Involving the Public

Tool Kit Guidance
What’s happening?

• Progress Reports
• Press Releases
  – Submit for our review prior to publishing
• Groundbreaking or Ribbon Cutting Ceremonies – Open House Tours
• Newsletters or Mailings
• Local Government/District Website – Social Media – List serves
Project Signs
Dealing with Complaints

• There should be a conversation amongst the local government, consultants, contractor(s) developing a plan or process for complaints
• Keep written records of the who, what, when, and where relative to the complaint
• Resolve the complaint as soon as possible and record how it was resolved