

Process Equity: Draft Performance Measures

One of the primary tasks of the Equity and Mobility Advisory Committee (EMAC) is to **provide recommendations for process and outcome equity performance measures** to help inform and direct the planning of the ODOT Toll Program.

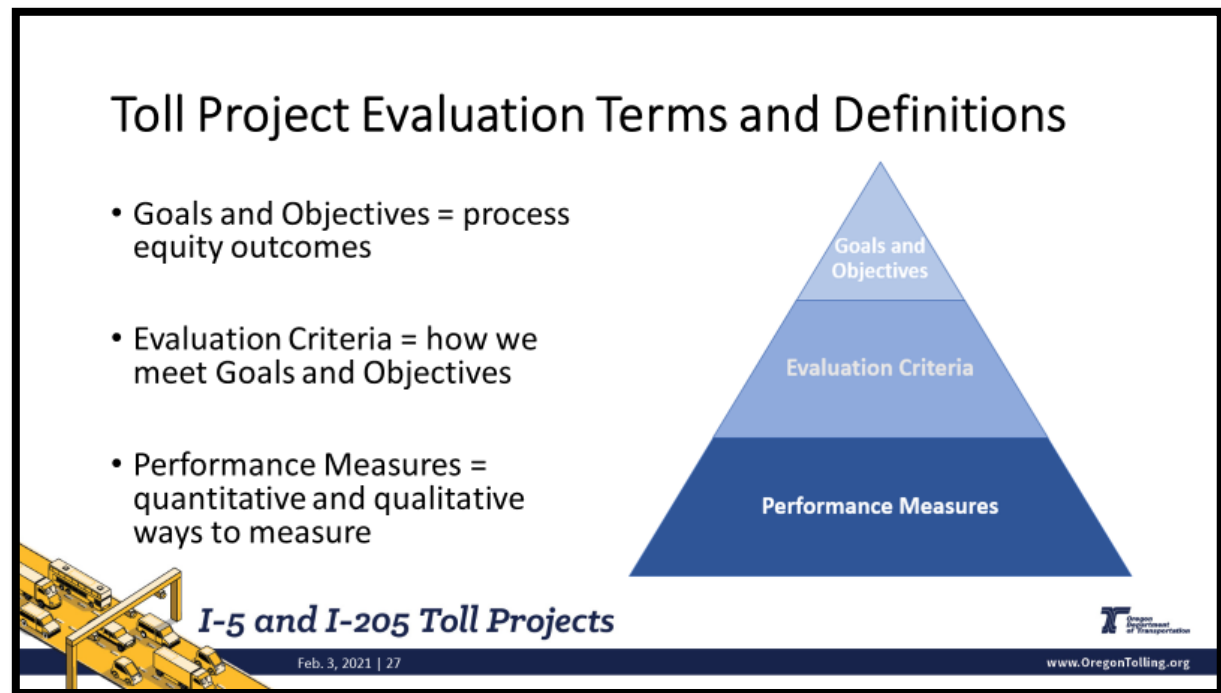
February's EMAC meeting purpose: Receive feedback on process equity performance measures

These will be brought back to the committee in March, as reflected in an updated draft I-205 Public Involvement Plan.

***Process equity** means that the planning process, from design through to post-implementation monitoring and evaluation, actively and successfully encourages the meaningful participation of individuals and groups from historically excluded and underserved communities.*

This document identifies draft process equity goals, objectives, evaluation criteria, and performance measures, which were compiled from the following sources:

- Equity framework
- EMAC's December 2020 engagement workshop
- Fall 2020 feedback from the community engagement liaisons (CEs)
- I-5 and I-205 Public Involvement Plan (PI Plan)
- ODOT communications standards
- I-205 Toll Project draft statement of purpose and need for the National Environmental Policy Act (NEPA) review



Engagement Goal: Historically excluded and underserved communities’ concerns and aspirations are consistently understood and considered throughout the environmental planning process.

