EQUITY ADVISORY COMMITTEE

NOVEMBER 2026

Advancing Community Engagement Updates

- Community Engagement Playbook
- Caltrans Engagement Portal

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



External Activities and Stakeholders

Activity	Group	Time
Mural, Discussion, Comment Form	EAC	June, August 2025
Information Sessions	Open	December 2025
Engagement Survey	Transportation Partners Statewide Advocacy Groups Caltrans Advisory Groups Tribal Partners EAC	December 2025 – January 2026
Sharing the Executive Summary	All listed above	December 2025 – January 2026
Informational Briefings	All listed above	December 2025 – January 2026

Statewide Playbook: Overview

Ch. 1: Why We Do Engagement

Ch. 2: What Is Engagement?

Ch. 3: How We Do Engagement

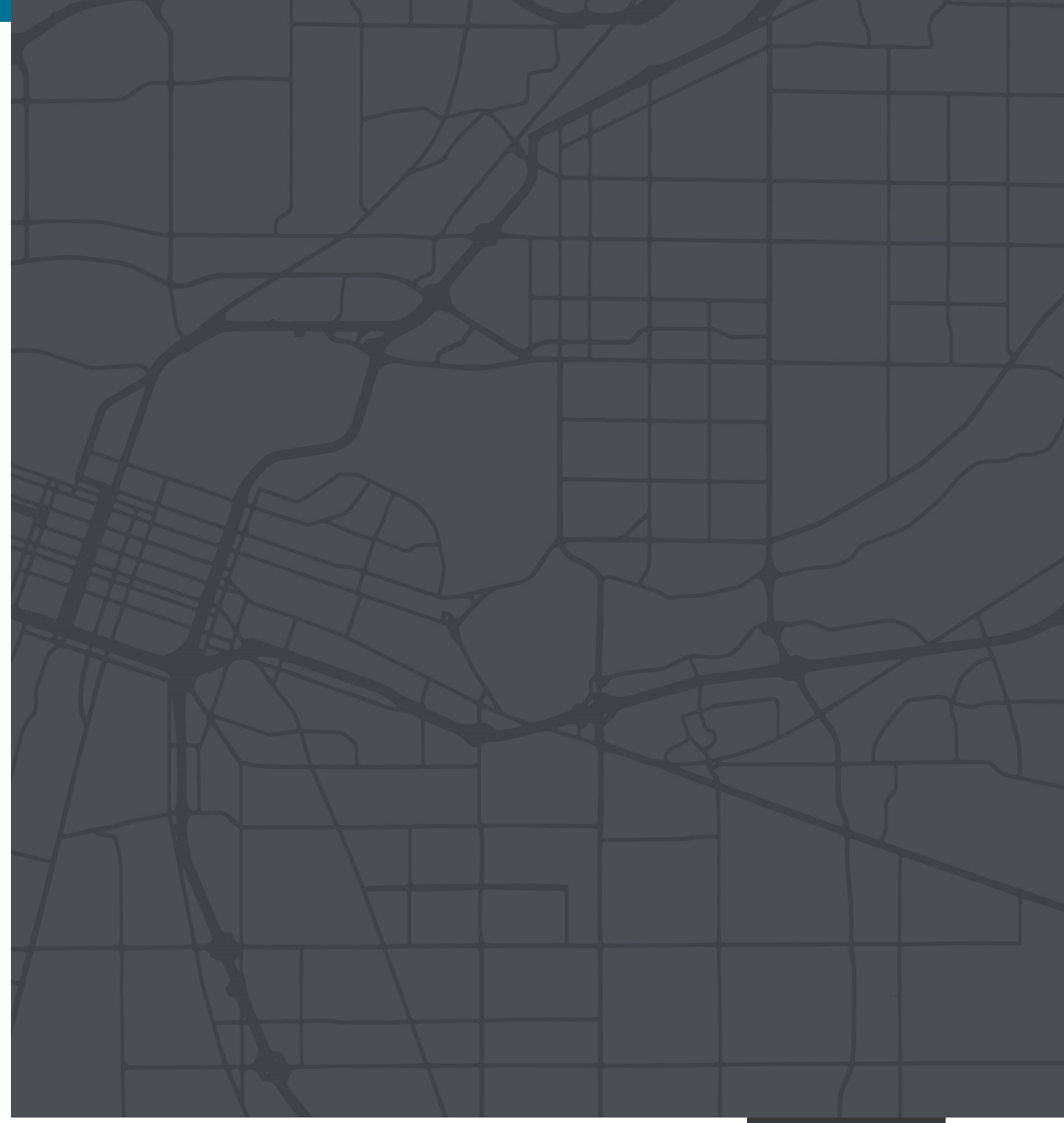
Ch. 4: How We Work Together

