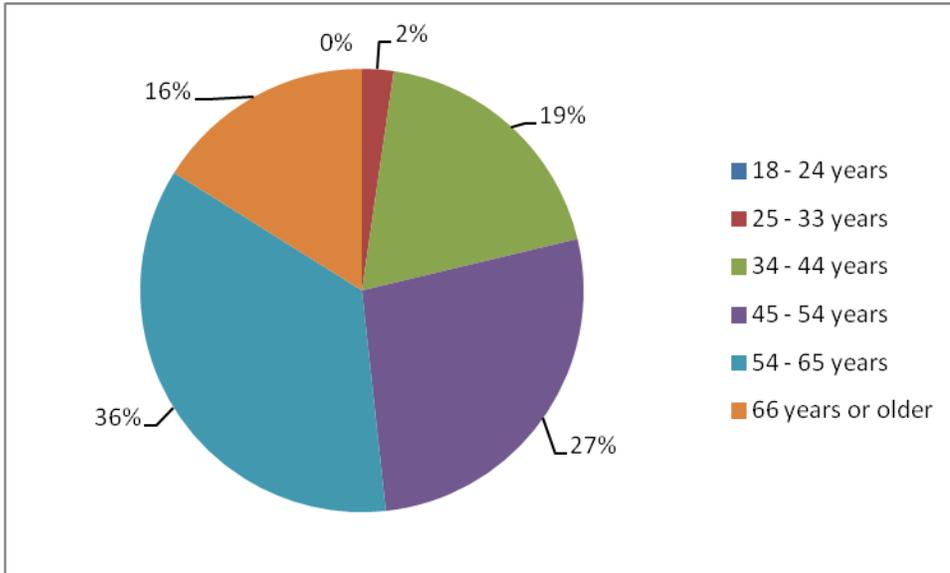
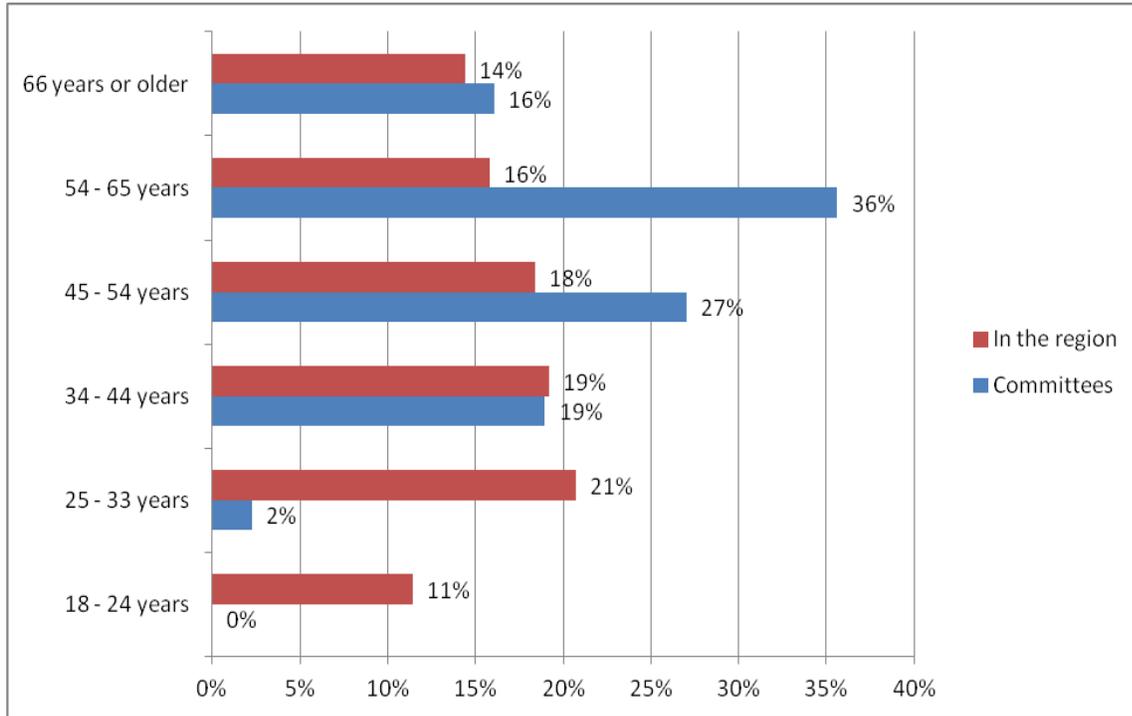


Figure 4: Age distribution (N=174) relative to regional population



Race and ethnicity

The race and ethnicity categories used in this questionnaire are more detailed than the 2010 U.S. Census categories. Respondents could check all categories they felt best described their race or ethnicity. Since respondents could select multiple categories, the percentages add up to more than 100 percent. Write-in responses for “Other” included 15 responses for “European”, 1 write-in response as Mississippi and 1 write-in response as American native. Write-in responses for participants who identified as Slavic included Poland, Russia, Slovak and Ukraine.

The race and ethnicity distribution for this survey is less diverse relative to the region in “Latino/Hispanic” and “Asian.”

