

Yakima County Critical Areas & Shoreline Master Program Update Project & Non-Regulatory Program Public Participation Plan (PP Plan)

Yakima County's Planning Department is committed to listening to the ideas and input from the public and believes that the Shoreline Master Program / Critical Areas Ordinance Update process will be more successful if the general public is engaged and involved. The Growth Management Act includes the following requirements as a legal foundation for Public Participation.

“Establish and broadly disseminate to the public a public participation program identifying procedures providing for early and continuous public participation in the development and amendment of comprehensive land use plans and development regulations implementing such plans.” RCW 36.70A.140

INTRODUCTION:

The objective of this Public Participation Plan (referred to below as the **PP Plan**) is to provide numerous informational opportunities and educational resources so that the citizens of Yakima County can productively participate within and throughout The Critical Areas Ordinance (CAO) / Shoreline Master Program (SMP) Update process.

The PP Plan is designed to guide Yakima County's Critical Areas / Shoreline Master Program Update (referred to below as **CAO/SMP Update**) throughout a successful adoption process. The Plan does this by involving and informing the general public. The PP Plan supports and upholds a process by which informed and educated local involvement is a priority. The PP Plan has been developed in order to achieve a dynamic range of opportunities and resources so that the citizens of Yakima County are involved early and throughout the CAO/SMP Update.

The CAO/SMP Update has five stages. This PP Plan will be integrated into these stages to generate support and build an informed consent amongst interested parties so that adoption and integration of the CAO Update and SMP can occur.

Five Technical Stages of the CAO/SMP Update:

1. Best Available Science (BAS) Bibliography Literature Review
2. Best Available Science Synthesis
3. Regulatory Strategy Development
4. Policies and Regulations Development
5. CAO/SMP Update Public Hearings and adoption

The PP Plan has been specifically designed using the public involvement system developed by The Institute for Participatory Management and Planning. The authors of this system are Hans and Annemarie Bleiker. Their system is referred to below as **The Bleiker Model**. This model has been used as a reference for the PP Plan in order to employ effective techniques. These techniques are specifically designed to facilitate open communication among all participants involved with the CAO/SMP Update process. The PP Plan techniques will promote State mandated requirements to have scientifically supported regulations to be adopted in order to protect Shorelines and Critical Areas within Yakima County. The PP Plan is designed so that these regulations are not only supported by science alone but also understood and commented upon by the citizens of Yakima County.

Ultimately, the PP Plan is established to increase effective dialogue and education between the Planning Department and the public. The Public Participation Plan will be used throughout the entire CAO/SMP Update planning and regulatory process.

The plan is designed to be amendable and adaptive so that public involvement can add influence throughout the CAO/SMP Update planning process. This plan will provide early and continuous opportunities for education and involvement.

Purpose:

The Purpose of the Public Participation Plan is to provide ample opportunities and resources so that the citizens of Yakima County have a voice throughout the CAO/SMP Update process. The PP Plan will use techniques and tools so that citizens can participate and assist throughout the CAO/SMP Update process. Through these specific tools, techniques, and resources, the PP Plan's eventual outcome will be the input provided by the general public. The Planning Department is committed to listening to this input and believes that the CAO/SMP Update process will be more successful if the general public is engaged.

The Planning Department recognizes and is committed to involving a broad cross-section of the general public. The Planning Department also understands the vast and sometimes conflicting differences of opinions in regards to the CAO/SMP Update. Due to this reality, the PP Plan is designed to engage all points of view so that discussion, comprehension, and support can occur.

Parties Involved:

Early in the Update process a number of groups were identified as having important roles in the CAO/SMP Update. These parties include:

- Science professionals and resource agencies which are currently represented by, The Science Advisory Group
- A wide range of interest groups which the Bleiker Model terms: Potentially Affected Interests
- Local Governments interested in a Regional Shoreline Master Program
- The General Public
- The Planning Commissioners
- The Board of County Commissioners

These Parties are involved with, and affected by, this planning process in a variety of different ways. It is understood by the PP Plan that citizens may find themselves categorized under two or three of these different parties. It is also understood that different parties will have varying degrees of interest depending on what stage the process is in. These interest levels may change, and likewise, the PP Plan needs to understand these changes so that involvement can be most effective. By approaching different parties with specific methods and techniques, the greatest amount of the public will be effectively engaged with the PP Plan. As demonstrated in Figure 1 below, The PP Plan will provide early and continuous opportunities for educational involvement.

