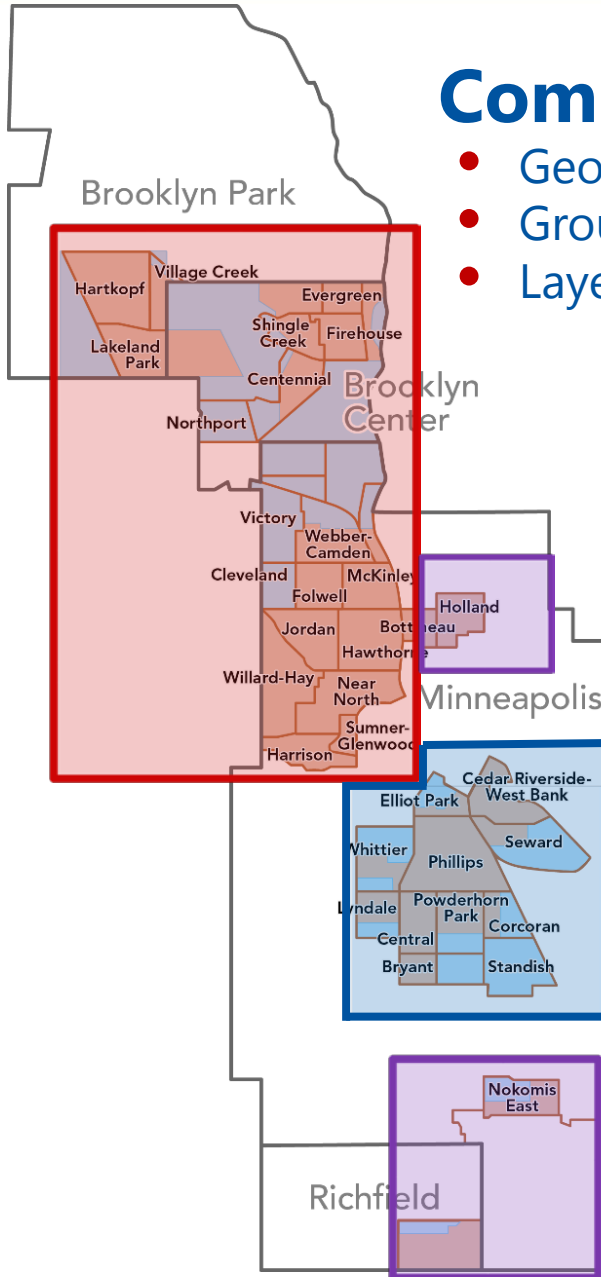




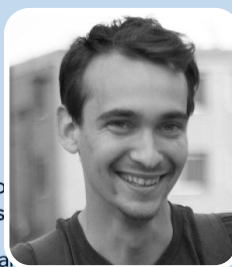
Building the Practice: Metro Transit Community Outreach and Engagement

Community Engagement Team

- Geographically organized to concentrate resources
- Grounded in a lifelong commitment to community
- Layered with transit projects and initiatives




C Terrence Anderson




Max Holdhusen



Karyssa Jackson



Caitlin Schwartz



Jill Hentges*

* supervises team, covers areas not covered by others

Building or

I outreach

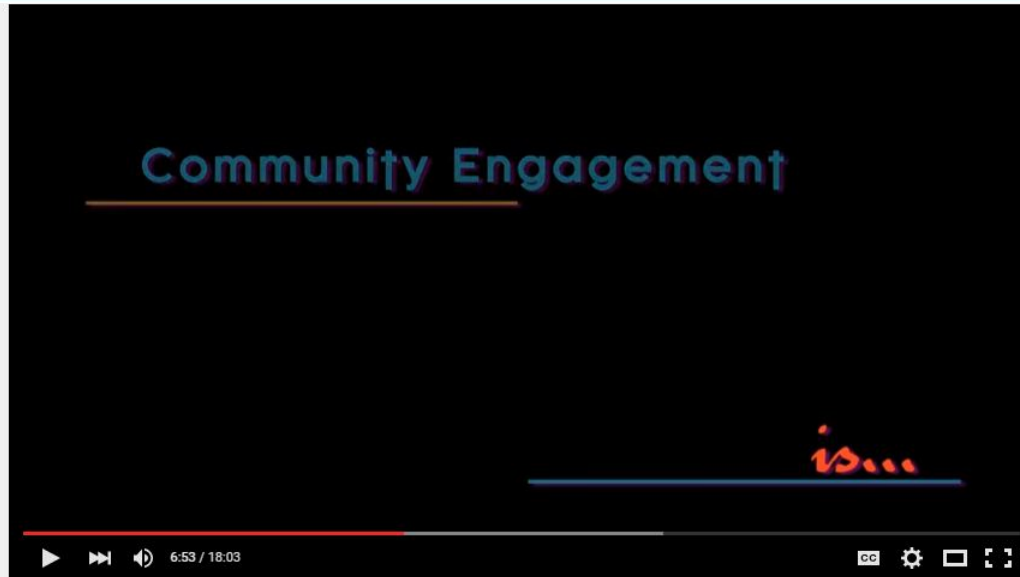
Community outreach is an important component of the work of the team and is built on the foundation for developing the engagement practice at Metro Transit.



