



EQUITY ADVISORY SUB-COMMITTEE

AUGUST 18, 2025

# Statewide Community Engagement Playbook

# Agenda

- Statewide Community Engagement Playbook
  - Overview
  - June Meeting Recap
- Chapter 4 Document
- Next Steps



# Background

EARLY & CONTINUOUS ENGAGEMENT: THROUGH THE PROJECT'S LIFECYCLE

Flexible

Some Flexibility

Fixed

Transportation  
Plans:  
Needs/Issues  
Identified

Project  
Initiation  
Document  
(PID)

Project  
Approval &  
Environmental  
Document

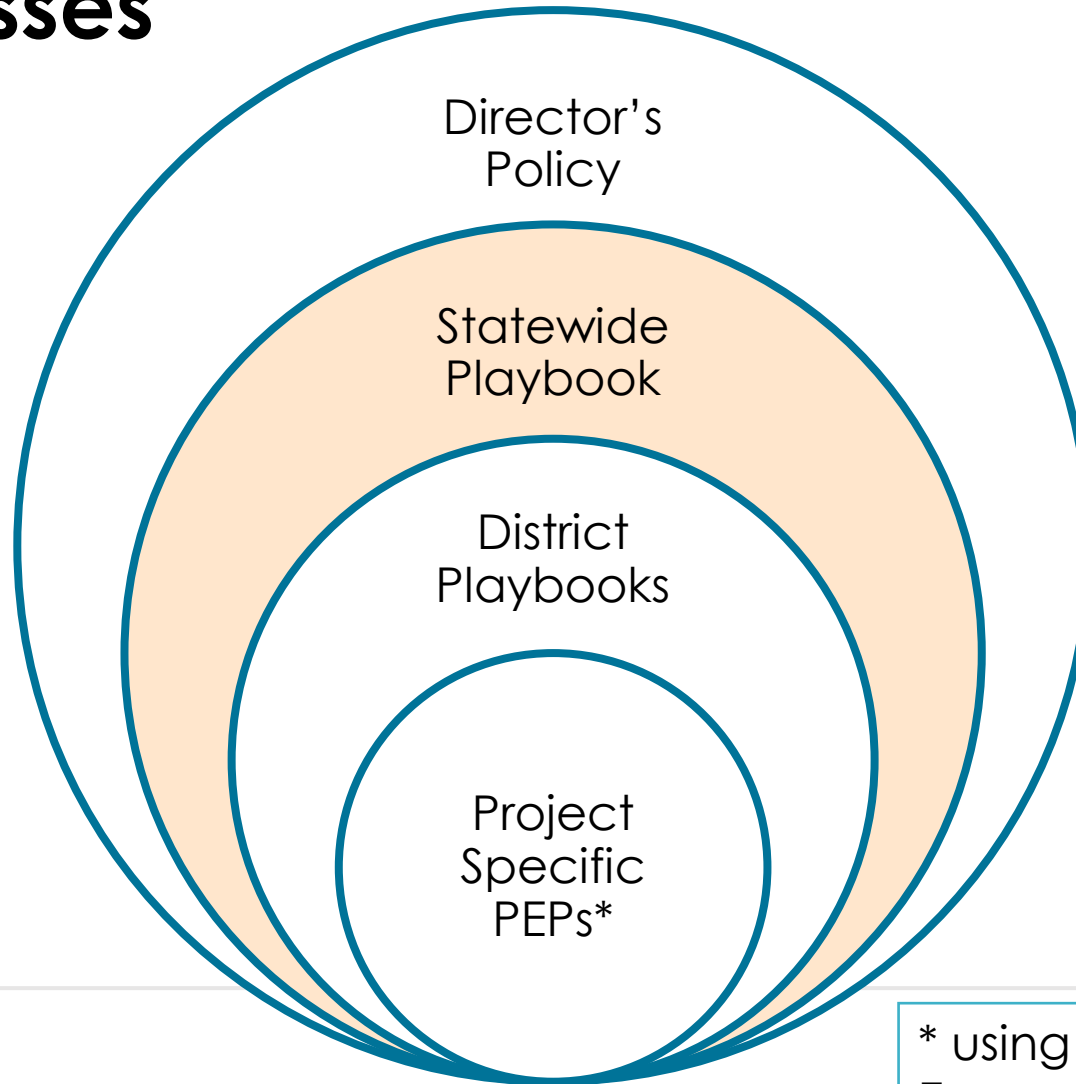
Plans,  
Specifications,  
and Estimates