PARTIES	BAS Bibliography	BAS Synthesis	Regulatory Strategy	Policies and Regulations	DOE Adoption of SMP/CAO
Planning Department	Compile BAS Citations.	Synthesize Science and Management Recommendations	Develop Regulatory Strategy	Draft Policies and Regulations Present at Hearings	Work with DOE and BOCC on Required Changes
Science Advisory Group	Assist Planning Dept. with compiling BAS	Advise Planning Dept. on BAS Synthesis	Comment via PP Plan Events	Comment via PP Plan Events & Hearings	Comment via DOE public input process
Potentially Affected Interests	Assist Planning Dept. with compiling BAS	Comment via PP Plan Events	Comment via PP Plan Events	Comment via PP Plan Events & Hearings	Comment via DOE public input process
Local Governmental Groups	Provide additional BAS Citations	Comment via Coordination sessions	Advise via Coordination sessions	Advise via Coordination sessions & Hearings	Advise County on Changes Desired
General Public	Comment via PP Plan Events	Comment via PP Plan Events	Comment via PP Plan Events	Comment via PP Plan Events and Hearings	Comment via DOE public input process
Planning Commission	Comment via Study Sessions	Comment via Study Sessions	Advise via Study Sessions	Hold Hearings & Recommend Policies and Regulations to BOCC	N/A
Board of County Commissioners	N/A	N/A	N/A	Hold Hearings & Decide on Draft Policies and Regulations	1). Work with DOE on Required changes 2). Adopt SMP/CAO

Figure 1. Displays the roles of different parties throughout the CAO/SMP Update process.

Plan Goals:

The broad objective of the PP Plan is to provide numerous informational opportunities and educational resources so that the citizens of Yakima County can productively participate within and throughout the CAO/SMP Update process. To compete this objective, the PP Plan has eight specific goals. The list below further explains the eight specific goals of the PP Plan.

1. To provide opportunities to participate and resources to understand the update process and the proposed changes to the current Critical Areas Ordinance / Shoreline Master Program.
2. To provide clear background information on the Legal Framework involved with the CAO/SMP Update and what options are available to Yakima County under the mandates imposed by The Growth Management Act (GMA).
3. To clearly communicate the issues and trade-offs involved with the CAO/SMP Update so that a constructive dialogue can produce results which are supported by Yakima County citizens.
4. To provide decision-makers with a comprehensive understanding of the general public's perspectives on the CAO/SMP Update.
5. To provide a clear explanation of the roles different decision-makers are required to fulfill throughout the CAO/SMP Update process.
6. To solicit comments and concerns from the general public so that policies and regulations can be supported and adopted.
7. To fulfill all public participation requirements of the Yakima County Comprehensive Plan, GMA, and WAC's for this CAO/SMP Update.
WAC 365-195-600, RCW 36.70A
8. To coordinate with and promote Yakima County's Non-Regulatory Public Education and Outreach Program and other outreach and education projects within the area, which will add educational resources to individuals potentially affected by The CAO/SMP Update.

Work Plan:

The following work plan is intended to be amendable and adjustable so that the public involved can provide input and outlooks on the “needs of the public”. It is impossible to predict all of the needs and issues that will arise and will need to be addressed. Therefore, this plan should be considered a living document that will be amended to meet needs and accomplish the goals of the project as they arise and change.

Contained within the work plan are a number of specific methods, tools, and techniques. The specific names of these methods, tools, and techniques have been generated from The Bleiker Model. To avoid confusion, it must be noted that, these names are derived from the Bleiker Model and are also amendable within the PP Plan. They will be used within the draft stages of the PP Plan for internal reference of the Bleiker Model.

Public Participation Program Development:

OBJECTIVE:

Develop Citizen Participation Techniques and Tools based upon a thorough evaluation of needs, resources, and regulations involved with the Critical Areas Ordinance / Shoreline Master Program Update within Yakima County. These Techniques and Tools will involve the citizens of Yakima County and provide opportunities to participate as well as educational resources to understand the background of The Shoreline Master Program, Critical Areas, The Growth Management Act, the CAO/SMP Update process, proposed changes, and the effects these changes may have on all involved.

TASKS:

1. Finalize Public Participation Plan synthesis through Bleiker’s methodology.
2. Determine outreach products to be used to complete the objectives of educating the Citizens of Yakima County on the subjects and processes of the CAO/SMP Update.
3. Development of outreach products
4. Scope and Implement preliminary informational and outreach presentations in the form creating initial outreach and assessment of Parties’ interest for involvement with the PP Plan.

