



# Refinement Plan Terrebonne

## **Public Involvement and Communications Plan**

### **Prepared for**

Oregon Department of Transportation, Region 4

### **Prepared by**

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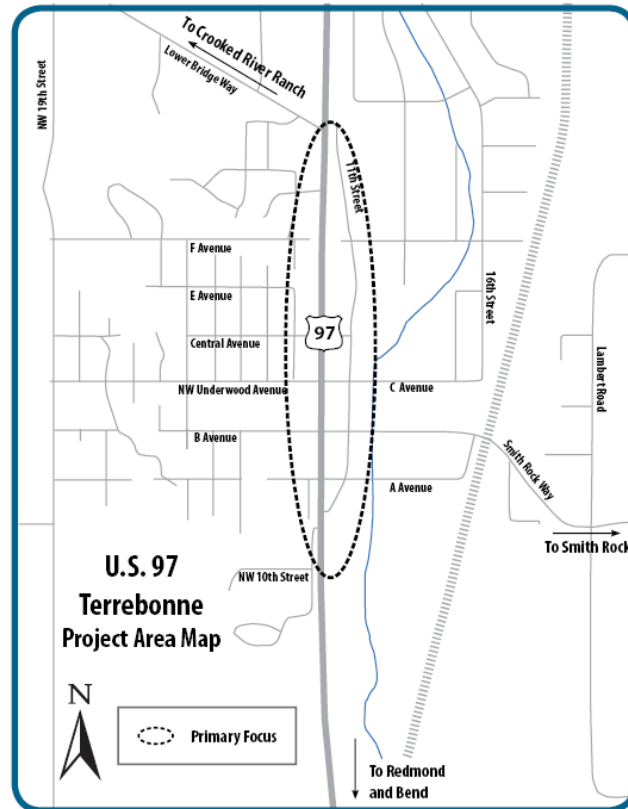
## Introduction

This Public Involvement and Communications Plan (PICP) will guide stakeholder and public involvement during the project. The PICP reflects commitments from the Oregon Department of Transportation (ODOT), Deschutes County, and Jefferson County to coordinate and carry out outreach activities designed to provide interested parties an opportunity to have input.

## Project Overview, Area, and Key Issues

The Terrebonne community in Deschutes County is bisected by US 97. As US 97 highway traffic volumes have significantly increased in the last 10+ years, side street traffic movements and pedestrian crossings have become more difficult. A critical concern for Terrebonne (Deschutes County) and Crooked River Ranch and Lower Bridge Estates (Jefferson County) residents is the safety and accessibility at the Lower Bridge Way/US 97 intersection.

In addition, Terrebonne residents/businesses are concerned with providing safe crossings and access to/from US 97, particularly for school children at B and C Avenues. ODOT in partnership with Deschutes and Jefferson counties are beginning a project to plan, design and construct improvements along the US 97 highway corridor through Terrebonne from Lower Bridge Way to NW 10th Street.



The Lower Bridge Way/US 97 intersection, on the north end of Terrebonne, is a primary example of the safety and operational concerns being experienced in the area, notably as it represents a key US 97 access point for Crooked River Ranch and Lower Bridge Estates residents in Jefferson County. Lower Bridge Way between US 97 and 43rd Street is one of the highest volume roads in Deschutes County (with 2016 Average Daily Traffic of 6,525 at US 97), given travel to and from these residential areas in Jefferson County. The intersection with US 97 has been an ongoing concern over the years due to the high speed and volume of traffic on US 97, and the difficulty of making turning movements t/o/from Lower Bridge Way.

The project will focus on identifying preferred options and implementing improvements around three key elements:

