

## **Section 11 - Public Participation Program**

*PLEASE NOTE: The Public Information Specialist does not utilize Unifier. If PR-related information is required to be entered into Unifier, please also email the information to the Public Information Specialist at [LBolen@hrsd.com](mailto:LBolen@hrsd.com). When using any HRSD letterhead documents, **ensure you have the most up-to-date Commission letterhead**. If mailing any documents, use the main office's address on envelopes.*

- A. **Introduction** – HRSD's Public Participation Program, outlined below, is intended to develop public awareness of planned projects and define the roles of project partners in engaging the community. This program includes standards; however, parts of this program may not be implemented if the HRSD Communication Department's staff determines a project will have minor public impact.

The following forms/formats shall be used in the administration of the project. Most are available in electronic format. The Project Manager (PM) and FIRM will provide a detailed project briefing to HRSD's Director of Communications and HRSD's Public Information Specialist and, utilizing the aide of the **Public Participation Program Checklist**, will determine the extent of the program's implementation and customize the forms/formats for each project. The FIRM may be requested to assist with additional documentation or public outreach needs deemed appropriate for a project or locality.

### 1. Public Participation Program Checklist (Attachment A)

- B. Public Participation Program - Below are detailed explanations and forms/formats to be used for each step in the program.

1. Engage with Locality Staff - HRSD representatives (staff and/or FIRM) shall meet with representatives of the locality in which a project will occur to discuss the project and the method of delivery. The PM shall ensure appropriate information is forwarded to and received from a single point of contact throughout the project's life. This individual will be known as our locality partner (LP) or their designee. The FIRM shall attend these meetings throughout the design and/or construction phases.
2. Identify project stakeholders – The FIRM shall identify and compile a list of all parties or entities that may be affected by construction activities located along the project route requiring outreach/coordination during the project. This list shall include but is not limited to: civic leagues, residents, businesses, schools, school bus routes, churches, trash collection, road detours/closures, and mass transportation routes. The list shall contain the following: contact information, full address (physical and mailing, if different), phone, impact, and operating hours. This initial list shall be provided to the Public Information Specialist during the first design submittal (e.g. 30% design) for review and comment. The FIRM shall then log this list into HRSD's Unifier Enterprise Project Management System - Stakeholders List located under Reports.

### a. Stakeholder List - Template (Attachment B)

3. Participate in Public Open House/Community Meetings – In a cooperative effort, HRSD will assist each locality in fulfilling their public participation guidelines. If an informational public meeting is required by a locality, HRSD will request the locality to

establish a date and time and secure a location for the meeting. Utilizing the advertisement submission schedule, ensure the specific advertisement deadlines outlined in the submission schedule will be met allowing time for public response. HRSD's Public Information Specialist or the Director of Communications, in the Specialist's absence, will advertise a Willingness to Hold an Informational Public Meeting (Open House) for a project when a locality requests it. If an additional notification is to be mailed, at the request of the locality, the expectation will be that the locality will print and mail the project notice provided by HRSD to the addresses identified by the locality and in the locality's records (as resident and property owner, if different). HRSD's staff and the FIRM will attend and present the project information in an Open House format. If needed, HRSD representatives (staff and/or FIRM) will also meet with civic leagues or business associations at their request to discuss the project.

- a. Sample – Willingness to Hold (Attachment C)
- b. Sample – Informational Public Meeting Advertisement (Attachment D)
- c. Open House Notice to the Public – Template\* (Attachment E)
- d. Open House Requirements (Attachment F)
- e. Sample – Open House Sign-In Sheet (Attachment G)
- f. Sample – Open House Comment Card (Attachment H)
- g. Project Display Board – see Public Information Specialist for sample boards
- h. Advertisement Submission Schedule (Attachment I)

In response to COVID-19, virtual presentations have been adopted as an alternative to an in-person Open House. The virtual presentation can also be used in addition to an in-person Open House to allow the public to view the information and provide feedback if they cannot attend the in-person Open House.

