



	Inform	Consult	Involve	Collaborate
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Promise to the Public	We will keep you informed	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible

Key Performance Measures	Is it required by regulations?	Will it enhance the public's understanding of the process and/or topic of discussion?	Will it enhance diversity among stakeholders, participants and the public?	Will it enhance the public's trust of the agency?	Will it provide for feedback on the effectiveness of the process?	Will it provide feedback loop to inform public of agency decision and basis for decision (e.g. transparency)	Will it identify a communication point person for the public?	Will it help identify solutions and/or solve a problem?	Is it intended to achieve consensus?	Will it help identify problems?	Will it help depolarize an issue?
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Public Participation Technique
1. FORMAL MEETINGS

Public hearing recording comments from the public for the administrative record	X		X			X	X			X	
Public meeting with presentation and question & answer session		X	X	X		X	X			X	X
Public meeting with presentation and panel discussion for Q & A		X	X	X		X	X			X	X
Sunshine Meeting - Administrators do everything in their power to have the public understand their work as they do it e.g., updates, progress reports.		X	X	X		X	X				

*Adopted from International Association for Public Participation, IAP2 Spectrum 2007

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Web based interactive tools for allowing public comment on specific sections of documents		X	X	X				X		X	
Provide reps from other divisions/Dep'ts that may be relevant to project		X	X	X			X	X		X	X
Provide translator for deaf or non-English speaking populations		X	X	X				X		X	X
Have a staff greeter		X		X	X						
Select meeting locations and times which allow for inclusion of underserved groups and persons with disabilities		X	X	X							X
Registration table		X		X	X						
Have the audience write their questions on index cards to be read during the Q&A session		X	X	X							
Agency staff to record questions in writing prior to the meeting which will be read during the Q&A session		X	X	X							
Write comments on a projected image as people give them		X	X	X			X			X	
Write questions on a flip board as they come up - answer at the end		X	X	X			X			X	

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Provide visual aides and other information materials to improve public understanding of the issues and process		X	X	X			X				X
Distribute and collect evaluation forms		X	X	X	X	X	X	X		X	X
Provide contact cards with key contacts		X	X	X		X	X	X		X	X
Provide clear explanation of project impacts (health, well being, etc)		X		X				X		X	X
Incorporation of soft ppt (Mtg location, seating, audio-visual, interpreters, sign language, etc)		X	X	X							
Use outside facilitator		X	X	X				X	X	X	X
Providing timely, balanced, and objective information on the problem, alternatives considered, and solutions reached.		X	X	X		X		X		X	

EJ Public Participation Subgroup Report

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Staff making follow up site visits in response to comments received				X				X		X	
Telephone conversations		X	X	X			X	X		X	X
E-mails		X	X	X			X	X		X	X
Meetings with individuals		X	X	X			X	X	X	X	X
Public speaking tours		X	X	X			X			X	X
Use outside facilitator		X	X	X				X	X	X	X
Tapping into existing networks, organizations, and institutions (Staff Mtgs, Clubs, service groups, tribal governments, schools, community organizations, other government organizations)		X	X	X			X	X		X	X
Roving Ambassador making contact with visitors at parks, campgrounds, field stations, etc and disseminate information.		X		X						X	
Employing an advocate on behalf of an interest group		X	X	X			X	X		X	X
Regularly scheduled meetings to touch base with interest groups, elected officials, agency officials, and opinion leaders)		X	X	X			X	X		X	X
Identify opinion leaders, those who are listened to and whose counsel you trust; meet with and or visit by phone as often as possible		X	X	X			X	X		X	X

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Negotiation and conflict mediation									X		
Sounding Boards - groups of people (citizens, employees, etc) for testing ideas		X	X	X				X		X	
Brainstorming sessions - for gathering many comments and ideas without any value judgements.		X	X	X		X	X	X		X	
Stakeholder group - work out action plans to accomplish specific activities		X		X				X			
Consensus building - facilitate diverse groups getting together to develop mutual solutions		X	X	X				X	X	X	X
Identifying and segmenting public and groups affected by issue		X	X	X			X			X	
Collaborative effort before a permit application is received		X	X	X			X		X	X	X
Partnership Building - using local citizens/organizations for projects meeting mutual objectives		X	X	X			X	X	X	X	X
Citizen advisory groups intended to work collaboratively on each aspect of decisions		X	X	X		X	X	X	X	X	X

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Attachment B

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Frequently Asked Questions (FAQ) document		X		X							
Power Point Presentations		X									
Agency publications		X					X				
Web site postings of program information, proposed statute or rule amendments and permit applications		X				X	X				
E-mail listserver notices		Yes for some statutes				X					
General Education Sessions		X	X	X			X				
Newsletters		X					X				
Adequate notice of involvement opportunities at key decision points	X	X	X	X							
Public Information Materials: brochures, display boards, fact sheets, fliers, news articles, grocery bag inserts, video tapes, posters		X	X	X							
Field information stations for information dissemination		X	X	X							

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Reviewing and monitoring media to learn about values, priorities, issues, and concerns of interest groups			X							X	
Identifying emerging issues			X							X	
Seminars		X	X	X							
Brown bag lunch series		X	X								
Field trips - Show me trips		X	X	X						X	
Blogs		X								X	
Social networking web sites (e.g., Facebook, My Space)		X					X				
Staff responding to written questions or comments received from the public		X		X		X	X		X		X



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Public Participation Technique

4. FEEDBACK

Accepting written comments in response to public notices of permit applications, proposed rule amendments, etc.	X		X	X						X	
Accepting public comments via web site			X				X			X	
Follow-up surveys--written, telephone, e-mail				X	X			X		X	



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Public Participation Technique 5. OTHER											
Staff Training (Communication skills, Public Participation Techniques)		X	X	X	X	X	X	X	X	X	X
Using variety of audio-visual materials to disseminate information		X	X	X							
Communication Techniques and Skills (Active listening, recording, documentation, lay terminology, braille, TTY, bilingual)		X	X	X							

*Adapted from International Association for Public Participation (IAP2) decision making matrix.