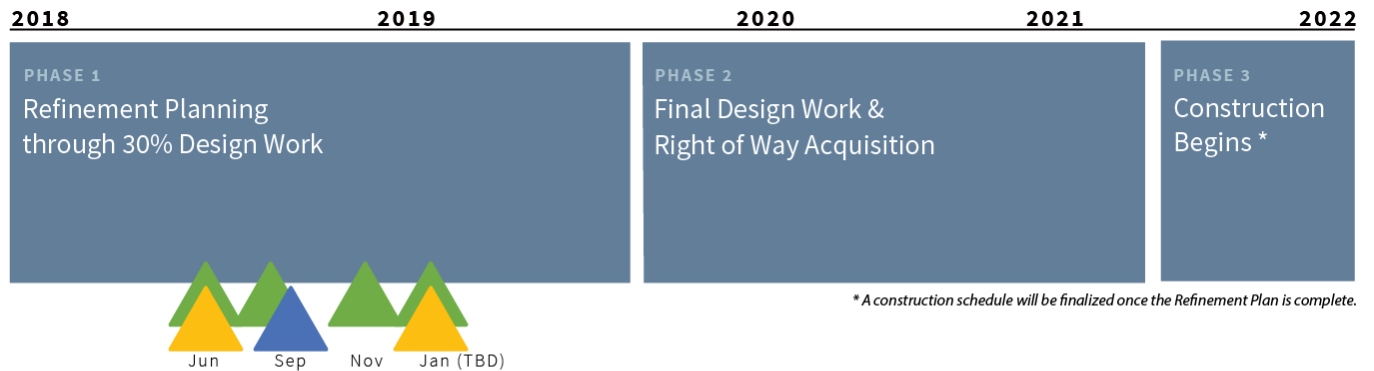


### Project Objectives

The project aims to:

- Focus on the near- and long-term corridor alignment, safety, freight mobility, pedestrian and bicycle safety/operations, and effective implementation of the HB2017 funding;
- Improve safety for all modes using or crossing US 97, including Safe Routes to School;
- Solicit and consider broad community input through a robust public involvement process, including stakeholders and interested parties from Terrebonne, Crooked River Ranch, Lower Bridge Estates, and other nearby areas, the freight industry and emergency services providers;
- Evaluate all potential US 97 alternatives, such as maintaining the existing US 97 alignment, creating a highway couplet with 11th Street or constructing a bypass east or west of the existing alignment; and,
- Identify and evaluate all potential at-grade and grade separated solutions for the Lower Bridge Way/US 97 intersection in concert with the development of the alternatives for US 97.

## Anticipated Project Schedule



### SCHEDULED MEETINGS

- ▲ Advisory Committee Meeting
- ▲ Concept Development Workshop
- ▲ Public Meeting

## Public Involvement Purpose and Goals

The purpose of the public involvement program is to share information and gather input on the needs, issues and improvement options of potentially affected interests living along, and served by the project corridor as well as other stakeholders and interested parties.

The project's public involvement and communication goals are to:

- Communicate complete, accurate, understandable and timely information to the public throughout the project.
- Actively engage property owners, residents, businesses and organizations along and accessing the corridor to gain feedback on existing conditions, needs, deficiencies, project alternatives and preferred solutions.
- Specifically engage the public to help identify problems/challenges, and their root causes, along the corridor.
- Collaborate with interagency partners.
- Comply with Civil Rights Act of 1964 Title VI requirements.
- Ensure that the public involvement process is consistent with applicable state and federal laws and requirements, and is sensitive to local policies, goals and objectives.
- Understand and build upon the past planning efforts including the Terrebonne Community Plan and Deschutes County Transportation System Plan.

## Initial Key Messages

Key messages will continue to be refined and added to as the project progresses, more information is known, and the need for more detailed public information grows.

### **Project need: Making US 97 a safer and more functional part of Terrebonne's community.**

- US 97 highway traffic volumes have significantly increased in the last 10+ years. It has become very difficult for people in Terrebonne to access or cross the highway, including pedestrians and vehicles from side streets.
- It is critical for the Terrebonne community to be able to safely cross and access US 97. As part of ODOT's ongoing work to keep our highways safe, \$20 million has been allocated to changes that will make US 97 a safer and more functional part of Terrebonne's community.
- The goals of the project are to:
  - Focus on the near- and long-term corridor alignment, safety, freight mobility, pedestrian and bicycle safety/operations, and effective implementation of the HB2017 funding
  - Improve safety for everyone using or crossing US 97, including pedestrians and school children.
  - Get input from all stakeholders and interested parties, including community members from the Terrebonne, Crooked River Ranch, and Lower Bridge Estates areas, the freight industry and emergency services providers.
  - Evaluate all potential alternatives within the three key focus areas.

### **Options for improvements: Three focus areas**

- This project will plan, design and construct improvements along the US 97 highway corridor through Terrebonne from Lower Bridge Way to NW 10th Street.