Right of Way

Construction



# Engagement Processes and Resources



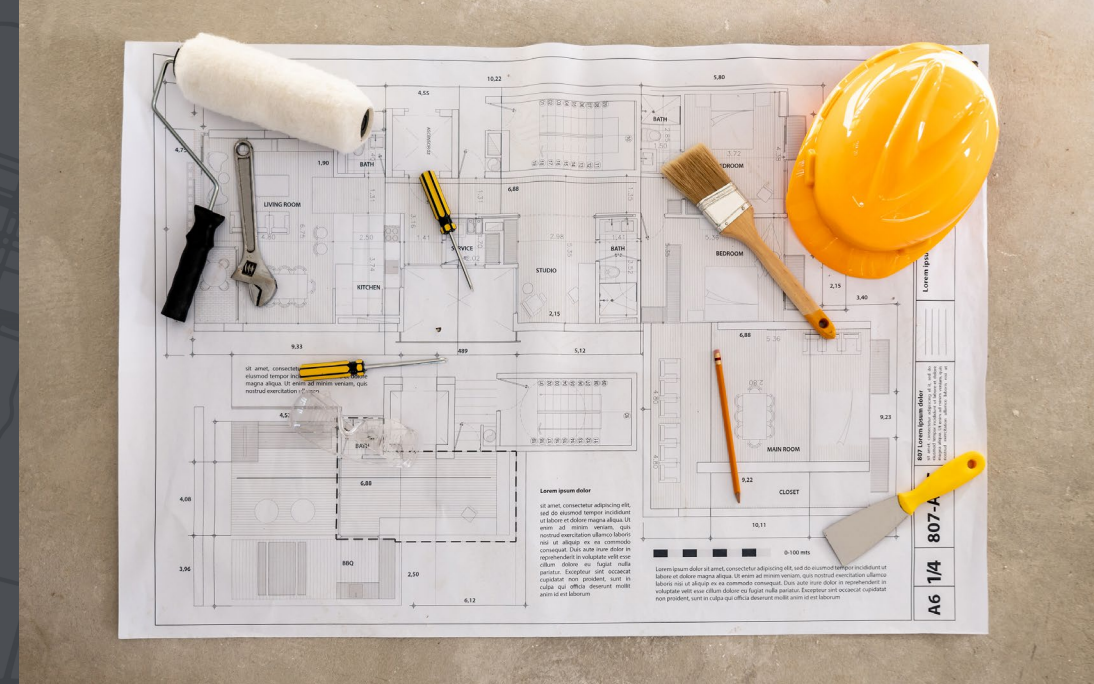
\* using the Caltrans Engagement Portal



# Community Engagement Program

## ADDITIONAL RESOURCES

- Public Engagement Plan (PEP) Template & Guide
- Caltrans Engagement Portal
- District Community Engagement Coordinator Training & Roundtables
- Equitable Engagement Toolbox
- Equitable Engagement On-Demand Modules



# Statewide Community Engagement Playbook

*A GUIDE FOR DISTRICT PLAYBOOKS*

- Effort led by HQ
- Provides general roles and responsibilities
- Shares best practices for Public Engagement Plan continuity from Planning through project development
- Highlights
  - Tools
  - Methods & Platforms
  - Considerations
  - Building working relationships



# Community Engagement Playbook Timeline

Activity	Date
Internal Advisory Committee: Brainstorm, Outline, Content Drafting	April 2023 - August 2024
District Listening Sessions	April 2024 – June 2024
Caltrans Statewide Review	November 2025 – January 2025
Interim Document & Districts Begin Internal workgroups for District Playbooks	November 2025
EAC Input	June 2025 – November 2025
Legislative Committee Consultant Presentation	November 2025
External Survey	November 2025
Published Statewide Playbook	Spring 2026





# How Input Will Be Used

- Input we receive will mostly impact Chapter 4
- May have opportunity to affect
  - Other aspects of the document
  - Other Caltrans guidance resources





# Statewide Playbook: Overview

Ch. 1: Why We Do Engagement

Ch. 2: What Is Engagement?