Figure 5: Race and ethnicity (N=171)¹

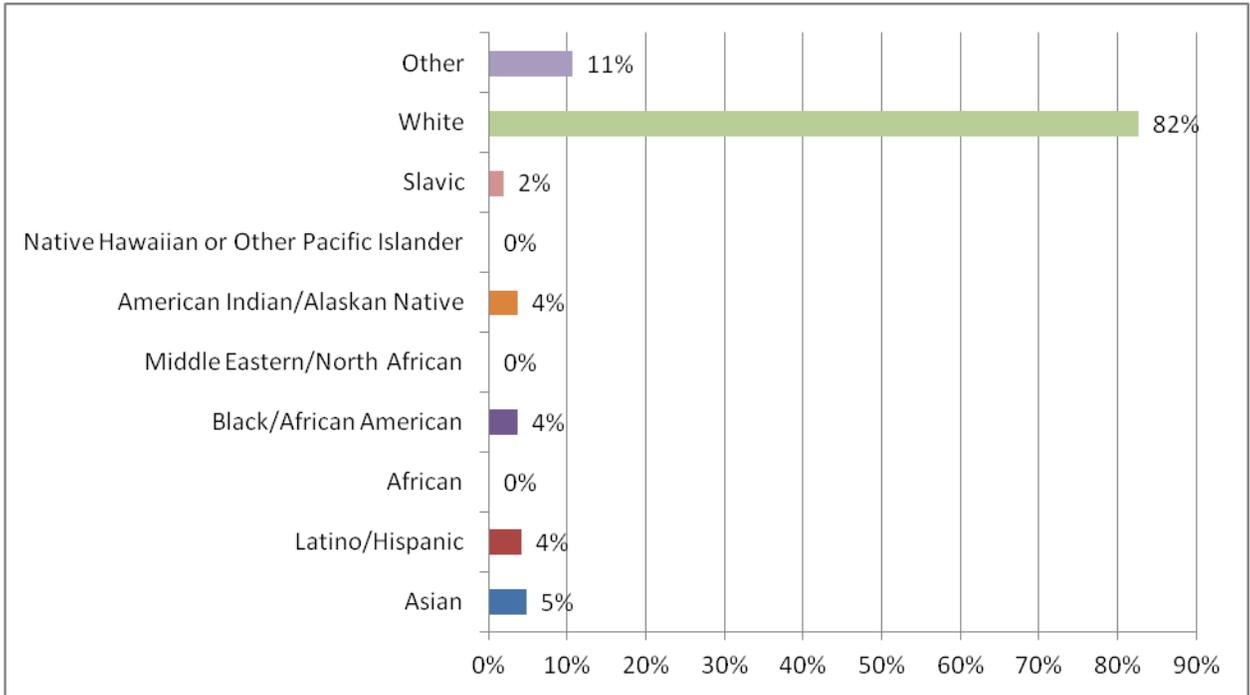
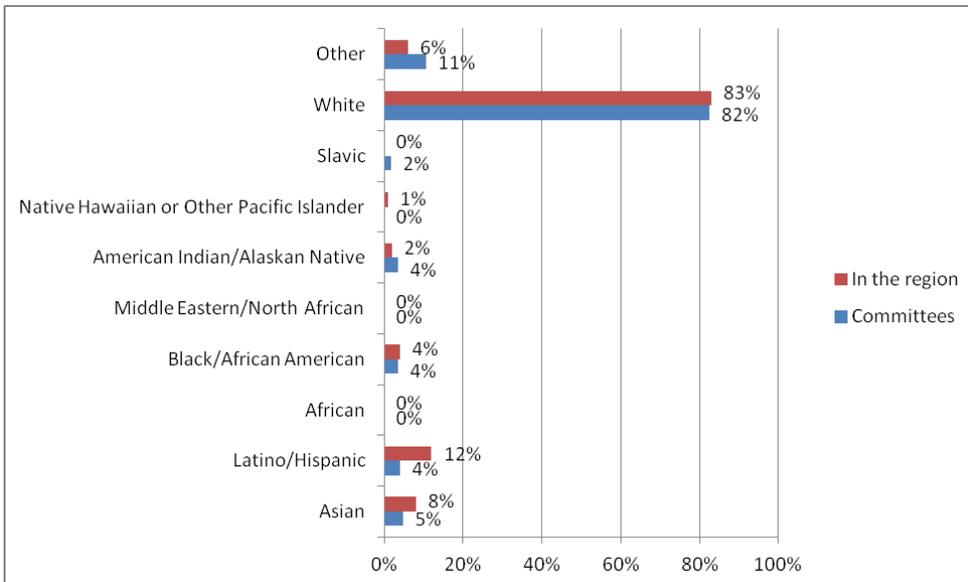


Figure 6: Race and ethnicity distribution (N=171) relative to regional population



¹ Race and ethnicity response data was revised in two ways, 1) 1 participant selected all categories and is reflected only in Other with write-in response American native; 2) Survey format did not clearly communicate European as a subcategory for Latino/Hispanic so 23 responses for Latino/Hispanic – European were reallocated to White and write-in European as appropriate accordingly to individual responses.

Language

Participants were asked two questions to gather demographic information using standard questions for determining Limited English Proficiency by identifying the language they speak most of the time at home and their proficiency in English. Other spoken languages included Japanese, French and Punjabi.