- i. Virtual Presentation Example (Attachment J)
  - j. Virtual Presentation Notice to the Public – Template\* (Attachment K)
4. Alert Public Officials – HRSD's PM or their designee will be responsible for ensuring project information is provided to our assigned LP. The LP will then provide the information in accordance with their internal process. The FIRM may be requested to provide additional information and or respond by phone or in person for this effort throughout the design and construction phases.
  5. Distribute Project Introductory Notice to Neighbors – HRSD's Public Information Specialist, PM and FIRM will work collectively to draft project notices to be distributed to businesses and residences affected by a project. The FIRM is responsible for ensuring the distribution of the HRSD Communication Department's approved notice by the FIRM's staff a month prior to staging or any construction activities. **Work shall not be permitted to begin until these notifications have been distributed a minimum of thirty calendar days in advance.** The FIRM shall log this distribution into HRSD's Unifier Enterprise Project Management System - PR Notifications located under Reports. The coordination of this effort shall occur with the Public Information Specialist, who will coordinate posting this notice to the HRSD project website.
    - a. Project Introductory Notice to Neighbors – Template \* (Attachment L)
    - b. Project Introductory Notice to Neighbors – Door Hanger Template \* (Attachment M)

6. Post Project Signs – When working on City assets and when required by the locality to notify the public, standard signs shall be placed at strategic locations in a neighborhood to notify the public that an HRSD project is underway and provide contact information. The Public Information Specialist will design the sign display order, and the contractor shall place the order, pick up, pay for, and install the signage at the site(s) as defined by the Public Information Specialist or the locality prior to the start of construction.
  - a. Sample – CIP Project Sign (Attachment N)
  - b. Sample – HRSD Standard Signage (Attachment O)
  - c. HRSD Sign & Base Specifications (Attachment P)
  
7. Post Variable Message Boards (VMB) – VMB's shall be utilized in areas with high traffic counts, main thoroughfares, and cut-throughs or when deemed necessary to reach a larger audience. The VMBs' shall be set up one to two weeks in advance of any work and located in a manner to advise affected traffic in all directions. In most cases, an accepted three-screen message would detail: [1] the type of work to begin (road work, utility work, overnight work, milling and paving), [2] the expected date range of the work, and [3] additional information if identified (flaggers, lane shift, lane closed). The use of, timing, and messaging of VMBs will be coordinated with the Public Information Specialist and PM.
  
8. Establish a Project Website – HRSD will establish a page on its website for each project of specific public interest or impact. The FIRM shall be responsible for compiling the information needed using the HRSD provided templates. The information provided shall include an overview, schedule, the project team and contact information, a list of roads affected and separately, a list of project-specific frequently asked questions and a project map. HRSD's Public Information Specialist and PM will review the information before it is uploaded to the website. **The FIRM shall submit these documents to the Public Information Specialist, the month prior to, and no later than the month of, it being taken to the HRSD Commission for approval.**
  - a. New Project Webpage – Template (Attachment Q)
  - b. New Project FAQs – Template (Attachment R)
  - c. New Project Map - Template (Attachment S)
  - d. Wet Weather/Locality Program Neighborhood Map - Template (Attachment T)
  
9. Issue Media Releases – HRSD's Director of Communications or the Public Information Specialist, in the Director's absence, will draft media releases and traffic advisories when needed. These will be coordinated with and forwarded to the locality's media contact or designee for their internal distribution and use.
  - a. Media Release – Traffic Advisory Example (Attachment U)
  
10. Response to Public and Media Inquiries – All media inquiries received shall be directed to contact HRSD's Director of Communications or Public Information Specialist, in the Director's absence. The FIRM shall address any public inquiry with courtesy and then forward to the Public Information Specialist for additional assistance, if needed. HRSD and the FIRM will strive for same day response during business hours and to reply no later than the next business day to after-hours inquiries. The FIRM will be requested to

provide information and/or respond to the inquiring party by phone, email, or in person for this effort and to track and log these inquiries using HRSD's Unifier Enterprise Project Management System – Citizen Inquiry Log located under Reports. The FIRM shall verify all inquiries or concerns have been resolved, recorded, and marked as closed in Unifier Enterprise Project Management System before closing out the project.

Media guidance will be provided to the project team by the Director of Communications at the beginning of each project or as requested from the project team. HRSD wallet size media/project inquiry cards will be provided for field staff to carry and provide to the media or any public inquiry beyond their expertise or, are uncomfortable responding to.

a. Media Card Example (Media/ Project Inquiries) (Attachment V)

## 11. Provide Project Updates

a. **Website updates shall be completed by the 24th of each month (or the following Monday if the 24<sup>th</sup> occurs on a weekend) or when there is significant information to share.** Coordinate with the Public Information Specialist and HRSD's PM for an alternate frequency of updates based upon the individual project type and activity. The FIRM shall upload this information using HRSD's Unifier Enterprise Project Management System – Website Update Log located under Reports. HRSD staff will then complete the process. Please note that updated Project Maps should be emailed to the Public Information Specialist.

