

TRENDS IN PUBLIC PARTICIPATION & OUTREACH

NNECAPA
CONFERENCE
2012

PANELISTS

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COMMUNICATIONS DIRECTOR, ORTON FAMILY
FOUNDATION

❖ **Amanda Bunker**

PLANNER, WRIGHT-PIERCE

❖ **Nate Miller**

PLANNING DIRECTOR, UPPER VALLEY LAKE SUNAPEE
REGIONAL PLANNING COMMISSION

SESSION OVERVIEW

- Introduction: Issues and Trends
AMANDA BUNKER
- Keypad Polling
NATE MILLER
- Community Story-Telling
JOHN BARSTOW

INTRODUCTION

Public Participation

- Communication:

What is our message?

- Methods:

What tools are we using to deliver that message, and how are we facilitating community feedback?



PUBLIC PARTICIPATION

Tools in the Toolbox

■ Traditional

Public meetings, press releases, stakeholder meetings

■ Technology

Project websites, on-line surveys, keypad polling, Facebook, email lists, "live" forums



PUBLIC PARTICIPATION

High-Tech vs. High-Touch

- Who are we engaging?
- What is the quality of the feedback, how will it be used?
- What is the balance between high-tech and high-touch?



PUBLIC PARTICIPATION

High-Tech

- Engaging younger population segments
- Age of convenience
- Reporting results faster

The screenshot shows a website interface with a dark blue header and a white main content area. On the left, there is a large white text box that says "Now available!" with a play button icon. Below this, there are several thumbnail images of documents and a map. A green banner across the thumbnails reads "riverfront island master plan". Below the thumbnails, there is a blue box with white text that says "View the Riverfront Island Master Plan report and appendices" and "The Master Plan is now available online! CLICK HERE TO READ THE FINAL REPORT. CLICK HERE TO READ THE SUMMARY. CLICK HERE TO SEE THE SUMMARY POSTER. Appendices". On the right side of the website, there is a white box with a dark blue header that says "Sign up for Email Updates". Below the header, there is red text that says "To receive plan updates directly to your email, click HERE and fill out the form!". Below this, there is a dark blue header that says "What's New" and a list of three items: "View the Riverfront Island Master Plan report and appendices", "Materials from the 3rd Public Workshop Now Available!", and "What do you think? Question #2".



Exit this Survey

Market Research Template

Certified SurveyMonkey [Market Research Survey](#) Template.

To use this survey, or browse all of our certified question templates, sign up for a [free account](#).

1. What do you like most about our new product?

2. What change

3. What do you

4. What change

5. If our new pro

- Extremely like
 Very likely
 Moderately like

Done

Tel (207) 657-3339
Fax (207) 657-2852



Take the Signage Survey

Help Craft the Ordinance!

The CEDC is reviewing the existing sign ordinance. As part of this process, the town is seeking input from local businesses and property owners for a well-rounded perspective. Please take the on-line survey below.

- [Signage Survey](#)
- [Signage Information](#)



Conceptual Design for Off-premises Business Directional Signs (OBDS) at strategic locations throughout the town.

IQM2 to stream live and archive all Town Meetings that are regularly broadcast. Click here to use this new service that will start on Sept. 4, 2012 at 7:00PM.

[Sign up for our Email Subscriber Service](#)

An easy way to keep up to date for those on the go. Sign up to have automatic email sent to you when a new item is posted to your selected Gray website category.



How mindmixer Works

LET'S TALK COMMUNITY ENGAGEMENT



We start by defining important topics in your community.

Each topic can go through a variety of stages.

COMING SOON

You have time to review the selected topics before submitting ideas.

LET THE IDEAS BEGIN!

OPEN SUBMISSION We're looking for practical and resourceful ideas.

- GET ON THE LEADERBOARD
1 2 3 4 5
More Points means better chances at rewards.
- 1 What's Your Idea?** Submit Ideas +10 Points
 - 2 What if...** Give Feedback +2 Points
 - 3 I Seconded!** Support Good Ideas +2 Points

OR PRIORITIZE! Help the best ideas float their way to the top.

www.mindmixer.com

South Portland - Windows Internet Explorer
http://www.southportland.org/



South Portland

HOME
Online City Services
About Us
Agendas-City Council
Agendas-Planning Board
Boards & Committees
Budget & Financial Reports
City Calendar

Making All Things Possible

[Board of Education - At Large Vacancy](#) - Applications v...
accepted until 10/18/12

[Request a ballot](#) for the November 6, 2012 Election
(The last day that you may request an
absentee ballot is November 1, 2012)

Property Tax Assistance
Applications are now available for the Property Tax Assistance Program. The program is designed to provide property tax assistance to persons

Start 12608

Watch Town Meetings Live and On Demand Online



After Sept. 4, 2012 Town Meetings will be [streamed live online and available on-demand](#) as well as broadcast live regularly on GCTV Channel 2. Click the link above to tune in to the live stream! There will be an archive of meetings that can be watched anytime and at any agenda point.

Virtual Forum

- Comprehensive Plan
- Required 20 minute video
- "Chat" or ask questions online live
- Concluded with an online survey

Riverfront Island Master Plan - Windows Internet Explorer
http://www.riverfrontislandmasterplan.com/


Search...

Riverfront Island

master plan

About the Plan | Project Calendar | Documents | Contact Us | View the Master Plan

Now available!