Figure 7: Language spoken distribution (N=171)

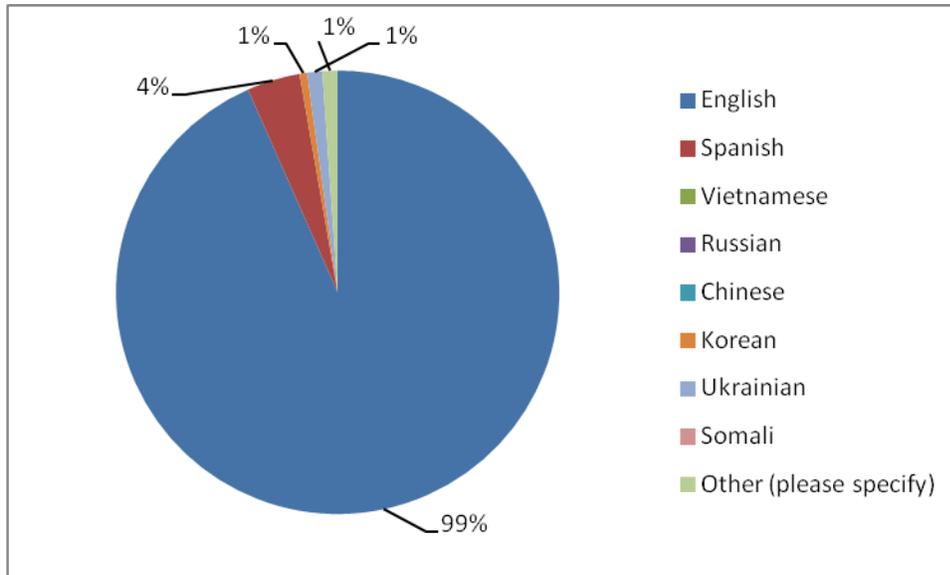


Figure 8: Language spoken distribution (N=171) and regional population

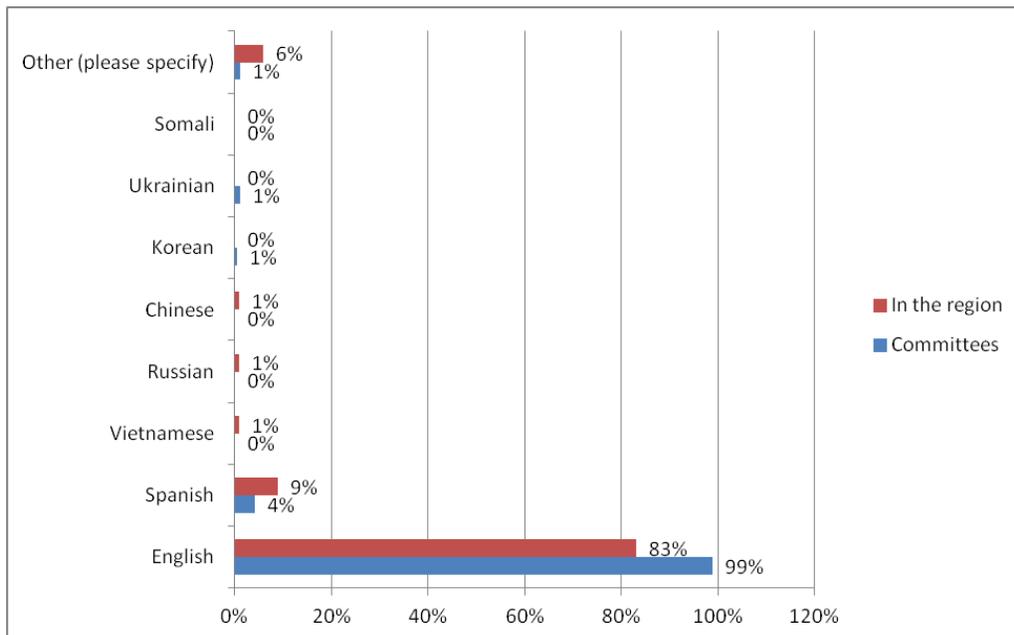
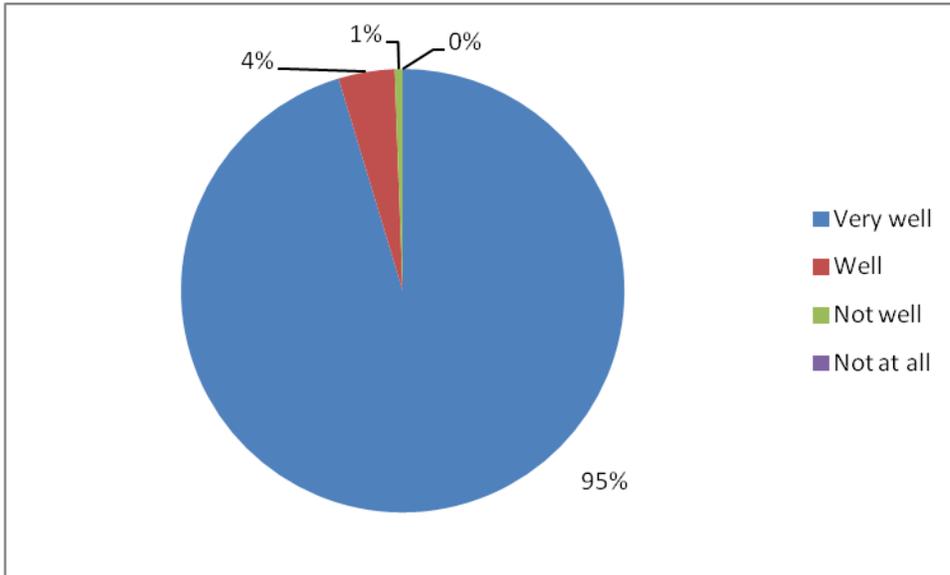