Ch. 3: How We Do Engagement

Ch. 4: How We Work Together

Ch. 5: The Tools We Use

Ch. 6: Roles

Ch. 7: District Playbook Instructions

Ch. 8: Resources



# Chapter 4: How We Work Together

*FOCUS*

Part I:

Recommended Strategies and Best Practices  
for Building Working Relationships



# Chapter 4: How We Work Together

FOCUS

Part II:  
Engagement Platforms and Methods

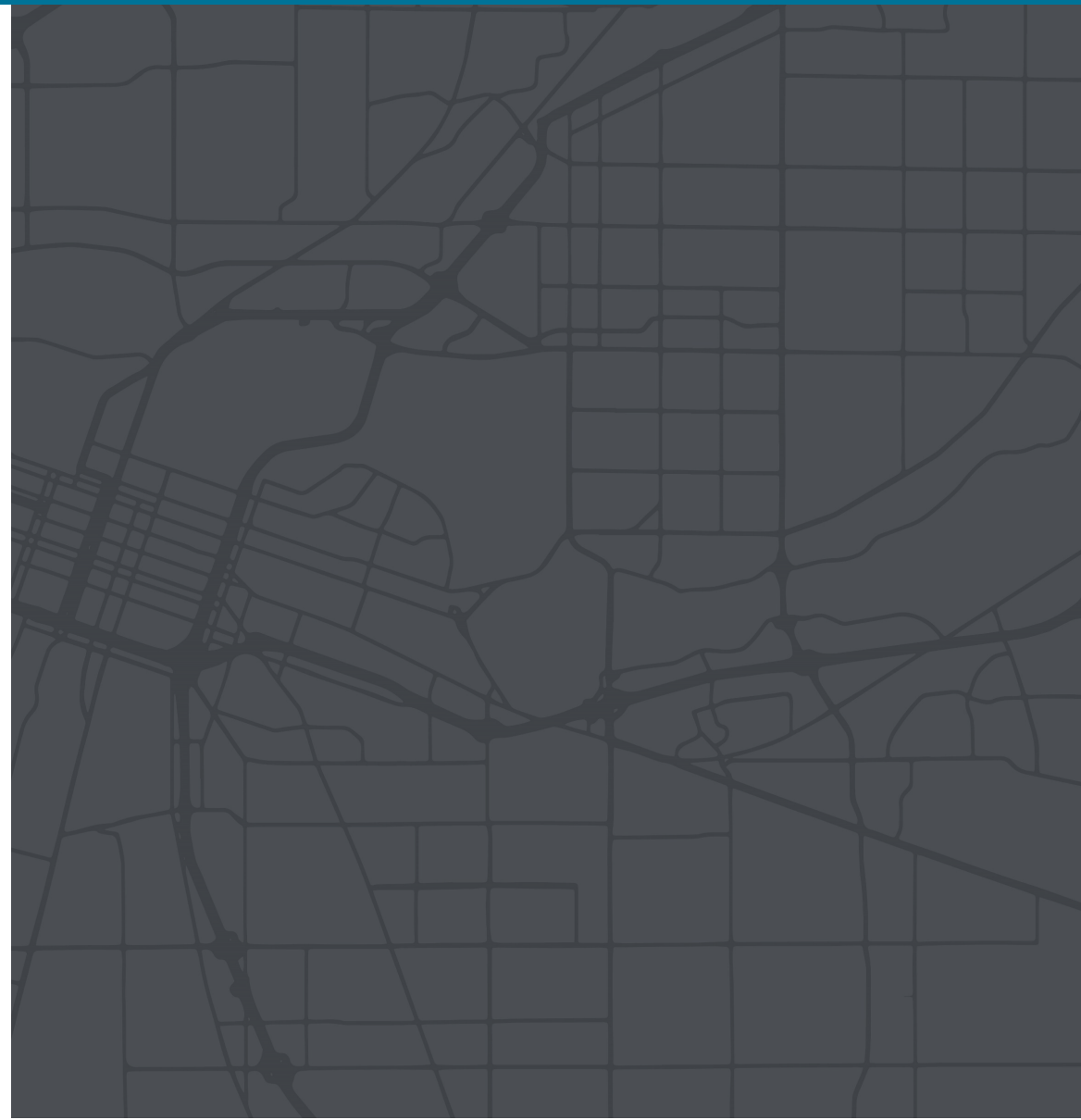




# June Sub-Committee

*RECAP*

June Sub-Committee Input will be incorporated into final Playbook



# June Sub-Committee Input

WHO SHOULD WE REACH

Tribal Communities	Environmental Justice Groups	Mobility Justice Groups	Churches
Neighborhood Organizations	Youth groups	Potential grant applicants	Disability justice groups
Bike Coalitions	mobility justice for safe routes for vulnerable communities	Artist groups	AARP
Environmental Coalitions	Safe Route to School Orgs	Community Leaders and grassroots and community-based organizations	I would like to include Tribal Communities early in the process. Especially to consider Native Plants, such as Tule, medicine and basket weaving plants so that we minimize pollution for Tribal members to gather plants safely. Also, to install a plaque with QR code to explain to the public why this is significant.
Fire Department	Community Based Organizations, local bike walk committees	Local bike and walk committees	Language Justice, specifically Indigenous languages for that community and place of project
NAHC Contact List	Non-Recognized Tribes		



# June Sub-Committee Input

WHAT SHOULD CALTRANS KNOW ABOUT ENGAGING THESE GROUPS?

Encourage folks to model community engagement, is the room accessible, is it decentralized - not hierarchical, is there food if hosting a meeting at a meal time

People do not understand planning and engineering jargon

People speak multiple languages

Follow up with residents to communicate follow through on feedback and avoid engagement fatigue

Use local bike/walk committees to reach people

Value local communities' expertise about their local streets

never be extractive. 🙏  
try to purchase food from locally owned business.

