

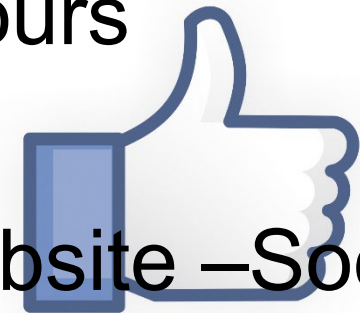
# Involving the Public

## 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