- The project will focus around three key elements:



- Specifically, the project will look at:
  - Potential changes to the alignment of US 97 through the community, such as creating a couplet with 11th Street or constructing a bypass east or west of the existing alignment.
  - Changes to the intersection at US 97 and Lower Bridge Way to allow for safer and easier turns.
  - Highway transition elements that will slow traffic and make travelers aware that they are entering the Terrebonne community and improve multimodal access to/from and across US 97.
- Each of these focus areas could be addressed in different ways. ODOT wants to hear from the community about which will be the best solutions.
- Some improvement options have already been identified in Terrebonne's Community Plan and the Deschutes County Transportation System Plan. Community members will provide additional information about problem areas and preferences for improvements.

### **Lower Bridge Way Intersection**

- The Lower Bridge Way/US 97 intersection, on the north end of Terrebonne, is a primary example of safety and operational concerns.
- This is a key US 97 access point for Crooked River Ranch and Lower Bridge Estates residents in Jefferson County.
- Lower Bridge Way between US 97 and 43rd Street is one of the highest volume roads in Deschutes County (with 2016 Average Daily Traffic of 6,525 at US 97).
- The intersection with US 97 has been an ongoing concern over the years due to the high speed and volume of traffic on US 97, and the difficulty of making turns onto or from Lower Bridge Way.





## Audiences

As stated in the public involvement goals, the engagement efforts seek participation of potentially affected and/or interested individuals, residents, businesses and organizations.

The public involvement process will seek to inform and engage the following types of affected and interested people and organizations in the project area:

- Deschutes County (key staff and elected officials)
- Jefferson County (key staff and elected officials)
- Crooked River Ranch
- Area businesses and business organizations
- Area residents
- Greater Terrebonne Citizens' Action Committee
- Bike and pedestrian interests
- Public transit interests
- Freight interests
- Environmental interests
- Accessibility groups
- Senior services
- Tourism and recreation interests
- Terrebonne Community School and area school districts
- Emergency services providers
- Media and social media outlets
- Traditionally underserved community
- Local media

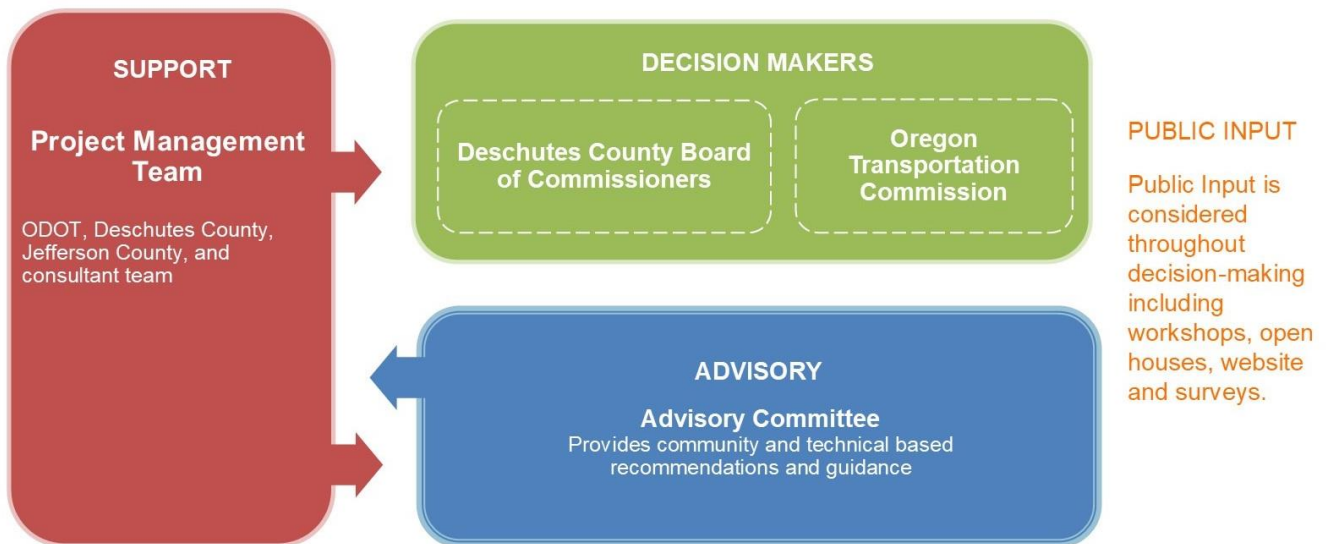
## Project Decision-Making Structure

Deschutes County Board of Commissioners and the Oregon Department of Transportation are the project’s final decision makers. The Project Management Team (PMT) will make recommendations to the Board and Oregon Transportation Commission based on technical analysis and stakeholder input. The decision-making structure for the Refinement Plan was developed to establish broad-based support for the project. The PMT believes the best way to build support is to have an open, inclusive process that is viewed as credible by stakeholders.