Methods, Techniques, and Tools and Materials:

Information will be summarized on the CAO/SMP Update process and developed into outreach and educational tools and materials. *Refer to schedule for time frame.*
See Appendix A for detailed description of methods, tools, techniques, and materials to be developed for this Task.

Program Implementation:

OBJECTIVE:

A broad effort of techniques will be used during this phase of the project so that the greatest amount of public involvement will occur. Implementation of education and outreach techniques and tools will be used in accordance with the goals and guidelines of the Yakima County CAO/SMP Update Public Participation Plan. These techniques and tools will provide the Citizens of Yakima County the opportunity to participate in a variety of different ways.

Methods, Techniques, and Tools:

Implementation of the PP Plan will engage and involve the Parties through a number of specific Methods, Techniques, and Tools.

Refer to schedule for time frame.

See Appendix B for a detailed description of every method, tool, and technique to be implemented in order to accomplish this Milestone.

See Appendix C for a summary table of the methods, tools, and techniques to be implemented in order to accomplish the objectives of this task.

Program Management:

OBJECTIVE:

There are two main tasks to be accomplished during this phase of the PP Plan. These tasks will be used as a “behind the scenes” type of strategy, which will be essential to successful accomplishment of the PP Plan’s goals.

Tasks:

I). Train and prepare all staff and volunteers with background and regulatory information so that implementation of the PP Plan, techniques, and tools are carried out to the highest degree of professionalism.

1. Identify and coordinate which technical experts should be trained and scheduled for specific PP Plan Techniques.
2. To schedule a time frame so that these trainings will occur.
3. To operate under continued quality control of PP Plan.

II). Coordinate with and promote Yakima County’s Non-Regulatory Public Education and Outreach Program and other outreach and education projects, which will add informational resources to individuals potentially affected by CAO/SMP Update process.

Program Update:

OBJECTIVE:

Assess, evaluate, and adjust the PP Plan throughout the implementation process. Incorporate adaptive management where needed. Documentation and de-briefing of staff and public involved throughout implementation process. This phase of the PP Plan will extend throughout the implementation phase and will also be concluded by a final review, evaluation, summary and documentation of the entire PP Plan.

Tasks:

1. Perform four assessments of the PP Plan throughout the Program Implementation phase. These assessments will be used to assure that all goals of the PP Plan will be accomplished.
2. Have a final debriefing, and evaluation of total PP Plan.
3. Document all findings and file for future reference.

Appendix A: *Tentative Schedule: All dates are subject to change.

Public Participation Program Development:

Methods, Techniques, Tools, and Materials

Information will be summarized on the CAO/SMP Update process and developed into outreach and educational tools and materials. Below is a detailed listing of these specific Methods, Techniques, and Tools. *Refer to schedule for time frame.*

1. Yakima County Website and Electronic Bulletin Board

Description:

Website will be posted and linkable from the Yakima County's home page. It will inform the public and be used to collect input and feedback throughout the CAO/SMP Update process. The Website will contain some type of message board where updates and documents can be posted.

Purpose:

Provides a central avenue to learn about the project and stay engaged throughout the Update process. The Website will be used to disseminate outreach materials and inform the public about opportunities for upcoming involvement. It will be used as a clearinghouse for CAO/SMP Update information as well as a forum for discussion on specific planning issues.

Timeframe:

The Website will be on line by the end of December and will be updated on a bi-weekly basis.

2. Power Point Presentations

Description:

Primarily, one master Power Point will be developed so that an eventual catalog of different presentations can be compiled and adapted depending on the needs of the audience. These Power Point Presentations will provide educational information in regards to the CAO/SMP Update process. There will be presentations ranging in subject matter from general background information to specific legalities involved with new policies and regulations.

Purpose:

To be used as an outreach resource for presentations during the PP Plan implementation stage. Power Points will be used to engage specific groups and educate them on the history and process of the CAO/SMP Update. The purpose of having one Master Power Point is to allow the ability to specialize presentations depending on the audience's interest, backgrounds, and level of involvement with the Update process.

Timeframe:

The Master Power Point will be completed by the end of December. Specific Power Points will be developed and specialized throughout the implementation phase of the PP Plan.