Figure 9: English language proficiency (N=171)



Income

Just over 75% of Metro committee members participating in this survey reported a household income in 2013 over \$75,000. Compared to the regional population, there is an overrepresentation of those with household income in 2013 over \$75,000 and an underrepresentation of those with household income in 2013 of less than \$75,000.

Figure 10: Annual household income distribution (N=174)

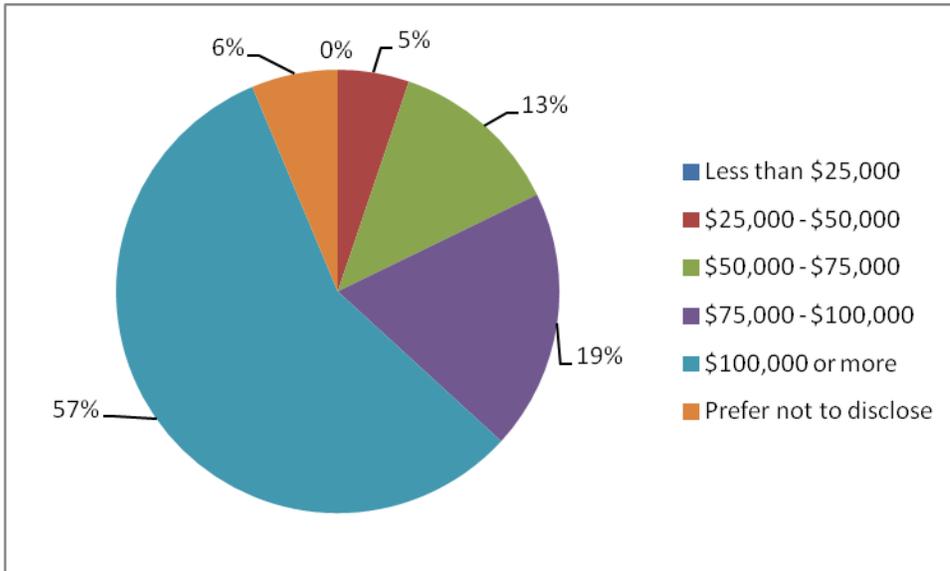
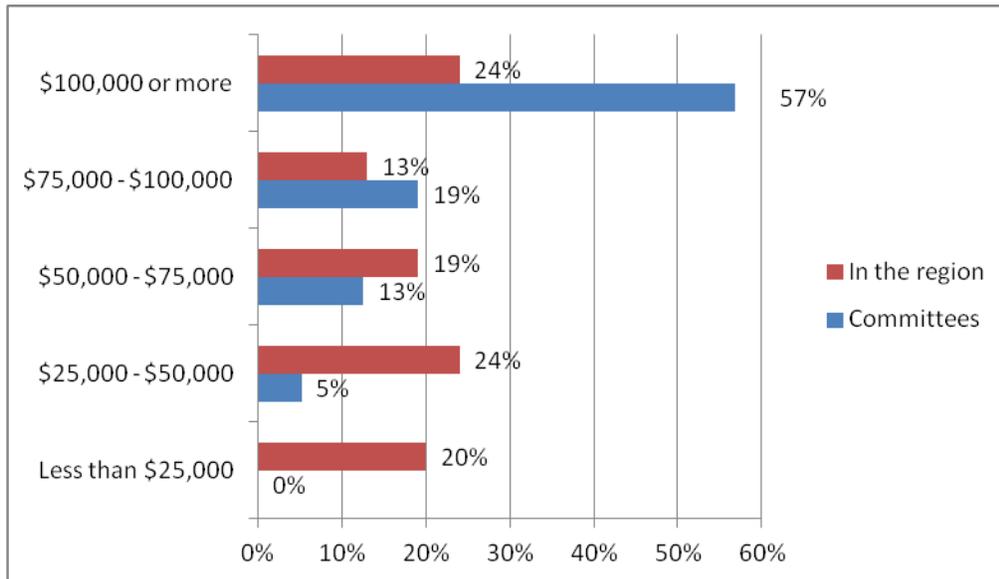


