

Early Involvement: The payoff by starting from the beginning

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ENVIRONMENTAL SERVICES
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Getting Public Involvement/ Community Relations involved in a project during the beginning of design:

- Minimizes conflict in the neighborhood
- Influences design
- Represents public interest within the design team
- Represents the design team to the public
- Forms relationships before issues arise

Request for Services

- Project or Design Manager (PM or DM) requests services with a form and a PI/CR staff person is assigned.
- PI/CR Lead meets with PM or DM
- Go over assessment questions

Assessment Questions	Very Low	Low	Moderate	High	Very High
1. What is the anticipated level of conflict, opportunity, controversy, or concern on this or related issues?					
2. How significant are the potential impacts to the public?					
3. How much do the major stakeholders care about this issue, project, or program?					
4. What degree of involvement does the public appear to desire or expect?					
5. What is the potential for public impact on the proposed decision or project?					
6. How significant are the possible benefits of involving the public?					
7. How serious are the potential ramifications of NOT involving the public?					
8. What level of public participation does Council and/or bureau directors desire or expect?					
9. What is the possibility of broad public interest?					
10. What is the probable level of difficulty in solving the problem or advancing the project?					

Ask Questions!

- Method of construction
- Hours of work
- Equipment staging
- Videotaping
- Air quality
- Paving







30% Design

- Key point for public involvement
- Design team should include PI/CR staff in meetings and on agenda
- Provide access to project files
- Ask PI/CR to comment on 30-60-90% reviews



What PI/CR should do early

- Visit future project site
- Set up communication log
- Determine contact/involvement needed
- Develop mailing list
- Determine signage
- Coordinate with other bureaus/agencies

A Real Pain

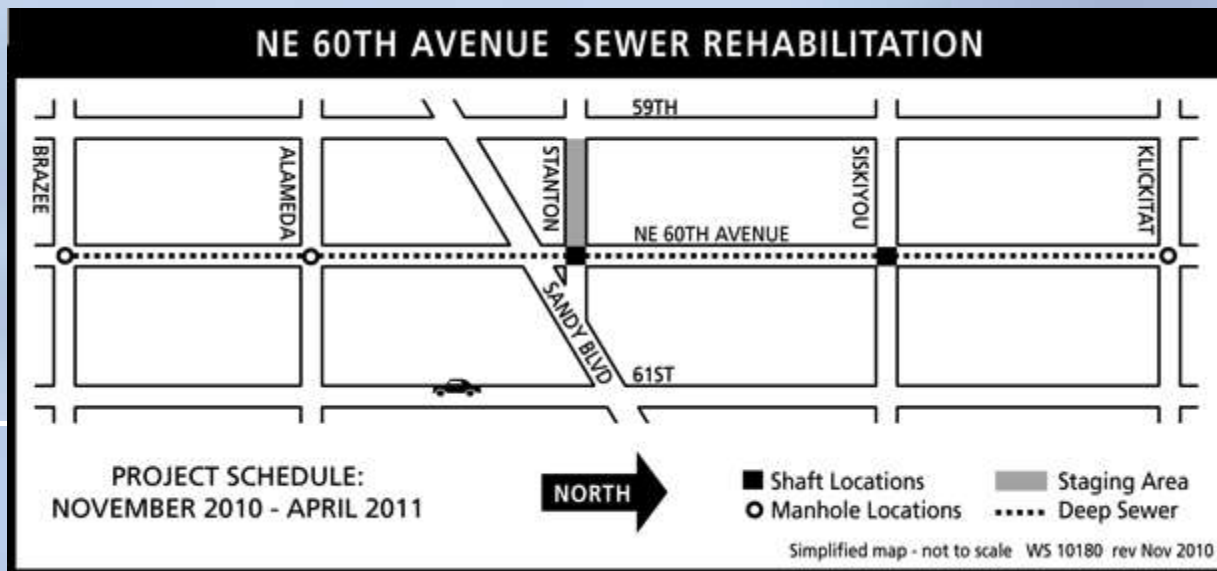


Community Impact Assessment

- Access Issues
- Schools, hospitals or medical offices
- Events
- Demographics
- Bike Boulevard
- Trails
- Trees

Next Steps

- Develop simplified project map
- Attend Neighborhood Association meeting
- Hold a public meeting or open house
- Minimize team members to the public



At last...

- By the time construction begins
 - Relationships built
 - Education and awareness to neighbors
- Continue communication
- Always follow-up in a timely manner!
- Years to come you may be the person they still contact!

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