3. Handouts, Informational Flyers, and Displays

Description:

Handouts, Informational Flyers, and Displays will inform the general public about the project, and ways in which they may want to participate. Handouts, flyers, and displays will provide background information on critical areas and how the regulatory process works. Handouts and Flyers will all include contact information and important dates for public comment.

Purpose:

To provide a learning medium about the project so that the public can stay informed and updated on where to find more information, how to become involved, and why one would want to become involved. Handouts, Informational Flyers, and Displays will be used to disseminate information and update the public about opportunities for upcoming involvement.

Timeframe:

Handouts, Informational Flyers, and Displays will initially be produced by the end of December. Other handouts will be produced throughout the implementation phase of the PP Plan.

4. News Releases and Media Updates

Description:

News Releases and Media Updates will be published in the Yakima County Planning Department's Spotlight News Letter, The Yakima Herald Republic, Yakima radio stations, and local television stations as promotions and educational information in regards to the CAO/SMP Update process.

Purpose:

To provide a medium to learn about the project and to provide updates on where to find more information, how to become involved, and why one would want to become involved. News Releases and Media Updates will be used to disseminate information and to update the public about opportunities for upcoming involvement. It will also expose the CAO/SMP Update to a wider and potentially interested audience that may not typically be involved.

Timeframe:

There will be a minimum of four news releases throughout the implementation phase of the PP Plan.

5. Logistical materials such as survey forms, announcement letters, and follow-up letters.

Description:

There will be a number of logistical materials to be developed in order to support the PP Plan. These materials will range from meeting agenda to survey forms. The descriptions of each specific will be presented as they are developed.

Purpose:

To provide all logistical support in order for this PP Plan to accomplish its goals. These materials and documents will also be used in the important role of documentation of all public involvement and input set forth and received by the PP Plan.

Timeframe:

These materials will be developed throughout the implementation phase of the PP Plan.

***Tentative Schedule: All dates are subject to change.**

Appendix B:

Program Implementation:

Methods, Techniques, and Tools

Implementation of the PP Plan will engage and involve citizens through a number of specific Methods, Techniques, and Tools. Below is a detailed listing of these specific Methods, Techniques, and Tools. *Refer to schedule for time frame.*

1. Public Meeting Tools:

a. OPEN HOUSE

Description:

A series of three rounds of Open Houses will be held to raise awareness, provide specific information, and solicit input to the CAO/SMP Update process. The Open House is a semi-informal setting held in a public building, which allows for one on one and group exchanges of information. Open Houses usually occur on one night and will allow the public to openly move around and gather information. Displays, and other informational materials will be available for the public. There will be at least one presenter on the proposed stage that the CAO/SMP Update is in. The Open House will also facilitate small group discussions that engage differing interests on the issues involved with the CAO/SMP Update. The Open House is also productive for gathering the public's viewpoints and perceptions.

Purpose:

To provide information to the general public in a variety of different formats. To provide open conversations between different Parties and decision-makers. Allows for the public to voice their opinions and learn more about the project. The Open House will allow the public to stay updated on where to find more information, how to become more involved, and why one would want to become involved.

Timeframe:

There will be a minimum of three rounds of Open Houses. The first will take place in February. The second will take place in March. The third will take place in April.

2. Committee Tools:

a. CONTENT-TYPE ADVICE GIVING ADVISORY COMMITTEE

Description:

The Science Advisory Group (SAG) is a group of professionals within the scientific community from statewide agencies, the private sector, and academia who provide advice and technical assistance throughout the process of applying Best Available Science (BAS) to the CAO/SMP Update.

Purpose:

To date, these professionals have been instrumental in assisting the Planning Department in the BAS search and screening effort. The SAG will continue to assist to ensure the science is interpreted correctly. Additionally, the SAG will provide explanatory assistance to us in our effort to disclose the science to the Board of County Commissioners and the general public.

Timeframe:

The SAG was formed in September of 2002 and meets on a bi-weekly basis. The final SAG meeting will be held in February of 2003. SAG members will be called upon throughout the entire CAO/SMP Update process in order to support the update effort during the hearing and adoption process participating in presentations or simplifying scientific issues for communication to the public.

b. “GOFERS” ADVISORY COMMITTEE**Description:**

A committee comprised of one or two individuals from many different interest groups who will gather information and assist in the process of disseminating this information between their interest group and Yakima County’s Planning Department.

Purpose:

A committee of “Go-fors” will convey messages between Yakima County Planning Department and the different interest groups. “Go-fors” will act as a liaison to assist in sound dissemination of technical updates so that a large number of interested individuals can stay engaged throughout the CAO/SMP Update process.

