

Cardno ENTRIX provides all aspects of public involvement program and strategies for major projects on which we serve as prime consultant. These typically comprise large, complex and controversial projects conducted under NEPA or FERC regulation for licensing hydropower or pipeline. Our public involvement programs empower productive, collaborative communications between communities, lead agencies, and project proponents. Our objectives are to educate stakeholders about projects and facilitate clear presentation of information and process. Careful listening to concerns turn conflicts into solutions, allowing projects to move forward. Cardno ENTRIX provides a unique combination of communications and true technical expertise to help clients effectively engage the public, explain complex information and successfully manage highly visible projects.



Cardno ENTRIX takes responsibility for a public involvement program and strategy, including:

- Identifying and profiling key stakeholders and communities. We conduct interviews and research concerns, chart the relationship and interaction of key interests, and develop and maintain email/ mailing lists for agency, tribal and local government representatives, key NGOs and public interest groups, elected officials, and interested members of the public.
- Public participation plan. We develop plans that implement public involvement strategies, including identification of key stakeholders, the development and meeting process for advisory groups, the timing and format of outreach information to support process requirements, workshops and meetings for client staff and decision-makers, public meetings, document review, and process closure.
- Development of outreach materials, including meeting notices and announcements, mailers, flyers, bulletins, and newsletters
- Preparation of meeting materials, such as meeting presentations and supporting materials distributed prior to the meeting or used as handouts in the meeting. These may include copies of documents for public review, supporting technical materials, and posterboards summarizing key issues and technical information.
- Public meeting preparations for such purposes as scoping issues, developing proposed solutions, or holding formal public hearings. Meeting management and logistics include securing and setting up meeting rooms, greeting and sign-in procedures, developing and distributing meeting agendas
- Recording of meeting process both in the course of the meeting and in meeting minutes for our client and meeting participants. We obtain court reporter as needed.
- Preparing our clients for public meetings. We brief and rehearse our clients in techniques and approach to public communications and the presentation of information. Intensive pre-meeting sessions are used to review and hone meeting presentations and materials, practice Q&A, and anticipate key issues and responses to them.
- Process strategies. We work with clients to develop process strategies; roadmap steps, timelines, key deliverables, and milestone; and develop meeting and process groundrules.
- Meeting facilitation. Cardno ENTRIX senior facilitators provide meeting facilitation and conflict resolution.
- Public comment/response. Cardno ENTRIX organizes and manages public comment processes, distributing draft environmental documents for public review, establishing clear review procedures and deadlines, and supporting the review process with efficient communications to answer stakeholder questions. We receive, read, organize, categories and track all letters, emails, comment forms, and transcripts of public hearings to electronically record comments and entered them into a comment database. We prepare comment response matrices that track the comment source (name, address, affiliation), category, assignment for response, and updates to the response through the process from comment receipt through final reply.

Cardno ENTRIX offers professional facilitation and outreach services to stakeholders, agencies and government at all levels. Cardno ENTRIX senior facilitators are listed on the U.S. Institute for Conflict Resolution's National Roster of Environmental Conflict Resolution and Consensus-Building Professionals. They have more than 30 years' experience in meeting facilitation, public involvement and public review for natural resources plans, policy, and programs. They advise and assist stakeholders such as local governments, state and federal agencies, business and industry, agriculture, tribes, environmentalists, and water purveyors throughout the west to understand one another, develop shared frames of reference, and come to workable, sustainable solutions. Often this involves collaborative work with multi-stakeholder communities seeking new dialogue in situations that are high in conflict, and low in trust. The issues are usually complex, the problems long-term, and the parties diverse. Some issues have been decades in the making and stakeholders feel a multi-generational investment in their positions.

Our strengths lie in our abilities for facilitative listening, accurate recording of group process, and a sharp sense for where and how stakeholders can come to consensus. Our ability to hear and frame themes helps groups understand one another and recognize potential solutions. We understand the differing perspectives of stakeholders because we have worked on their concerns several decades. Our senior facilitators are experienced working as neutrals with environmental problem-solving at high levels of complexity. They are familiar with all major Federal regulatory and environmental review processes, including NEPA, FERC hydro licensing and pipeline certification; Endangered Species Act and Pacific Northwest salmon recovery issues (including Native American issues); Section 106 National Historic Preservation Act; and Clean Water Act Section 401 and 404 compliance. They are experienced in both mediation and facilitation with multistakeholder bodies, including small group targeted issue resolution, and have flexibility and experience in using different styles of mediation and facilitation.

Because we offer both trained facilitators and an experienced science and planning team, Cardno ENTRIX understands how to apply public involvement and facilitation to planning and technical questions and how to fruitfully bring such issues to public processes. Cardno ENTRIX assists clients to hear and frame themes that help groups recognize potential solutions that are both creative and workable. We understand the differing perspectives of stakeholders because we have worked on their technical and planning concerns for more than two decades.



Examples

- Watershed, wilderness and river management plans addressing most major Western rivers.
- Endangered species management and mitigation related to proposed projects for development of major energy and water projects, linear corridor (electric transmission and fuel pipelines), watershed planning; federal, state, regional and local government; and private industry.
- Long-term water supply management plans for purveyors throughout the western states
- Siting applications and reviews for pipeline, transmission and generating facilities before the Federal and State review bodies in Washington, California and Oregon, and the Federal Energy Regulatory Commission.
- Federal and State (NEPA/SEPA) Environmental Impact Statements for large facilities, watershed plans, and stream restoration programs.