To support development of a credible decision-making process, the Advisory Committee (AC) was appointed by the PMT to provide community and technical based recommendations and guidance. The AC will develop recommendations to the PMT. The PMT will make recommendations to the decision makers and where an AC recommendation is not followed, the PMT will specifically note it. All AC meetings will be open to the public and include a public comment period.

The graphic below illustrates this information.

## Decision-making Process



# Potential Adoption Process Outcomes

## Path 1

A light blue rectangular icon with the text "Refinement Plan" inside.

A Refinement Plan requires **Deschutes County Board of Commissioners** to amend the County's Transportation System Plan.

## Path 2



If alignment improvements occur off of US 97, such as a couplet or bypass, a Facility Plan is required. The Deschutes County Board of Commissioners will amend its TSP and the Oregon Transportation Commission will amend the Oregon Highway Plan.

## Path 3



If an interchange is developed at the US 97/Lower Bridge Way intersection, an Interchange Area Management Plan is required. The Deschutes County Board of Commissioners will amend its TSP and the Oregon Transportation will amend the Oregon Highway Plan.

## Project Team Member Roles & Responsibilities for Public Involvement

The following are the key project members and their roles in the public involvement program:

### ODOT

- **Cari Charlton, P.E., Consultant Project Manager.** Cari provides ODOT project oversight to ensure that the project meets the requirements and objectives of ODOT.
- **Abbey Driscoll, Community Liaison.** Abbey is the main point of contact for public involvement and will oversee the public involvement consultant team. She will lead certain public involvement tasks, including all media and advertising services.

### Kittelson & Associates

- **Marc Butorac, Project Manager.** Marc is leading the consultant team and providing oversight on the project's outreach strategy.
- **Matt Kittelson, Deputy Project Manager.** Matt is providing support to Marc in leading the consultant team and providing oversight on the project's outreach strategy.

## JLA Public Involvement

- **Stacy Thomas, Public Involvement Consultant.** Stacy is developing the overall public involvement plan, leading the in-person and online project open houses and managing public comments.

## Public Involvement Strategies and Schedule

The following table includes stakeholder engagement and informational tools and activities that will be used throughout the project to engage and inform potentially affected interests, stakeholders and the broader public.

Tool/Activity	Description	Lead	Anticipated Schedule
Stakeholder Database	A database that will include potentially affected interests in the project area, stakeholders, interested parties, and meeting attendees. The database will be updated after public events and will track those individuals and groups who express interest in the project. The database will be used for notification of the online open houses, project news and outreach materials.	JLA	Initial draft early May; updates ongoing
Project Website	The project website, <a href="http://www.terrebonnerefinementplan.com">www.terrebonnerefinementplan.com</a> is the primary portal for public information and is an important tool to collect public input. The site will include a project description, an interactive comment mapping tool, project documents (maps, reports, graphics), and all public meeting information and materials. It will also host the online Concept Development Workshop.	Kittelson	Updates: Ongoing
Public Comment Log	Public comments (and responses) collected at public events and online will be logged.	JLA	Ongoing
Electronic Newsletters	Electronic newsletters will be sent to the project database to announce the project and invite participation at the public meetings.	JLA	Prior to each public meeting