Ch. 5: The Tools We Use

Ch. 6: Roles

Ch. 7: District Playbook Instructions

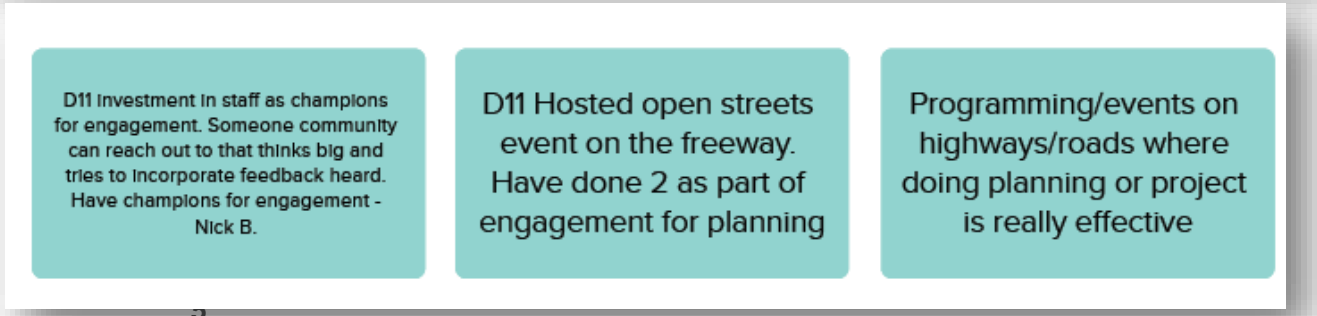
Ch. 8: Resources



Sub-committee Input

MURAL DISCUSSION AND DOCUMENT WALK-THROUGH





CHAPTER 1: WHY WE DO ENGAGEMENT **6**
Introduction 7
Background 8
California Environmental Quality Act (CEQA) 8
National Environmental Policy Act (NEPA) 8
Project Development Procedure Manual (PDPM) 9
Guiding Principles 9
Caltrans Equity Statement 13
CHAPTER 2: WHAT IS ENGAGEMENT? **14**
Program Guidance 15
Community Engagement Overview 15
Customer Service Approach 17
Community Relations 17
Overcoming Challenges 18
Right-sized Engagement 20
The Spectrum of Community Engagement 22
When Robust Engagement May Not Be Possible or Necessary 23
Managing Expectations 23
CHAPTER 3: HOW WE DO ENGAGEMENT **25**
Headquarters Planning Engagement 26