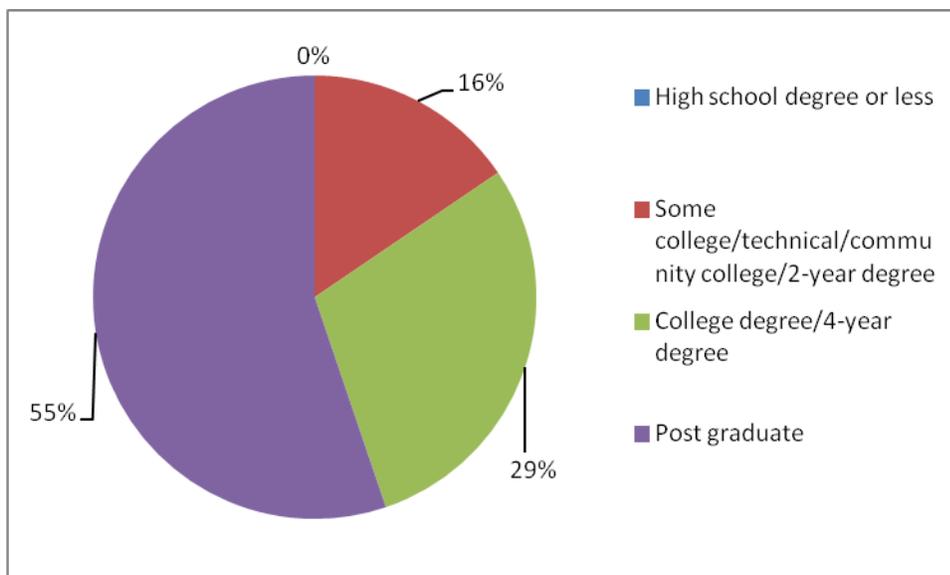
Figure 11: Household income distribution (N=163) relative to the regional population



Education

A large majority of survey respondents have completed at least a college degree/4-year degree with 55% of respondents completing a post graduate degree. Comparable data for the region is unavailable.

Figure 12: Education attainment level (N=174)



Zip Codes

Metro committee members come from across the region, representing 57 unique zip codes. The highest representation by county was Multnomah County with nearly 56%, followed by Washington County with 26% of respondents and Clackamas County with 15% of respondents. Compared to regional population within the Urban Growth Boundary, Metro committees show an overrepresentation for Multnomah County and an underrepresentation for Washington County. A small number of committee members reported counties outside of the Metro area including Clark County, Columbia County, Hood River County, Marion County and Polk County.

Figure 13: Zip code by county distribution (N=174)

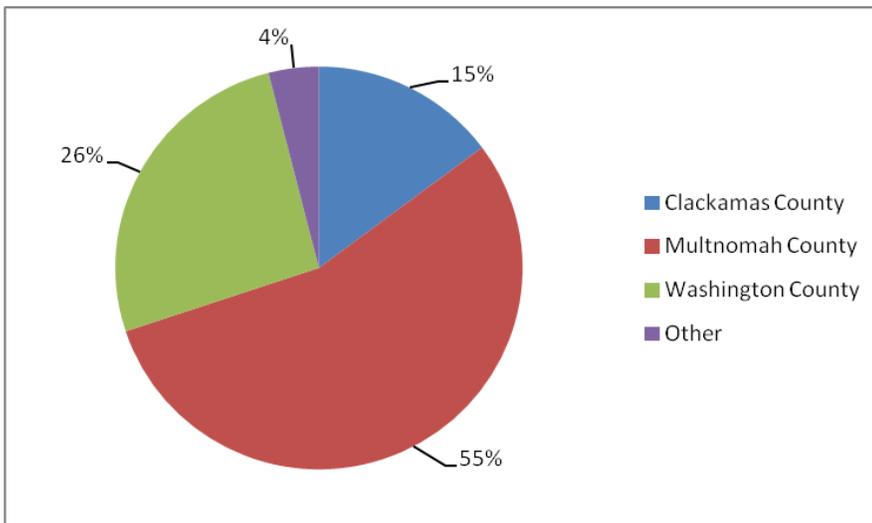
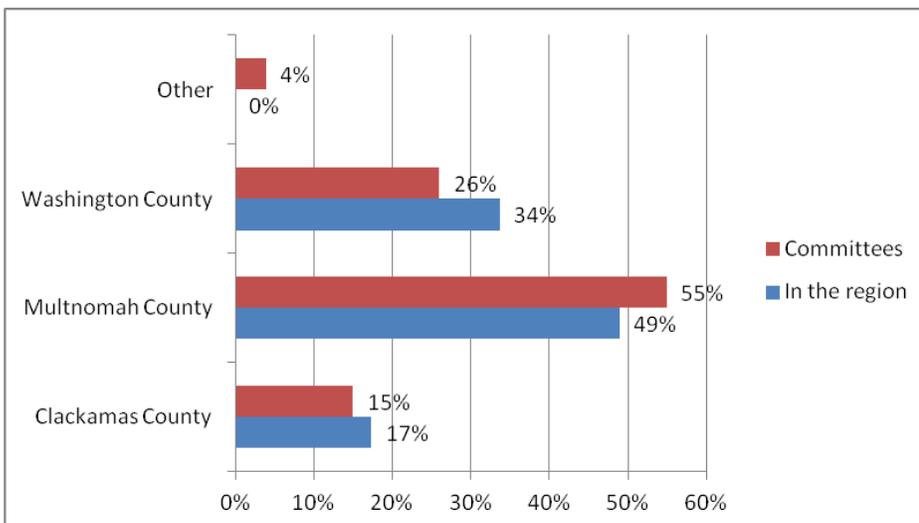


Figure 14: Zip code by county distribution (N=174) relative to regional population



While Metro does not influence the appointments by local jurisdictions that decide which planning staff member or elected official will represent the jurisdiction on a Metro committee, Metro continues to make deliberate, early efforts to invite minority members to apply for positions on advisory committees.