(revised from PI Plan)

<p>Objective: Broadly and regularly share Toll Program vision, project purpose, benefits and impacts, and ways to participate with historically excluded and underserved communities and corridor users to promote understanding and awareness. <i>(EMAC workshop major theme) (revised objective in PI Plan)</i></p>	
Evaluation Criteria	Performance Measure
<p>Availability of information about:</p> <ul style="list-style-type: none"> - Tolling and the rationale for tolling, - Program vision, - Project analysis and results, and - Engagement opportunities 	<ul style="list-style-type: none"> • Opportunities to participate in project planning are publicized with at least two weeks’ advanced notice of comment period deadlines via print, digital and verbal channels, including social media, community liaisons and other trusted sources, EMAC members, email, traditional media, and other channels. <i>(EMAC workshop and CELS)</i> • More than three ethnic media outlets publish balanced articles before each milestone. <i>(EMAC workshop)</i> • Project reach improves bi-annually as indicated by growth in email list, increased web visits, and reduction in bounce rate. <i>(PI Plan)</i>
<p>Accessibility of information about:</p> <ul style="list-style-type: none"> - Tolling and the rationale for tolling, - Program vision, - Project analysis and results, and - Engagement opportunities 	<ul style="list-style-type: none"> • Information about project and engagement opportunities is delivered through trusted community sources (e.g. liaisons) <i>(EMAC workshop, PI Plan)</i> • Key materials are developed to meet the region’s language needs, ADA guidelines and 8th grade literacy levels. <ul style="list-style-type: none"> ○ Public project materials are presented at an 8th grade reading level. For technical materials for which this is not feasible, summaries are prepared at an 8th grade reading level. <i>(CELS)</i> ○ Public project materials are translated and co-created locally for the five languages most prevalent in the region. Translation services are available upon request for other languages. <i>(CELS, ODOT standards)</i> ○ All public project materials are accessible for persons living with a disability consistent with Section 508 of the Americans with Disabilities Act (e.g. paper copies, closed captioning on videos, project documents are screen-reader friendly). <i>(ODOT standards)</i> • People with specific questions about the project obtain responses within one week from project staff in preferred language and format (e.g. telephone call). • Greater than 50% of participants express satisfaction with the accessibility of information presented at events, meetings or online as measured by an evaluation survey. <i>(EMAC workshop, PI Plan)</i>

<p>Level of understanding of project context and status</p>	<ul style="list-style-type: none"> • Clarity and relevance of information to historically excluded and underserved communities and corridor users by using visuals, timelines and project status. <i>(EMAC workshop)</i> • Debrief discussions with community liaisons and EMAC members within one month after engagement activities demonstrate that historically excluded and underserved communities heard and learned and understood the information. <i>(EMAC workshop)</i> • Greater than 50% of participants express satisfaction with the quality of information presented at events, meetings or online as measured by an evaluation survey. <i>(EMAC workshop, PI Plan)</i>
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Objective: Meaningfully engage historically excluded and underserved communities throughout the project design, development, implementation, monitoring, and evaluation processes *(EMAC workshop theme)*

Evaluation Criteria	Performance Measure
<p>Ability of historically excluded and underserved communities to share their input in culturally-preferred ways.</p>	<ul style="list-style-type: none"> • Engagement with community members use outreach tactics recommended by community-based organizations, EMAC members, and community engagement liaisons. <i>(CELS)</i> • Project budget and resources show priority of engaging historically excluded and underserved communities. <i>(EMAC workshop)</i> • Community engagement liaisons and EMAC members engage in regular conversations and outreach activities with their communities and provide this input to the toll project team. <i>(PI Plan)</i>
<p>Participation levels demonstrate interest in project engagement activities</p>	<ul style="list-style-type: none"> • Number of meeting participants, comments and questions tallied is similar or larger to previous phases <i>(PI Plan)</i> • Participants engage repeatedly over time as documented by sign in sheets for committee meetings, discussion groups, community groups. <i>(EMAC workshop)</i> • EMAC and community leaders report they shared information about project and engagement opportunities with networks at project milestones. <i>(EMAC workshop)</i>