INTERIM

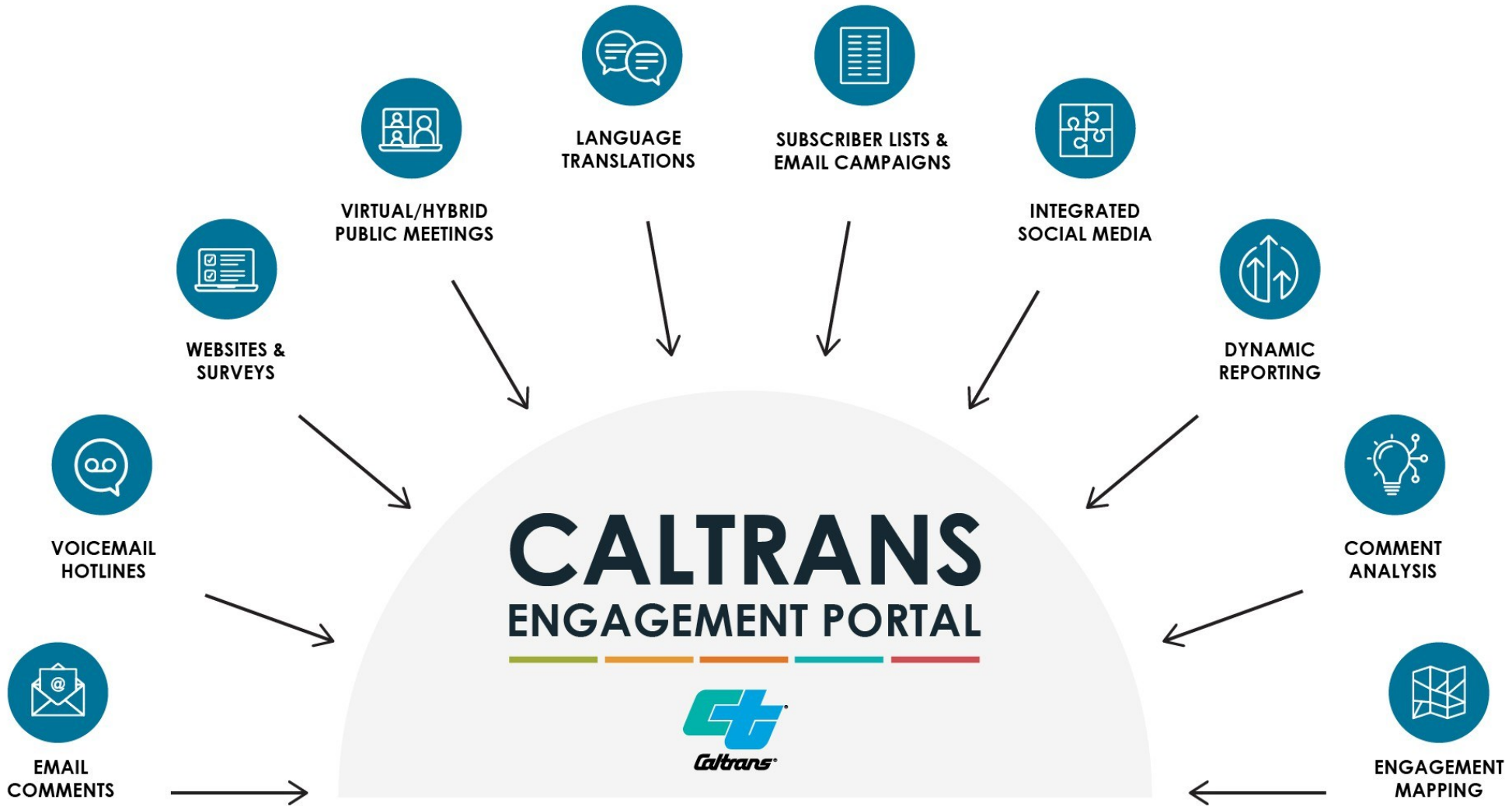
How Your Input Was Used

- Input we received mostly informed Chapter 2 and Chapter 4
- Helped us in the
  - Development of the Directors Policy
  - Update of tools like the Public Engagement Plan Template and Guide
  - Development of How to Guides



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LANGUAGE TRANSLATIONS
SUBSCRIBER LISTS & EMAIL CAMPAIGNS
VIRTUAL/HYBRID PUBLIC MEETINGS
INTEGRATED SOCIAL MEDIA
WEBSITES & SURVEYS
DYNAMIC REPORTING
VOICEMAIL HOTLINES
COMMENT ANALYSIS
CALTRANS
ENGAGEMENT PORTAL
Caltrans
EMAIL COMMENTS
ENGAGEMENT MAPPING

Portal Timeline

Pilot

May 2024-April 2025
- Selected18 pilot projects to use the Portal for engagement during the pilot phase