Metro's Public Engagement Review Committee

Member recruitment occurs annually for one-third of the community member and community organization positions in order to ensure continuity on the committee. Local government representatives are reappointed as desired by the sponsoring county.

Two community representatives resigned this year and one community representative from Clackamas County was appointed by the Metro Council.

Recruitment announcements are sent through community organizations, jurisdictional partners, targeted media outreach, email blasts, and via the International Association for Public Participation (IAP2) network.

Metro's Transportation Policy Alternatives Committee

Metro's Transportation Policy Alternatives Committee, or TPAC, is an advisory committee that reviews regional plans and federally funded transportation projects across the three-county Portland area. TPAC is comprised of 15 transportation professionals appointed by area jurisdictions, and six at-large community members. TPAC community representatives bring a variety of representation and expertise to the regional transportation conversation. Typically, Metro recruits for three of the six total community member positions each fall. All appointments would have the potential to fill a second term.

In a news blog post on Metro's web site, the agency described the committee and the application process, and specifically described seeking people who could represent the following priorities:

- The transportation needs of low income and minority communities, commonly referred to as environmental justice concerns;
- Economic development, the economy, small business or freight movement;
- The needs of underserved communities such as the elderly and disabled and youth;
- Health, air quality, and climate change connections to transportation.

Read a story from Metro news, the agency's main news blog, about the opportunity to serve on TPAC and a story highlighting the diversity brought to the committee by new members:

- <http://www.oregonmetro.gov/news/tpac-appointees-look-for-funding-expansion>
- <http://www.oregonmetro.gov/news/tpac-appointees-come-diversebackgrounds>

During the recruitment process, Metro sought people with experience in representing people of color, people with low income, people with disabilities, seniors and youth to move forward to be interviewed. For the TPAC recruitment, Metro specifically highlighted the call for folks with expertise in representing the needs of underrepresented residents such as people of color, people with low income, people with disabilities, seniors and youth. Metro

sent invites and requests to distribute the call for applications to organizations that serve and represent people of color and those with low income or disabilities. Metro also followed up with applicants, asking them to provide ethnicity, gender and age information, which 23 of the 30 applicants provided.

SUMMARY OF CONTRACTS AWARDED

Outreach to MWESB firms

A focused effort is made to provide contracting opportunities to minority, women and emerging small businesses through Metro's MWESB program. Opportunities to participate in the contracting process are provided by:

- requiring one MBE, one WBE, and one ESB to be contacted on the procurement of all goods and services between \$5,000 and \$50,000
- requiring quotations be solicited within the Sheltered Market Program from MBE, WBE and ESB firms for all construction-related projects between \$5,000 and \$50,000
- requiring advertisements in at least one minority publication for all formal procurements over \$100,000
- requiring all prime bidders to document a good faith effort in providing sub-bid opportunities for MWESB contractors for all construction projects over \$100,000.

The Metro Exposition Recreation Commission (MERC) Contracting and Purchasing Rules require three (3) MWESB firms be contacted for each solicitation above \$5,000, with one firm located within the first opportunity target area (FOTA). Established in 1989, the FOTA program is intended to ensure that economically disadvantaged residents within the defined geographical area proximate to the Oregon Convention Center be offered the first opportunity to apply for employment at the OCC. Later, the commission expanded and applied the program to Portland Expo and Portland'5.

Metro Procurement is active in numerous minority chambers of commerce, work force development committees and professional and trade organizations that include minority-owned, women-owned, and emerging small businesses, and, with help from project management staff, shares information about current and future contract opportunities with MWESB business communities.

Transportation-related contracts

Metro did not use federal planning grants received from ODOT or Surface Transportation Program funds for any contracts during the reporting period.

Among other contracts during the period, Metro awarded 539 contracts with a total value of \$29,429,037. Measured in dollar value, 12.1 percent of the contracts were awarded to MWESBs. Measured in number of contracts awarded, 17.6 percent were awarded to MWESBs.

While Metro's MWESB program does not include mandatory goals or set-asides, the agency's aspirational goals are generally between 12 percent and 15 percent of annual contract dollars, depending on how many capital/construction projects are budgeted.

TITLE VI AND NONDISCRIMINATION RELATED TRAININGS

Metro encourages staff to seek training to improve the agency's expertise in outreach to low income, communities of color, communities that don't speak English well and underserved communities. Because of its role as an MPO, the agency often attracts guest speakers on planning topics that sometimes include environmental justice, equity or civil rights as part of their presentations.

The following is a description of trainings or learning opportunities attended by Metro staff during the reporting period.