Tool/Activity	Description	Lead	Anticipated Schedule
Stakeholder Emails	In addition to email newsletters, the project team will send up to two additional emails to the stakeholder database to provide project updates.	JLA	As determined by Agency.
Stakeholder Meetings	<p>The following small group meetings/briefings are scheduled introduce the project, review and gather feedback on the draft goals and objectives, the project's three key elements, the public involvement process and invite their participation at the Concept Development Workshop.</p> <ul style="list-style-type: none"> <li>• <b>Terrebonne Lions Club,</b> June 4, 2018</li> <li>• <b>Terrebonne Business/Freight,</b> June 5, 2018</li> <li>• <b>Crooked River Ranch HOA,</b> June 12, 2018</li> </ul>	JLA	Complete by June 13, 2018
Advisory Committee	The Advisory Committee will meet up to four times to provide community and technical review and to provide guidance on the Project. For membership, see roster, Attachment A.	PMT forms AC; Kittelson and JLA facilitate and manage AC	<p>Meeting 1: June 12, 2018</p> <p>Meeting 2: August 2018</p> <p>Meeting 3: November 2018</p> <p>Meeting 4: January 2019</p>
Concept Development Workshop (in-person and online)	This interactive, two-day workshop will include participation by the PMT, AC, and the public. The purpose is to narrow alternatives being considered for the highway alignment, intersection and highway transitions.	Kittelson	September 2018

Tool/Activity	Description	Lead	Anticipated Schedule
Public Meetings	<p>The project will host public meetings at two key points in the process:</p> <ul style="list-style-type: none"> <li>• Meeting 1 will introduce the project and solicit public input on existing conditions, needs/conflict points and opportunities.</li> <li>• Meeting 2 will provide information and solicit feedback on preferred solutions.</li> </ul> <p>A detailed meeting plan will be developed for each public meeting.</p>	JLA and Kittelson	<p>Meeting 1: June 13, 2018</p> <p>Meeting 2: Same day as AC #4/January 2019</p>
Media Outreach		ODOT	Ongoing

## Measuring and Monitoring Outreach Activities

The project team will evaluate the public involvement process on an ongoing basis to determine the effectiveness of the outreach effort.

At key milestones, the project team will assess how well the program is meeting the public involvement goals listed in this plan. While evaluation of these goals is necessarily subjective, the team will also consider the following more measurable objectives as the team assesses program effectiveness:

- Number of participants attending meetings or events.
- Number of website hits or downloads occurring during a specific time period.
- Number of people who have signed up for the project mailing list.
- Number of project comments received (phone, email, comment cards, online).
- Whether the comments are relevant to the project (indicates project understanding).
- How project decisions have been modified as a result of public input.

## Attachment A: Advisory Committee Roster

The AC is comprised of the following members:

- John Williams, Crooked River Ranch and Greater Terrebonne Citizens' Action Committee
- Nick Kezele, Greater Terrebonne Citizens' Action Committee
- Mark Swick, Terrebonne Hardware (Business Representative)
- Chuck Forward, Bike/Ped Representative
- Mike McIntosh, Redmond School District
- Peter Russell, Deschutes County Planning
- Captain Paul Garrison, Deschutes County Sheriff's Office
- Cody Smith, Deschutes County Public Works
- Mae Houston or Jeff Rasmussen, Jefferson County
- Dale Crawford, Deschutes County Planning Commission
- Phil Henderson, Deschutes County Board of Commissioners
- Eric Sande, Redmond Chamber of Commerce & CVB CEO (Tourism Representative)
- Scott Brown, Smith Rock State Park Park Manager (Recreational representative)
- Dylan Stott, Community Member At-Large
- Randy Lunsford, Community Member At-Large
- Kelsey Rook, Community Member At-Large

## Attachment B: Advisory Committee Guidelines

### **Purpose of Committee**

The Advisory Committee (AC) was formed to provide a community and technical perspective to the process developing the U.S. 97 Refinement Plan for the Terrebonne Community. The committee was appointed by the Project Management Team (PMT). The AC will develop recommendations to PMT, who will share them with the Deschutes County Commission, the Jefferson County Commission, and the Region 4 Management Team.

### **Responsibilities**

Members of the AC will:

- Attend approximately 4 meetings between June 2018 and January 2019.
- Confirm attendance prior to the meeting.
- Review reports and materials produced by the PMT.
- Make recommendations to the PMT.
- Identify ways to actively involve community members.
- Volunteer to participate in outreach efforts and attend public meetings/events.
- Strive to keep the people they represent informed about the process and seek their feedback on reports and materials.
- Provide feedback about the process to the PMT so improvements can be made quickly.

Project team will:

- Provide and distribute agendas in advance.
- Provide discussion materials in advance so that the committee has time to review the information.
- Produce AC meeting summaries.
- Consider all community feedback when making project recommendations.
- Provide explanations when AC suggestions are not pursued.
- Keep a running list of Action Items from each meeting.