I would like to include Tribal Communities early in the process. Especially to consider Native Plants, such as Tule, medicine and basket weaving plants so that we minimize pollution for Tribal members to gather plants safely. Also, to install a plaque with QR code to explain to the public why this is significant. in addition to the (NAHC) contact list, reach out to non-recognized tribes.

offer training to Tribal Communities and immigrant groups to collaborate and co-steward

Outreach strategies:  
Agreed about food!  
Understanding Interpretation needs.

Acknowledge past harms done by transportation projects ie gentrification, freeways displacing communities

considering Disability needs, braille and audio descriptions





# June Sub-Committee Input

WHAT SHOULD CALTRANS KNOW ABOUT ENGAGING THESE GROUPS?

Meet people where they are at. Come to events that may be already planned or organize charrettes at bus stops or grocery stores.

highlight success of reducing harms through QR code to track progress of project successes. for example, reducing pollution, improving access, wildlife corridors, etc

follow up. follow up. follow up. ex: "hey thanks for your input last week. we send it to our team in .... if you wanna stay engaged can I call you in a month to share outcomes? ..." being a leader in engagement means you are stewarding the relationship ❤️.

have mixture of how you're engaging people. Host meetings, but also do outreach where people already gather.

Track data for others to see and be informed on their input.

How feedback was incorporated.

Explaining why feedback couldn't be addressed, working with community on solutions.

Not replicating wrongs of the past - Former USDOT Anthony Fox quote

Give community an opportunity to inform all stages of a project from ideation to planning to design to construction

Do engagement during Design phase - critical opportunity for engagement. Goes back to training needs for staff doing design/engineering.



# June Sub-Committee Input

## METHODS & PLATFORMS

Highlight success of reducing harms through QR code to track progress of project successes.  
I.e. Reducing pollution, improving access, wildlife corridors, etc.