- *Language Resource Training*: On April 14, 2014, Metro conducted an internal staff training for nineteen frontline staff, including communications and public involvement staff, planning staff and Council administrative staff on how to provide meaningful language assistance to customers who don't speak English well.
- *Civil Rights Training Opportunity - Virtual Symposium*: On February 4-6, 2014, ten Metro staff from communications, planning, procurement and office of Metro Attorney participated in a two-day civil rights online symposium.
- On February 13, 2014, one Metro planning staff attended the New Partners for Smart Growth Conference (Denver, CO) "Equitable Development" track, which included these trainings:
 - Equitable Development: Smarter Growth through Environmental Justice (1/2 day workshop)
 - Advancing Regional Equity through Collaboration
 - YouthPass: The Next Generation of Transit Riders for Environmental Justice
 - Do Regional Collaboratives Move the Equity Dial?
 - Building a Participatory Vision for Equitable TOD in Los Angeles
- *Transportation Research Board (TRB) 93rd Annual Meeting*: On January 13-14, 2014 one Metro planning staff attended the TRB Conference sessions (Washington, DC)
 - Residential Affordability, Access and Mobility
 - Shifts in Travel Behavior: Where Are We Going and How Do We Know? 10th Annual Travel Data User Forum (focused on higher rates of poverty relating to car ownership)
- *Regional Equity Atlas Mapping Tool training*: Four Metro planning staff attended the Regional Equity Atlas Mapping Tool training on November 14, 2013.
- *Understanding the Principles of Title VI and Environmental Justice*: 13 Metro staff attended a workshop for local agencies hosted by Metro, the Oregon Transportation Research and Education Consortium, TriMet, ODOT and the City of Portland. FTA and FHWA trainers led the workshop, providing background, information and case studies on Title VI and Environmental Justice requirements. Metro also invited local jurisdiction staff and representatives from community organizations. 78 people attended the workshop.
- *Ouch training*: Facilitator-led DVD/Video-based training program which helps people build confidence and skills to speak up when they hear stereotypes or other demeaning

comments. 294 Metro staff attended Ouch trainings. *Phase 1 rolled out in 2012-2013 and phase 2 began in spring 2014.*

- *Learning events:* Metro has hosted learning events during nationally recognized awareness months for the respective groups. Previous learning events include: Black History Month, Hispanic Heritage Month, Women's History Month and Native American Month. Occasionally, Metro staff will bring in culturally relevant food for purchase to coincide with a speaker-led event. Metro will also host occasional speakers on equity, diversity and inclusion with the goal of raising awareness and learning from best practices from experts. In March 2014, professor John A. Powell, an internationally recognized scholar on race, poverty, and regional equity, from UC Berkeley gave a presentation to over 50+ Metro staff.
- *Uniting to Understand Racism (UUR):* UUR is a six-week interracial dialogue that is led by two trained facilitators from the sponsor organizations. The program focuses on helping participants raise their level of awareness concerning unexamined bias and encouraging proactive change. The dialogue series offers participants didactic and experiential resources to stimulate discussion and self-examination.
- *Reuniting to Understand Racism (RUUR):* RUUR is an internal Metro group that meets monthly. Their primary function is to continue self-education and dialogue about racism. This group is for Metro employees who have been through the Uniting to Understand Racism discussion course or similar race awareness training. A secondary purpose of the RUUR group is to provide support for the implementation of Metro's Diversity Action Plan, especially with regard to the internal awareness and sensitivity core area of the plan.
- *Race: The Power of Illusion:* A group of Metro employees met for three sessions over a six week period to view and participate in facilitated discussions about the PBS series.
- *Governing for Racial Equity conference:* 19 Metro staff attended the Governing for Racial Equity Conference in March 2014.
- *Northwest Public Employees Diversity Conference:* 50 Metro staff attended the Northwest Public Employees Diversity Conference in October 2013.
- *Engaging and working with underserved communities:* More than 50 employees from across Metro attended a learning event aimed at sharing how Metro staff engages with communities of color and other underrepresented groups. Seven employees and a guest - Kayse Jama, executive director of the Center for Intercultural Organizing - spoke on a panel about their experiences working with community organizations, building relationships and learning about what's important to underrepresented communities. The panel was held April 9, 2014.

DIVERSITY ACTION PLAN

Metro recognizes that the diversity of the region's population will grow over time and that it is essential for Metro to increase the diversity and cultural competence of its workforce to remain relevant and accountable to the community it serves.

Metro's Diversity Action Plan envisions a future where diversity practices improve Metro's responsiveness to the residents of the region, strengthen Metro's workforce, and distinguish Metro as a model for other governments. The plan helps Metro identify ways to value diversity and demonstrate cultural competence in carrying out its mission. A living document that is subject to regular review and revisions, the plan identifies goals, strategies and actions in four areas:

- internal awareness and sensitivity to diversity issues
- employee recruitment and retention
- public involvement and citizen advisory committee membership
- procurement.

The plan was developed by an interdisciplinary team of Metro staff, and is based on organizational needs and feedback from employees and community groups. It was adopted by the Metro Council on Nov. 15, 2012.

Implementing the plan

More than 50 staff members from across Metro serve on teams charged with reviewing, developing and helping to implement strategies in the plan. An advisory council, made up of Metro's Chief Operating Officer and several department directors, helps identify, address and remove barriers.