The Facilitator(s) will:

- Facilitate the meetings.
- Ensure that everyone has an opportunity to participate.
- Keep meetings moving and focused on the agenda.
- Start and end meetings on time unless the group agrees to extend the meeting time.
- Provide time for public comment and ensure that public comment is an item on each agenda.
- Uphold AC meeting guidelines.



## **Committee structure**

- If a member of the AC can no longer serve, then the PMT will identify and appoint a replacement.

## **Between committee meetings AC Members will:**

- Actively seek to keep our constituents and neighbors informed by sharing project information with them.
- Communicate with each other and with the PMT through Cari Charlton at [cari.charlton@odot.state.or.us](mailto:cari.charlton@odot.state.or.us).
- Not provide comments on behalf of the group without being directed to do so by full agreement of the AC.
- Not represent our personal views as views of the AC when engaged in other forums where the same issues are under discussion, including contacts with the press, other jurisdictions, or representatives of the Legislature.
- Direct communications and media inquiries about group operations or decisions to Abbey Driscoll at [Abbey.driscoll@odot.state.or.us](mailto:Abbey.driscoll@odot.state.or.us) or 541-388-6064.
- Not undermine the work of the group by initiating contact with the media or officials to advance our opinions or to counter our fellow members' opinions.

## **Accessibility of the Public**

- While the primary purpose of the committee meetings is to provide a forum for the deliberation of the committee, meetings will be open to the public for observation.
- As needed, up to a total of ten minutes during each meeting will be reserved for public comment. This amount may be extended by the Facilitator, in consultation with the committee, if needed and if time allows. The length of individual comments should be limited based on the number of individuals who wish to address the committee, but should be no more than three minutes.
- Community members are encouraged to provide more thorough comments or comments on non-agenda items in writing to Abbey Driscoll at [Abbey.driscoll@odot.state.or.us](mailto:Abbey.driscoll@odot.state.or.us) or 541-388-6064 least three days before meetings to allow AC members time to review and reflect on them.

## **Decision-making**

When providing group feedback to the PMT:

- All opinions and ideas will be gathered and considered.
- The committee may choose to make group recommendations although are not required to do so. We will work toward consensus, which is the point at which all members can support the recommendation as the most viable for the group as a whole, although it may not be an individual's personal favorite.
- If consensus cannot be reached, 2/3 of AC members present must reach consensus for a recommendation to be considered an AC recommendation. If that threshold cannot be reached, the PMT will consider all comments and make an informed decision in order to keep the project moving forward. The AC does not require a quorum to develop a group recommendation. All opinions will be part of the meeting summary.

- AC members will respect group decisions as final unless the committee as a whole reaches consensus that a decision needs to be revisited.

### **Meeting and Participant Ground Rules**

- Provide a balance of speaking time. Share the air - let others speak once before speaking twice.
- Seek to learn and understand each other's perspective.
- Encourage respectful, candid and constructive discussions.
- Seek to resolve differences and reach consensus.
- Be present – silence cell phones and strive not to text.
- Bring information to the table that is relevant to the conversation; the group can't address issues that aren't raised during meetings.
- Silence could be construed as acceptance. AC members agree to fully participate by sharing feedback and opinions with the Facilitator and each other at meetings and between meetings.
- Share information with the group about simultaneous processes and other things you are working on.

## Attachment C: Project Management Team

<b>Name</b>	<b>Title</b>	<b>Organization</b>
Cari Charlton	Agency Project Manager	ODOT Region 4
Abbey Driscoll	Community Liaison Representative	ODOT Region 4
Amy Pfeiffer	ODOT Planning Manager	ODOT Region 4
Bob Townsend	Area Manager	ODOT Region 4
Chris Doty	Public Works Director	Deschutes County
Jeff Rasmussen	County Administrator	Jefferson County
Jefferson Spencer	Planner	Jefferson County
Stacy Thomas	Public Involvement Lead	JLA Public Involvement
Jacqueline Gulczynski	Transportation Analyst	Kittelson & Associates, Inc.
Marc Butorac	Project Manager	Kittelson & Associates, Inc.
Matt Kittelson	Deputy Project Manager	Kittelson & Associates, Inc.