Soft Launch

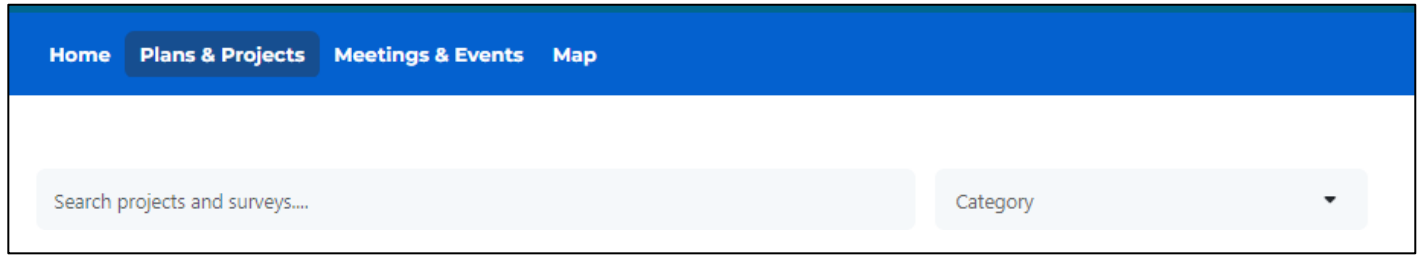
July 2025 – December 2025
- Ability for more plans and projects to use the Portal

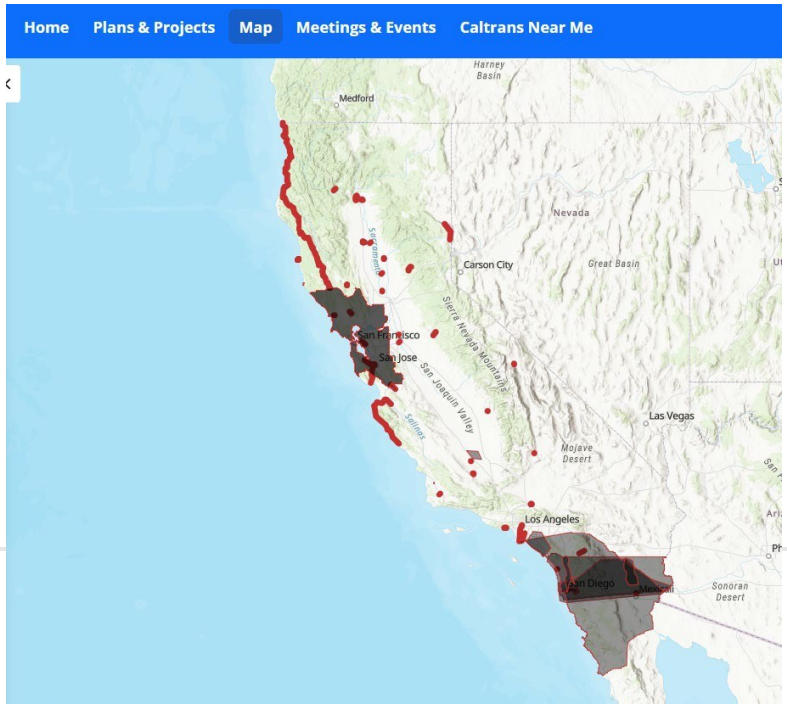
Deploy

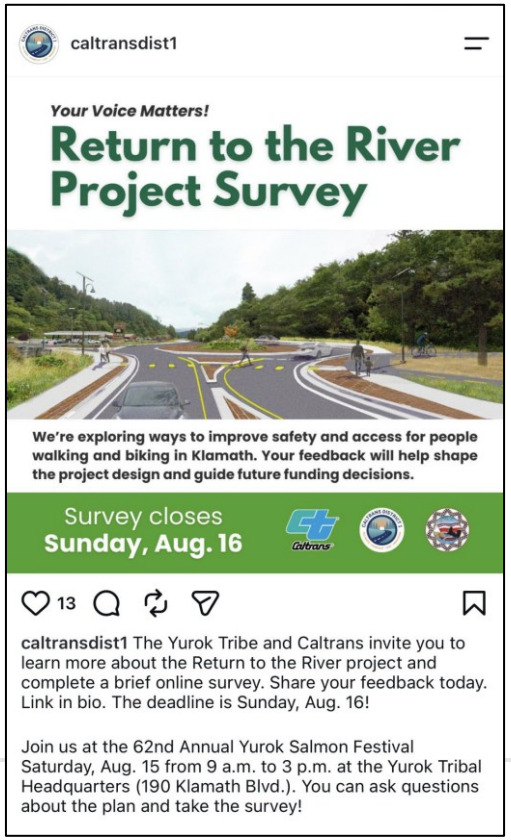
January 2026 and on
- Widespread use and expectation to use the Portal

