

Policies and Procedures

No. 1

SUBJECT:

Board Approval: 1/29/04

CITIZEN PARTICIPATION

PURPOSE:

To establish a process for ensuring understanding and acceptance of proposed public transit improvements in the community (Public Information) and to establish a process for ensuring citizen involvement during the implementation of projects (Citizen Participation).

BACKGROUND:

During implementation of various light rail transit (LRT) projects, MTS conducted an ongoing Community Involvement Program, which consisted of "public information" (newsletters, brochures, special notices, and school safety program) and "citizen involvement" (presentations, public hearings, town hall meetings, establishment of a citizens' advisory body, establishment of a Senior and Disabled Riders Advisory Committee).

Government Code Section 14085 requires project development agencies (MTS) to prepare policies and procedures for project management, one facet of which is public information. Several federal and state laws and regulations require that project development agencies conduct public participation programs to ensure that the public is involved and that concerns are addressed.

Fare and service changes also may require certain public involvement processes and are covered in Policy Nos. 28, 32, and 42. In addition, Policy No. 32 deals with handling public information requests.

PROCEDURES:

- 1.1 For all major transit capital improvement projects, MTS shall conduct a program designed to ensure that the general public is informed of progress, safety, and community impacts during the construction phase and is provided opportunities to express concerns.



- 1.2 MTS shall hold public meetings at key stages of project implementation and advertise them to all members of the affected community.
- 1.3 MTS shall solicit input from representatives of special user groups of the local population (e.g., senior and disabled riders) during design and construction in order to ensure that the capital facilities are usable by as many people as possible.
- 1.4 MTS shall work to minimize both actual and perceived disruption during the construction phase by disseminating informational, educational, and "public relations" materials and by utilizing other traditional public relations tools.
- 1.5 MTS shall continue to cooperatively work with established community groups, such as planning groups and neighborhood associations.
- 1.6 MTS should be prepared to meet citizen's concerns as they arise, on an individual basis, in order to satisfy them to the degree practical.

SChamp/JGarde
POLICY.1.CITIZEN PARTICIPATION
7/10/06

Original Policy approved on 9/11/78.
Policy revised on 1/28/88.
Policy revised/renumbered on 1/29/04.