Timeframe:

Gofers Advisory Committee will be used during the Program Implementation Phase of the PP Plan. Exact times and dates have not been determined.

3. Extreme Measure Tools:**a. CONFLICT MEDIATION****Description:**

Holding a meeting to help affected interests iron differences between two or more parties. A mediator would be provided in order to clearly lay out the factors involved with the conflict and would facilitate the group in order to reach consent between extreme differences.

Purpose:

To clarify the argued situation and to allow affected interests to understand the roots of conflict so that informed consent can occur.

Timeframe:

This tool will only be used if conflict of interests become apparent and anti productive to the CAO/SMP Update Adoption process. If this tool is needed, it is tentatively scheduled for March.

b. CONSENSUS-BUILDING ADVISORY COMMITTEE

Description:

The Consensus-Building Advisory Committee is made up of polarized interests who cannot agree with more than one other interest group involved with the CAO/SMP Update process. This committee will meet on an open-ended schedule so that conflicts of the different parties can be understood and resolved to a consensual agreement. All parties involved will agree to strict operating procedures so that the committee is productive towards the goals of forming consent.

Purpose:

To allow polarized interest groups to hear and respect each other's points of views so that an agreed upon consent can be formed and progress can continue towards the CAO/SMP Update adoption process.

Timeframe:

The Consensus-Building Advisory Committee will be used as a need for it is identified. This evaluation will be made before the Program Implementation phase of the PP Plan takes place.

4. Information Dissemination Tools:

a. CREATING AND MAINTAINING WEB-SITE ON THE INTERNET

Description:

Website will be posted and linkable from the Yakima County's home page. It will inform the public and be used to collect input and feedback throughout the CAO/SMP Update process. It will contain some type of message board where updates and documents can be posted.

Purpose:

To provide a central avenue to learn about the project and stay engaged throughout the CAO/SMP Update process. The Website will be used to disseminate outreach materials and inform the public about opportunities for upcoming involvement. It will be used as a clearinghouse for CAO/SMP Update information as well as a forum for discussion on specific planning issues.

Timeframe:

The Website will be established and on line by the end of December. Updates will occur on a weekly basis.

b. PRODUCING AND RELEASING MATERIALS TO PAI'S AND THE MEDIA

Description:

News Releases and Media Updates will be published in the Yakima County Planning Department's Spotlight News Letter, The Yakima Herald Republic, Yakima radio stations, and local television as promotions and educational information in regards to the CAO/SMP Update process.

Purpose:

To provide brochures, newsletters, news releases, and other written materials about the project. To help citizens stay updated on where to find more information, how to become involved, and why one would want to become involved with the CAO/SMP Update process. News releases and media updates will be used to disseminate information and update the public about opportunities for upcoming involvement. It will also expose the CAO/SMP Update to a wider and potentially interested audience that may not typically be involved.

Timeframe:

There will be a minimum of four news releases throughout the implementation phase of the PP Plan.

c. OUTREACH TO CLUBS, CIVIC GROUPS, AND OTHER ORGANIZATIONS**Description:**

On going and informal meetings will occur and continue throughout the PP Plan. These meetings will occur in three different formats. One will be Initial Contact Meetings, used to create initial contact with groups and assess interest levels. The second will be Informative Presentation Meetings, designed to provide information on the process of the update project. The third will be Specific Discussion Meetings, designed to discuss details involved with specific stages of the update process. These three formats will generally be used as an opportunity to engage local interest groups with information and provide an opportunity to voice their opinions.

Purpose:

To provide an informal presentation to learn about the project and stay updated on where to find more information, how to become involved, and why one would want to become involved. The three meeting formats will allow groups to express their opinions and feedback at different stages of the update project. Initial Contact Meetings will provide decision-makers with an understanding of the interest and support for the project. They will also provide an assessment of needs for focus of the PP Plan. Specific Discussion Meetings will provide detailed answers to interest groups in order to avoid frustrations and confusions. Initial Contact Meetings and Informative Presentation Meetings will also expose the CAO/SMP Update to a wider and potentially interested audience that may not typically be involved.

Timeframe:

There will be on going informal meetings and conversations throughout the Program Implementation phase of the PP Plan. Initial Contact Meetings will occur in December and January. Informative Presentation Meetings will occur in February through April. Specific Discussion Meetings will occur in March, April and May.