Find a Plan or Project

Engage.dot.ca.gov









Portal Demonstration

In-Person and Online Connection

- QR codes linking to the online survey
- Tablet survey kiosks
- Paper survey print-outs
- Admin can upload paper comments to online system

Upcoming Event:

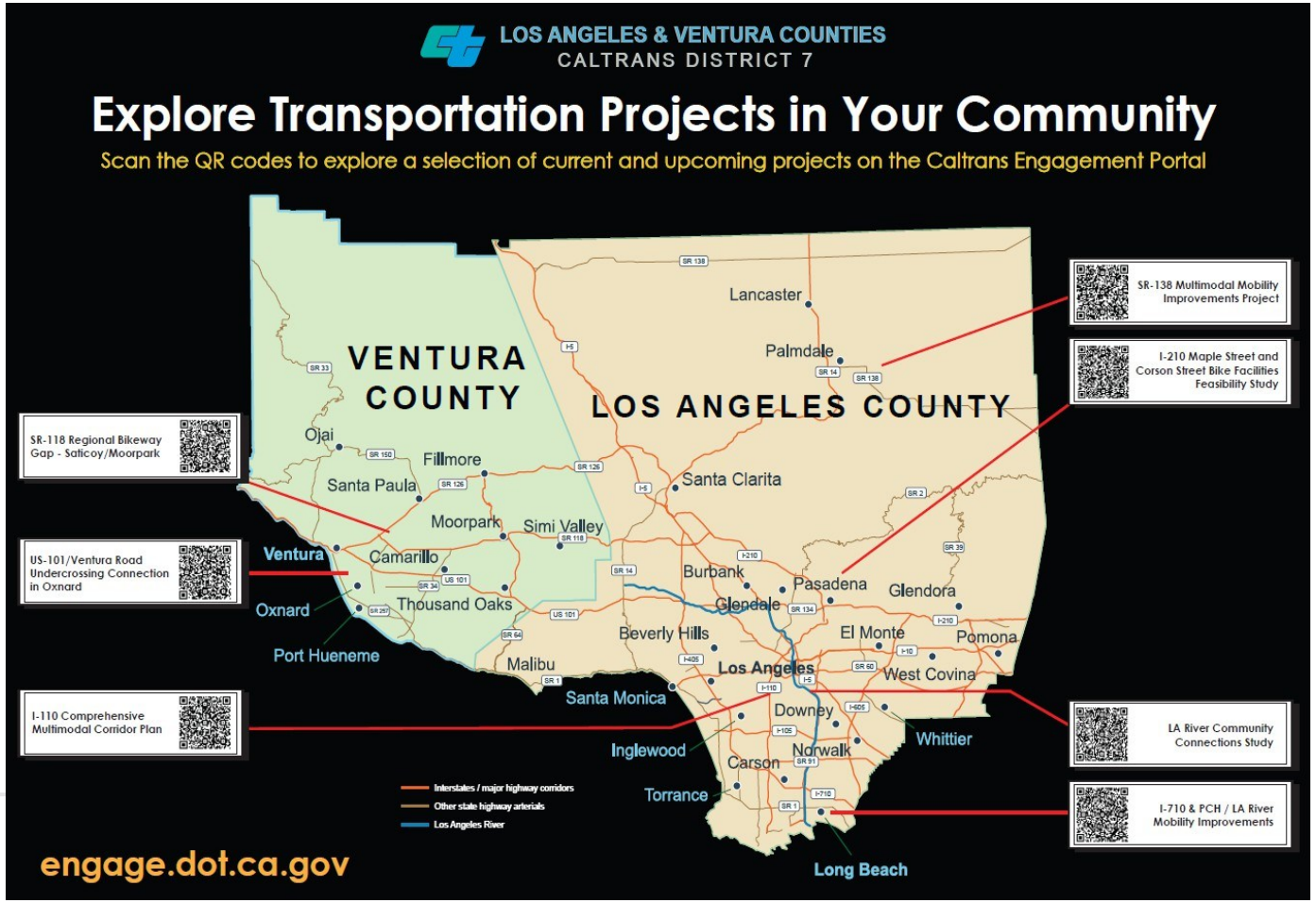
SEP 19

Wasco Community Resource Fair

Sat, Sep 19 9:00 AM - 12:00 PM