Use popular education tools to engage people

Going to locations where community already is - such as bus stops, schools, grocery store, etc.

to give consideration in the budget to offer gift cards for community feedback as an incentive. Farmers market cards grocery or gas. As well as translators at meetings

Real time translations

Different methods for different sectors of community. Media tools may be more effective with youth. Hands on engagement may work better with others. Need different ways to reach people with the same information.

Offering incentives if people have to take off time from work to engage.

Invest in research who CBOs are - work with jurisdictional partners to identify and reach out to them. Invite multiple ways.

Get on agendas of CBO meetings, go to their meetings. Do a 1:1 with them first to discuss what will be shared and get their input on how present to their community.

Leading with food incentives (good food!)

provide child care for in person meetings will allow for families to attend

Culture of free in current environment. Need to ensure safety/safe space for people. Could mean holding more online meetings so folks aren't exposed with ICE. People still need to be engaged but need different methods to involve folks.

Staff to be champions and a point of contact for project engagement. Ex. closed street event to provide a space to engage.

Create board games or other interactive activities for people to walk through project development

For in-person engagement - Having a big map of the project helps to frame the conversation. Most engagement initiatives do have this but I've seen some project level ones that don't. Map helps folks shared their lived experience navigating a street/corridor.

for board games, I think San Diego (city) has made a few and is working on new ones



# June Sub-Committee Input

## POSITIVE EXPERIENCES

D11 Investment in staff as champions for engagement. Someone community can reach out to that thinks big and tries to incorporate feedback heard. Have champions for engagement - Nick B.

D11 Hosted open streets event on the freeway. Have done 2 as part of engagement for planning

Programming/events on highways/roads where doing planning or project is really effective





## Questions/Comments?





## CHAPTER 4

# CHAPTER 4: HOW WE WORK TOGETHER

*RECOMMENDED STRATEGIES AND BEST PRACTICES FOR BUILDING WORKING RELATIONSHIPS*

- Overview
- Caltrans Engagement Team
- Partners
- California Native American Tribes

# CHAPTER 4: HOW WE WORK TOGETHER

*RECOMMENDED STRATEGIES AND BEST PRACTICES FOR BUILDING WORKING RELATIONSHIPS*

- The Media and Elected Officials
- Community Based Organizations (CBO)
- Historic Preservation and Environmental Interest Organizations
- Title VI of the Civil Rights Act of 1964

# CHAPTER 4: HOW WE WORK TOGETHER

*RECOMMENDED STRATEGIES AND BEST PRACTICES FOR BUILDING WORKING RELATIONSHIPS*

- ADA: Americans with Disabilities Act of 1990
- Limited English Proficiency (LEP)
- Equity Considerations
- Age Considerations



# CHAPTER 4: HOW WE WORK TOGETHER

## *ENGAGEMENT PLATFORMS AND METHODS*

- Virtual Community engagement
- In-Person Community Engagement
- Hybrid Methods
- Leveraged Engagement – Going to Where the People Are

# Open Dialogue Whiteboard

COMMENTS/FEEDBACK

- Raise hand to share your feedback
- Please do not use chat (accessibility issues)

# How To Provide Additional Comments

COMMENT INTAKE FORM

<https://app.smartsheet.com/b/form/0198146638747fb98b20627d73f13e8e>

# Activities and Stakeholders

Activity	Group	Time
<b>Mural, Discussion, Comment Form</b>	EAC	June, August 2025
<b>Consultant Briefing</b>	Transportation Committees	November 2025
<b>Tribal Engagement Survey</b>	Tribal Partners	November 2025
<b>Engagement Survey</b>	Transportation Partners Advocacy Groups Caltrans Advisory Groups	November 2025
<b>Sharing the Executive Summary</b>	All listed above	November 2025
<b>Informational Briefings</b>	All listed above	November 2025



## Next Steps

- Comment Form closes September 1
- November Survey
- December EAC Check-in and Share-out
- Spring 2026 Sharing Final Playbook and how comments were incorporated





# Thank You

[ACE@DOT.CA.GOV](mailto:ACE@DOT.CA.GOV)