Evaluation Criteria	Performance Measure
<p>Participant input reflects demographic and geographic diversity of people affected by project</p>	<ul style="list-style-type: none"> • Significant proportion of comments and outreach event attendees are from historically excluded and underserved communities. <i>(Equity framework)</i> • Input obtained is representative of the population in the region and toll project corridor(s) and contains at least proportional representation from historically excluded and underserved communities. <i>(EMAC workshop major theme and PIP)</i> • Comments are received from affected corridor users living outside the Portland metro area. <i>(EMAC workshop)</i>
<p>Participant satisfaction with engagement opportunities</p>	<ul style="list-style-type: none"> • Over time, participants express satisfaction with their opportunity to be heard during engagement activities as measured by surveys or other methods conducted during or after engagement activities. <i>(EMAC workshop, PI Plan)</i> • EMAC meeting evaluations reflect satisfaction with quality of facilitation and ability to incorporate needs of historically excluded and underserved communities. <i>(Equity framework)</i>

Engagement Goal: Historically excluded and underserved communities view ODOT as a trustworthy and transparent partner when planning the toll system. *(EMAC workshop major theme)*

Objective: Regularly report how input from historically excluded and underserved communities has been incorporated into project development. *(PI Plan and EMAC workshop major theme)*

Evaluation Criteria	Performance Measure
<p>Modifications are made to the project based on input from historically and currently excluded and underserved communities.</p>	<ul style="list-style-type: none"> • Decision makers receive and consider input from historically excluded and underserved communities before advancing project. • The project team can point to community priorities identified during outreach to historically excluded and underserved communities and demonstrate that they are being implemented in the toll program or project(s). <i>(PI Plan)</i>
<p>Project decisions are clearly communicated directly to stakeholders and commenters.</p>	<ul style="list-style-type: none"> • A communication plan is developed and implemented after decisions or changes in the toll program or project(s) are made to inform stakeholders and commenters. • Changes to the program or project(s) are communicated via community/committee meetings, e-news, at workshops and public events. <i>(PI Plan and EMAC workshop major theme)</i> • Input received from regular conversations with community liaisons and Equity and Mobility Advisory Committee members indicate historically excluded and underserved communities understand how their input was used for decision-making. <i>(PI Plan)</i>
<p>The toll program regularly communicates what has been heard and learned related to equity.</p>	<ul style="list-style-type: none"> • Periodic project evaluations are published to show the toll program and project(s) performance on integrating equity and principles detailed in the equity framework.

I-205 Toll Project Goal: Provide equitable benefits for all users *(I-205 Toll Project draft statement of purpose and need)*

<p>Objective: Acknowledge and consider populations who use or live near the segment of I-205 between Stafford Road and OR 213 and have been historically and currently underserved and underrepresented or negatively impacted by transportation projects. <i>(I-205 Toll Project draft statement of purpose and need)</i></p>	
<p>Evaluation Criteria</p>	<p>Performance Measure</p>
<p>Change in transportation impacts experienced by historically underrepresented and underserved communities</p>	<ul style="list-style-type: none"> Identify environmental justice populations and historically and currently underrepresented and underserved communities located near roadways affected by vehicle rerouting.
<p>Objective: Engage people from historically and currently underserved and underrepresented communities to participate throughout the project design, development, implementation, monitoring, and evaluation processes. <i>(I-205 Toll Project draft statement of purpose and need)</i></p>	
<p>Evaluation Criteria</p>	<p>Performance Measure</p>
<p>Level of engagement by historically underserved and underrepresented communities</p>	<ul style="list-style-type: none"> Documented engagement of people from historically and currently underserved and underrepresented communities