1) Website Update – Unifier Example (Attachment W)

b. Website/Social Media Mini Updates may be requested throughout a project during sensitive and highly visible work or once reaching large milestones or completion. Coordinate with the Public Information Specialist and HRSD's PM for the need for these updates and deliverables. When requested by HRSD, these updates shall consist of several photos of the relevant work at the job site, corresponding captions, and a brief (150 words or less), non-technical, simplified explanation of the activity taking place within the photos. This is a non-technical update intended for the general public to keep them informed of the project and shall be worded so the activity can easily be understood by the public.

c. Construction Update Notices/Flyers shall be developed by the FIRM, utilizing HRSD's approved templates, and **provided to the Communications Department for review fourteen days prior to any work commencing in the affected area. The FIRM shall ensure the distribution of notices to all affected residences and businesses, by the contractor, seven days prior to any work occurring in the affected work area.** Work shall not be permitted to begin until these notices have been distributed, confirmed by HRSD, and the FIRM has logged the notice into HRSD's Unifier Enterprise Project Management System – PR Notifications located under Reports. HRSD staff will post the notices to HRSD's website. Coordination of this effort will take place with the Public Information Specialist and requires HRSD's Communication Department's approval and, if requested, an additional 5 business days to prepare notices.

1) Construction Update Notices – Template (Attachment X)

2) Construction Update Notices – Door Hanger Template (Attachment Y)

Additional Notices – Notices advising affected properties of disruptive activities shall be distributed seven days before the work begins by the FIRM. These activities include, but are not limited to: water or service disruption, smoke testing, survey work with mailing and tracking log, closed circuit television (CCTV) inspections, evening construction, or loss of parking. Additional notice may be required 24 hours prior, the morning of work, and once completed as directed by HRSD. The FIRM shall be responsible for drafting the notices, utilizing the HRSD’s approved templates, and **providing to the Communications Department for review fourteen days prior to the work beginning.**

The contractor will be responsible for distribution of the notices to the public. The FIRM shall ensure work will not begin until these notices have been distributed, confirmed by HRSD, and logged into HRSD’s Unifier Enterprise Project Management System – PR Notifications located under Reports. Coordination of this effort shall take place with the Public Information Specialist.

1) Additional / Specialty Notices – Templates

- a) CCTV Inspection Notice \* (Attachment Z)
- b) CCTV Notice with cleaning and inspection \* (Attachment AA)
- c) Smoke Testing Notice (Attachment BB)
- d) Smoke Testing Notice-Door Knob Hanger (Attachment CC)
- e) Survey Notice \* (Attachment DD)
- f) Survey Notices – Mailing and Tracking Log (Attachment EE)
- g) Lateral Work Notice \* (Attachment FF)
- h) Reminder Notice to Neighbors-Day Before Work: cleaning, inspection, lateral, etc. (Attachment GG)
- i) Completed Work Notice to Neighbors-Work Adjacent to Home: cleaning, inspection, lateral, etc. (Attachment HH)
- j) Geotechnical Borings Notice-Example \* (Attachment II)
- k) Unplanned Power Interruption Notice (Attachment JJ)
- l) Unplanned Water/Sewer Service Interruption Notice (Attachment KK)
- m) Project Closeout Notice (Attachment LL)

- d. Stakeholder Updates: The website is now equipped with a button for people to sign up to receive notifications whenever a project is updated on the website. Once the project is put on the website, the FIRM shall send an email to the stakeholders notifying them of how to sign up to receive project update notifications. This activity should occur within two business days of being notified by HRSD staff that the project has been placed on the website. The FIRM shall log these email notifications using HRSD’s Unifier Enterprise Project Management System – PR Notifications located under Reports.

1) Stakeholders Notification Updates (Attachment MM)

- 12. Coordination with Locality Public Information Staff – HRSD’s Director of Communications and the Public Information Specialist will make all project materials available to the locality for use on its outreach platforms and allow links to the HRSD website.