Project Delivery



Agency Visibility



Community at the Center: Building the Field of Community Engagement



Nexus Community Partners

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Published on Nov 13, 2013

Nexus developed the "Building the Field of Community Engagement" (BTF) initiative along with the Native American Community Development Institute, Casa de Esperanza, the Cultural Wellness Center, Hope Community, and Lyndale Neighborhood Association. Together, we will bolster the work of community engagement practitioners, encourage other organizations to integrate community engagement into their work, and provide foundations, policymakers and other stakeholders with research and data to validate and quantify the work, make better investment decisions, and achieve greater neighborhood impact.

Few, if any, organizations across the country have had the privilege to partner with such a diverse group to work collaboratively across cultures to learn, practice, evaluate and produce new knowledge. Our work together is preliminary, but holds great potential to accelerate neighborhood change.

[Video Link](#)

Community Outreach & Engagement Team Statement

The Metro Transit Community Engagement Team is building a community-centered practice that co-creates transparent process and leads to equitable outcomes.

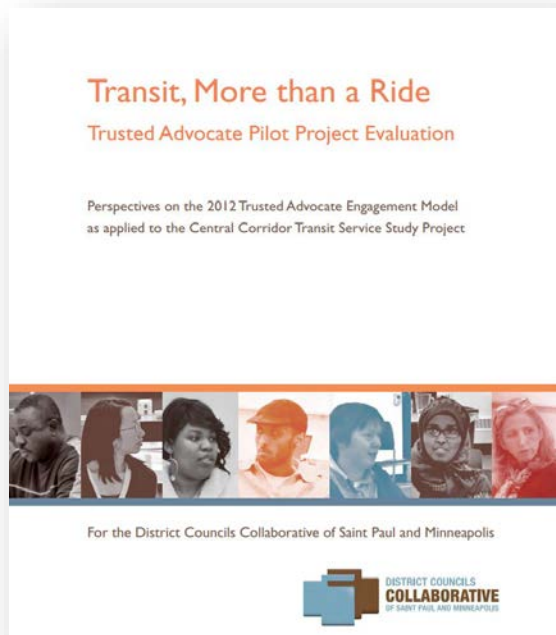
To accomplish this we develop long-lasting relationships with transit riders, people of color, low-income communities, people with disabilities and other historically marginalized groups to grow their capacity to participate in decision-making at their fullest potential.

Transparent Process and Equitable Outcomes

- Identifying opportunities in a project for meaningful engagement
- Working with project staff to develop essential questions for projects
- Documentation of our process and reporting to community
- Inviting community members to evaluate and influence decision-making processes and make us accountable to uphold them
- Clear measures of success that are influenced by community voice

Community Engagement in Practice

- Trusted Advocate
- Better Bus Stops



BETTER  BUS STOPS

http://dcc-stpaul-mpls.org/sites/dcc-stpaul-mpls.org/files/images/u5/Trusted-Advocate_view.pdf

Highlights in 2015

- **Building community relationships/partnerships:**
Built and strengthened relationships with community organizations and individuals in each of our focus areas – areas of concentrated poverty where 50% or more of residents are people of color and beyond
- **BRT projects:**
Led community engagement and construction outreach
- **Community perspective:**
Applied to pick changes, site plan reviews, TOD projects, etc.



Looking Forward - 2016

- Who are the communities impacted by the policy, program or decision? How were they identified?
- How have historical decisions that have impacted these communities been considered in this policy, program or decision?
- In what ways are you building relationships with the identified communities? Who are you partnering with?
- In what ways did the aforementioned relationships influence the policy, program or decision
- How does your work create inclusive spaces that allow communities to collaborate on the development of the policy, program or decision?
- Do communities have access to all the information and tools they would need to more fully participate as a partner on the policy, program or decision?

Thank you!



Karyssa
Jackson
Ext. 7396

C Terrence
Anderson
Ext. 7390

Caitlin
Schwartz
Ext. 7395

Jill
Hentges
Ext. 7318

Max
Holdhusen
Ext. 7409