Diversity Action Plan – Core area 1: Internal awareness and sensitivity to diversity issues

In 2013, core teams of employees were developed to implement the four key areas of the Diversity Action Plan (DAP). The goal of core area 1 is to provide opportunities for Metro staff to explore various dimensions of diversity to increase cultural competence. Ideally, this increased level of competence will result in deeper conversations and heightened awareness of the different experiences and perspectives that we each bring to the workplace and our daily lives. The core area 1 team facilitated or helped plan the following diversity learning opportunities:

- Black History Awareness Month – February 2013 – Former Metro Councilor Ed Washington key speaker at staff learning events held at Zoo and Metro Region Center
- Hispanic Heritage Month – Sept./Oct. 2013 – Worked with local non-profit Momentum Alliance to develop program focused on raising cultural awareness of local Hispanic community at staff learning events
- Native American Heritage Month – November 2013– Metro staff person who identifies as Native American and has worked extensively raising awareness of Native American culture spoke at staff learning event

- Women's History Month – March 2014 – Former Oregon Governor and Metro Councilor Barbara Roberts spoke about the experiences and challenges of women in public leadership positions.
- LGBTQ Pride – June 2014 – with informational booth at Waterfront Festival and marching in Parade celebration
- Northwest Public Employees Diversity Conference – October 2013– 50 staff attended daylong conference with workshops, plenary and keynote speakers
- Diversity awareness training – OUCH! That Stereotype Hurts trainings rolled out across agency
- Two part diversity training with a focus on leadership role held for Senior Leadership Team in Nov./Dec. 2014
- Cultural Compass diversity survey administered by consulting firm MBL in October 2014

Metro is committed to promoting and maintaining a safe, respectful and productive work environment. To that end there is a required harassment prevention course for all employees both regular and temporary. It is an on line course that employees must complete every 3 years.

Diversity Action Plan – Core area 2: Employee recruitment and retention

Core Area Team 2 focuses on recruitment and retention of ethnically diverse employees at Metro. Goals include increasing the diversity of applicants for Metro positions, hiring more employees who self identify as ethnically diverse, and retaining and providing professional growth opportunities for employees.

In 2013, Core Team 2:

- finalized the recruitment portion of the work plan
- reviewed applicant and hire demographics and current employee composition by EEO category to establish baselines from which to measure and improve
- finalized a diversity statement that is now used on all job announcements; it says:

At Metro, we strive to hire a workforce representative of the communities we serve, understanding that a diverse workforce strengthens our organization. We value diversity and support a positive and welcoming environment where all of our employees can thrive.

In 2014, the group will focus on training and educating hiring managers in order to keep diversity goals at the fore and ensuring that interview and hiring processes are equitable and fair. Additionally, the team will review and refine diversity-related interview questions to create a bank managers can use and further analyze recruitment data to evaluate whether barriers to diverse hiring exist.

Diversity Action Plan – Core area 3: Public involvement and advisory committee membership

Core Area Team 3 addresses public involvement and committee membership to achieve DAP goals of inclusive public engagement and more diverse representation on Metro's committees.

Since spring 2013, the team - representing multiple departments and venues - has met monthly to review and identify priority actions, develop a work plan and identify budget and resource needs. The top priority actions underway in winter/spring 2014 are:

- Demographic survey of Metro advisory committees – develop baseline understanding of the make-up of committees and how they learned about membership opportunities. The survey is completed and is included in this report.
- Community stakeholder mapping – inventory current relationships with organizations serving under-represented communities to identify current gaps, barriers to participation with Metro and ways to develop more inclusive practices
- Community partnership project – research and develop recommendations to develop long-term, meaningful relationships with community based organizations and build capacity for engaging with Metro

Diversity Action Plan – Core area 4: Procurement

Core Area 4 addresses Metro Procurement, specifically MWESB participation on Metro contracts. In spring of 2013 the Core Area 4 formed and began to develop a work plan. They divided the plan into several broad areas; internal, external, research, training, and outreach. Each of these areas includes tasks relevant to the broader area. The work plan has been updated twice in 2013, and is updated as tasks change or are completed.

The highlights of Core Area 4 include:

- Engaged the construction project management office (cPMO) staff and invited them to participate in outreach activities with 16 events being attended by cPMO staff to date, and more on the calendar
- Developed marketing materials specific to the MWESB program including promotional materials and collateral, for use in trade shows and partner events
- Conducted a survey of MWESB community in Washington, Clackamas, and Multnomah Counties receiving 386 responses. Plans are underway for a contractor to conduct follow-up with focus groups in Multnomah and Washington counties to delve deeper into identifying what barriers MWESB firms have in contracting with Metro
- Conducted two Metro specific trainings on how to win contracts at Metro delivered at Oregon Association of Minority Entrepreneurs, in Portland, and Best HQ in Beaverton
- Hosted a “meet and greet” with MWESB firms in May of 2014

In 2014, focus areas will include recommended policy and procedural changes based on the current MWESB utilization report, the data culled from the MWESB survey, and the recent MWESB audit report. Any changes should include such things as consideration of an increase in dollar thresholds for the Sheltered Market program, and development of an MWESB tracking process on our larger construction projects at the Oregon Zoo and Convention Center Hotel.

Title VI related complaints

Metro received no Title VI related complaints during this reporting period.