Wasco Union High School Cafeteria (1900 7th Street, Wasco, CA) Map

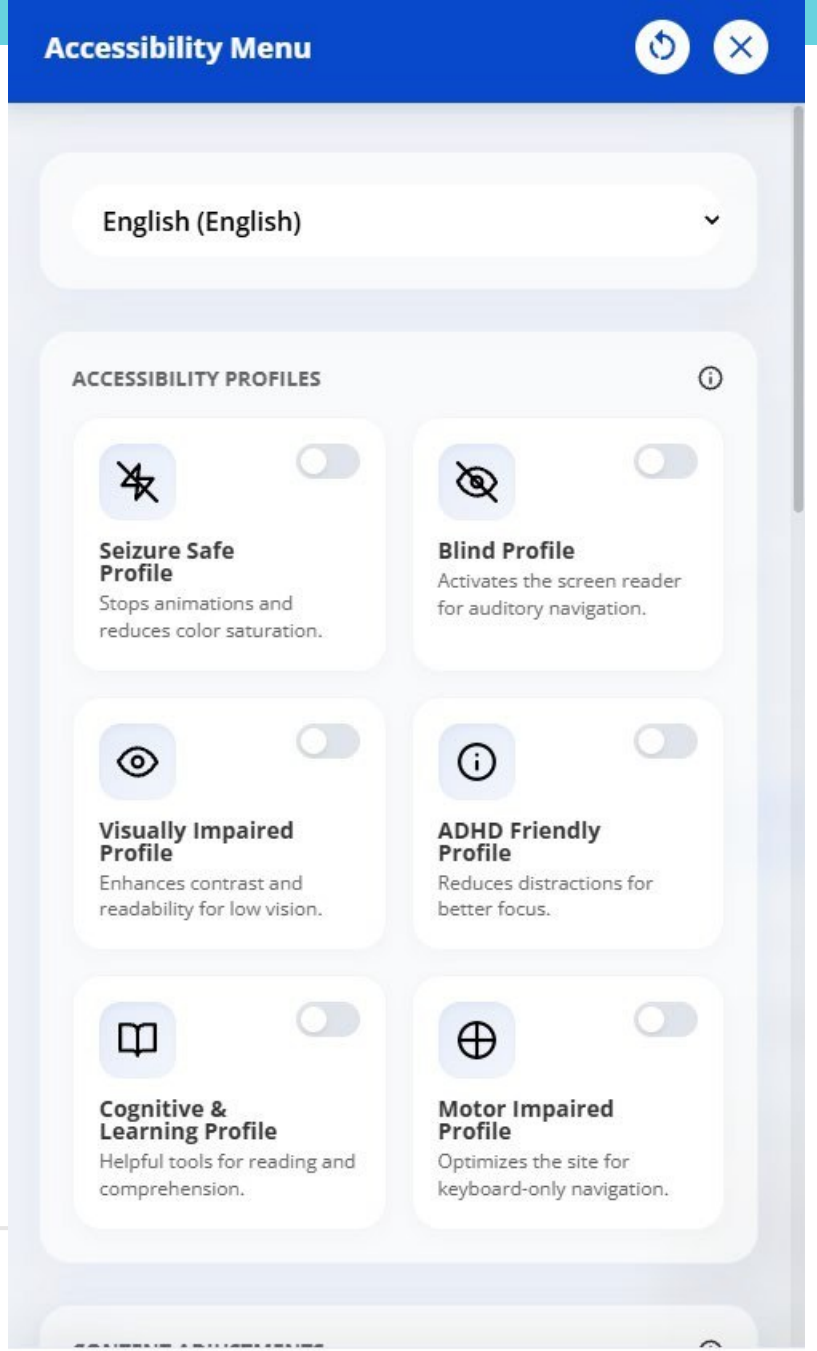
Caltrans will be attending a Community Engagement Event at the Wasco Community Resource Fair



Language and Accessibility

- Google Translate/Last-Mile Translate
  - Page and Survey Questions
  - Closed Captioning on Meetings
- Accessibility Menu
  - Meets WCAG 2.1 Level A A guidelines