5. Ongoing Conversation Tools:**a. CREATING AND MAINTAINING WEB-SITE ON THE INTERNET****Description:**

Website will be posted and linkable from the Yakima County's home page. It will inform the public and be used to collect input and feedback throughout the CAO/SMP Update process. It will contain some type of message board where updates and documents can be posted.

Purpose:

Provides a central avenue to learn about the project and stay engaged throughout the process. The Website will be used to disseminate outreach materials and inform the public about opportunities for upcoming involvement. It will be used as a clearinghouse for CAO/SMP Update information as well as a forum for discussion on specific planning issues.

Timeframe:

The Website will be on line by the end of December and will be updated on a bi-weekly basis.

b. RESOPNSIVENESS SUMMARY/ LISTENING LOG**Description:**

All materials, input, and comments received from the general public and interest groups will be documented and saved for future reference. The website will contain a message board where updates and documents can be posted.

Purpose:

To provide reference and documentation of all conversations and input taken from the general public and interest groups. This documentation will be referred to throughout the planning process.

Timeframe:

This process will occur early and throughout the entire PP Plan.

c. OPEN CHANNEL WITH GENERAL PUBLIC AND INTEREST GROUPS**Description:**

Open channels with the general public and interest groups will contain many different forms of communication. Letters, e-mails, phone calls, phone message line, and meetings will all be used in order to engage public in productive communication.

Purpose:

Provides direct contact to learn about the project and stay engaged throughout the process. Letters, e-mails, phone calls, and meetings will be used to disseminate outreach materials and inform the public about opportunities for upcoming involvement. All contacts will be logged and documented for future reference.

Timeframe:

This process will occur early and throughout the entire PP Plan.

Appendix C: ***Tentative Schedule: All dates are subject to change.**

Program Implementation Summary				
Methods, Techniques, Tools	Purpose	Phase	Cost	Schedule
1. Public Meeting Tools				
a. Open House	<ul style="list-style-type: none"> • Raise Awareness • Provide Information • Increase Involvement • Solicit input 	Mid-Implementation Phase (Three Rounds)	\$\$\$	February. March & April
2. Committee Tools				
a. Content-Type Advice-Giving Advisory Committee (SAG)	<ul style="list-style-type: none"> • Raise Awareness • Assist in Technical Support 	Development Phase Through Implementation Phase	\$	Dates to be Announced
b. "Gofers" Advisory Committee	<ul style="list-style-type: none"> • Raise Awareness • Provide Information • Increase Involvement • Solicit input 	Early-Implementation Phase.	\$\$	Dates to be Announced
3. Extreme Measures Tools				
a. Conflict Mediation	<ul style="list-style-type: none"> • Iron out Extreme Differences 	Late-Implementation	\$\$\$	March As Needed
b. Consensus-Building Advisory Committee	<ul style="list-style-type: none"> • Reduce Extreme Differences 	Mid-Implementation	\$\$\$	February March
4. Information Dissemination Tools				
a. Creating, and Using, your own Web-Site on the Internet	<ul style="list-style-type: none"> • Raise Awareness • Advertise Events • Increase Involvement • Solicit input 	Development Phase Through Implementation Phase	\$\$	December Due Date.
b. Producing & Releasing Materials to PAIs & the Media	<ul style="list-style-type: none"> • Raise Awareness • Provide Information • Increase Involvement • Solicit input 	Development Phase Through Implementation Phase	\$\$	Throughout Implementation Phase
c. Use Existing: Clubs; Civic Groups; Other Organizations	<ul style="list-style-type: none"> • Raise Awareness • Provide Information • Increase Involvement • Solicit input 	Development Phase Through Implementation Phase	\$	Throughout Implementation Phase
5. Ongoing Conversation Tools				
a. Creating and Maintaining an Electronic Bulletin Board	<ul style="list-style-type: none"> • Provide Input • Increase Involvement • Solicit input 	Development Phase Through Implementation Phase	\$\$	Throughout Implementation Phase
b. Responsiveness Summary / Listening Log	<ul style="list-style-type: none"> • Raise Awareness • Provide Information • Increase Involvement • Solicit input 	Implementation Phase	\$\$	Throughout Implementation Phase

c. Open a Channel with Each PAI	<ul style="list-style-type: none"> • Raise Awareness • Provide Information • Increase Involvement • Solicit input 	Development Phase Through Implementation Phase	\$	Throughout Implementation Phase
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