



## EXPERIENCE: PUBLIC PARTICIPATION PROJECTS

### WATER/WASTEWATER

**Wet Weather Solutions Program, City of Kansas City, Missouri:** Prepared a public participation plan for the Water Services Department's Wet Weather Solutions Program. Identified key stakeholders and created the general approach, planning process, and schedule. Prepared PowerPoints and written materials to be used to educate stakeholders and the general public. Developed website content and graphics. Participated in the development of two public opinion surveys conducted in 2006 and 2008. Developed the identity, look and style manual for the campaign. Presented public participation training for the project engineers and program team. Produced two informational videos on the Wet Weather Solutions Program for the public. Created the Citizen Action Kit for distribution to the public that contains information on what the city is doing and what citizens can do to help. Prepared for and facilitated Wet Weather Community Panel meetings and related subcommittee meetings. Prepared a combined sewer overflow notification plan that included signage, television, and print. Prepared public participation plans for all area basins. Coordinated and prepared materials for roughly 60 Basin Coordinating Committee meetings and 11 open houses throughout the City. Prepared for and facilitated five Basin Coordinating Committee meetings for the Little Blue River basin. Organized Road Show presentations to over 2,000 people from various groups. Coordinated general public participation activities among various engineering firms, public participation firms, and the program team working on the project. Provided general customer service to citizens as requested (mailed materials, directed phone calls, set up presentations).

**Sanitary Sewer Conveyance System Expansion, Little Blue Valley Sewer District, Independence, Missouri:** Designed and executed a comprehensive public education program for the Mill Creek Project including public meetings, media releases, and newsletter articles. The public education program included land acquisition negotiations, surveying, design meetings, and construction. Property owners, emergency personnel, residents, and other stakeholders were involved and informed from the project conception through construction and the initiation of operations.



**Inflow and Infiltration Education Program, Little Blue Valley Sewer District:** Preparing materials for use by the District's Board of Directors in educating customer cities, citizens and other stakeholders about reducing inflow and infiltration into the sanitary sewer system. Elected officials will be the first target audience. An issue paper, video and slide presentation are being prepared to educate and inform this group. Subsequent target audiences include citizens in customer cities and other stakeholders like developers and home builders. A public education campaign is being designed to aid customer cities in appealing to these groups including newsletter articles, informational brochures for the development community and direct mail pieces for citizens.

**Sanitary Sewer Evaluation Studies (Various Locations):** Provided public information services for Sanitary Sewer Evaluation Studies (SSES). This included conducting public hearings, preparing newsletters and press releases and establishing a hotline to take calls from affected property owners. Clients in Kansas included the cities of Osawatomie, Erie, and Humboldt. Clients in Missouri included the cities of Kansas City and Liberty.

**Arrowhead Transmission Main – Phase I, Kansas City, Missouri:** This project required the closure of the intersection of North Oak Trafficway and Vivion Road on weekends while a water transmission main was installed, presenting a significant challenge to traffic flow. Developed and implemented the public information program, including a newsletter article and presentation, press releases, project information for the City's website, and a public meeting.

**CSO Public Notification Plan, Kansas City, Missouri:** Prepared a management and public relations plan for the Water Services Department of Kansas City, Missouri as part of Kansas City's Overflow Control Program. The plan informs and educates the public on hazards associated with urban waterways, as well as when potential and actual combined sewer overflows (CSO) occur. Methods selected include an email list service, telephone hotline, website, signage, public service announcements, and fact sheets inserted with utility bills. Implementation of the Public Notification Plan is coordinated with the Wet Weather public information program.