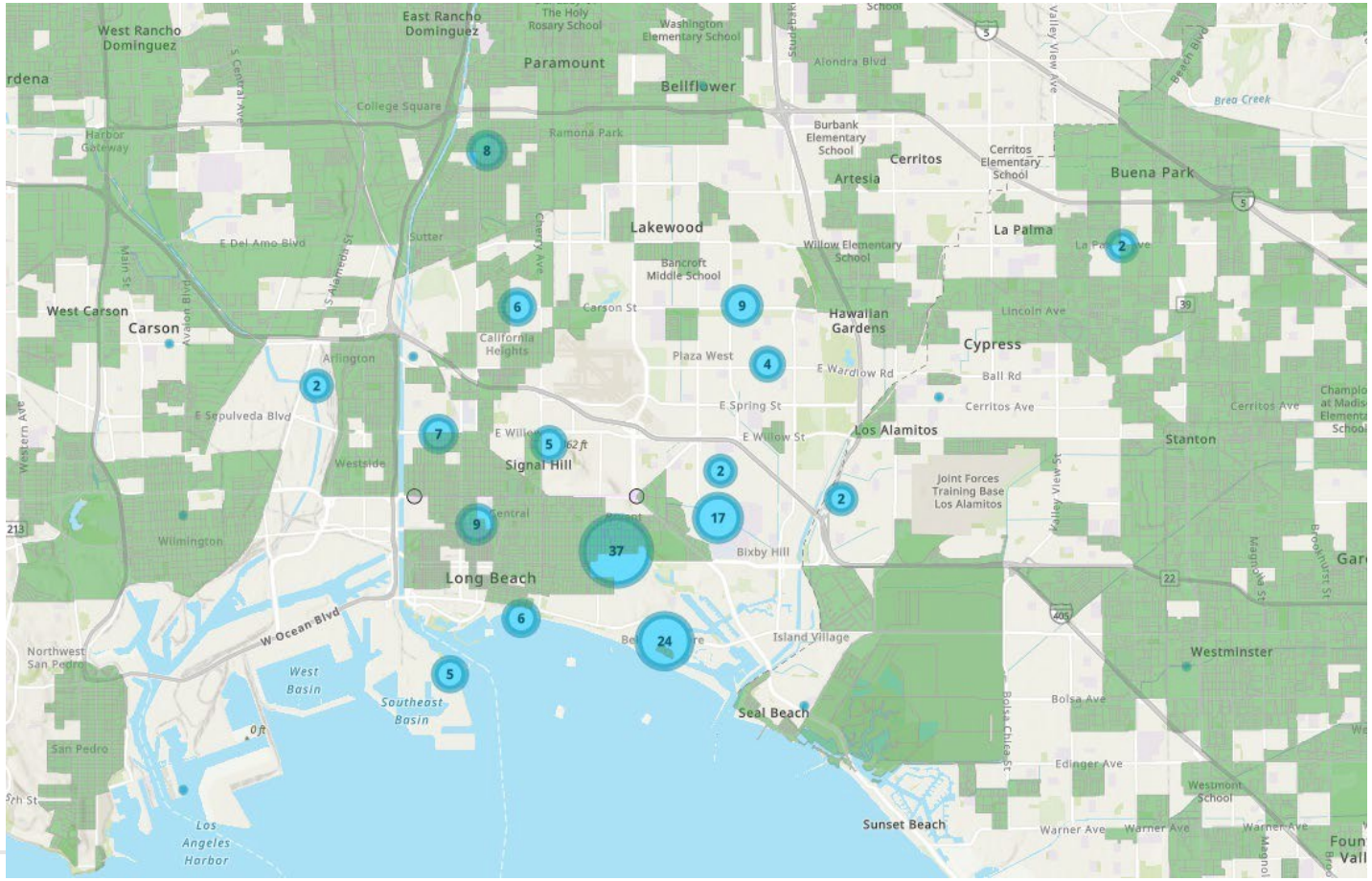




Participant Map

Layers:

- Federal EJ Screen
- CalEnviroScreen
- EQI
  - Priority Populations
  - Underserved Communities



Questions/Comments?



Thank You

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