View the Riverfront Island Master Plan report and appendices
The Master Plan is now available online! [CLICK HERE TO READ THE FINAL REPORT](#) [CLICK HERE TO READ THE SUMMARY](#) [CLICK HERE TO SEE THE SUMMARY POSTER](#) [Appendices](#)

Sign up for Email Updates

To receive plan updates directly to your email, [click HERE](#) and fill out the form!

What's New

- View the Riverfront Island Master Plan report and appendices
- Materials from the 3rd Public Workshop Now Available!
- What do you think? Question #2
- What do you think? Question #1

Links

City of Lewiston

PLAN INFORMATION

[READ THE MASTER PLAN](#) | [ABOUT THE PLAN](#) | [PROJECT CALENDAR](#)

Done Internet 100%

City of Bath Planning & Development Department - Bath, ME - Government Organization | Facebook - Windows Internet Explorer

http://www.facebook.com/BathPlanning

Facebook

Email or Phone: mainelandwalker@lycos.com Password: [] Log In

City of Bath Planning & Development Department is on Facebook.

To connect with City of Bath Planning & Development Department, sign up for Facebook today.

Sign Up Log In



 **City of Bath Planning & Development Department** Like

Community Page about Municipal Planning and Development Office

The Planning & Development Department, located on the third floor of historic City Hall, coordinates the planning and land use functions for the City of Bath, Maine.

About Photos Newsletter Signup Notes 1 Map

Highlights

City of Bath Planning & Development Department Yesterday

The Planning & Development, Codes, and Assessor's Offices will

Also On: http://www.cityofbath.com/bath_planning...

Internet 100%

PUBLIC PARTICIPATION

High-Touch

- Not all people are tech-savvy
- Gain deeper information
- Build partnerships
- Connection, ownership



- Neighborhood meetings
- Site walks
- Reach out to stakeholders & community groups
- Story-telling





Return to Wilton Town Office or go to www.wiltonmaine.org on-line survey, by NOVEMBER 23, 2011

DOWNTOWN WILTON REVITALIZATION PLAN QUESTIONNAIRE

The Town of Wilton is developing a strategic plan to revitalize and improve the downtown (Main Street between Depot Street and Route 2). Please take a moment to answer the following questions to help the Town prioritize revitalization efforts and understand residents' and business' needs and ideas for the downtown. You can return a completed form to the Wilton Town Office, OR complete the ON-LINE VERSION (available on the town website www.wiltonmaine.org) by NOVEMBER 23, 2011. Thank you!

Do you (check all that apply):

- Live in Wilton
- Live in/near Downtown Wilton
- Work in Wilton
- Own a business or property downtown
- None of the above
- Live elsewhere in the region

(Place an X in the appropriate column)

	Daily	Weekly	Monthly	Infrequently	Never
do you go downtown?					
do you make purchases or use downtown?					

Downtown Wilton on each of the following: 1=excellent 2=average 3=poor

- Character: Location by the lake Library/church (social/cultural reasons)
- People: Walkability Small town feel
- Prices: Convenience
- Own events/activities: Other: _____

Should the Town Office be located on Main Street, in the downtown?

- No
- Undecided or need more info

How important do you think the following are to revitalizing the downtown?

	Important	Not sure	Not important
Walkability by making sidewalk and crosswalk improvements			
Public space amenities such as: benches, new street furniture, etc.			
Support and attraction, economic development downtown			
Support and patronage from local residents and businesses			
Support and patronage from non-residents			
Support and patronage from downtown events and activities			
Support and patronage from downtown buildings/properties			
Support and patronage from residential buildings in the downtown			
Public/municipal incentives or investments in the downtown (in general)			
Other:			

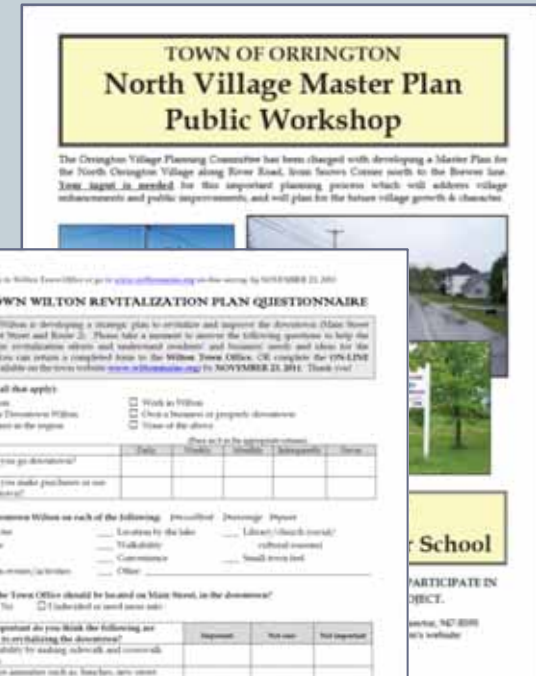
Additional questions on the back of this page. Please use the back of this page for any other comments and suggestions you would like to make regarding improving Wilton's downtown.

Return to Wilton Town Office -- 158 Wild Road -- Wilton, ME 04294, or go ON-LINE to www.wiltonmaine.org

PUBLIC PARTICIPATION

Building an Approach

- Building a public participation plan
- What are communities looking for
- What works



PUBLIC PARTICIPATION

Building an Approach

- Identify specific goals
- Think about the end game
- Take advantage of volunteers & partners
- Prioritize



PUBLIC PARTICIPATION

Building an Approach

- Use a combination of tools
- Go to the stakeholders, don't make them come to you
- Involvement in outreach important to the long-term success

INTRODUCTION

Trends in Public Participation

- Highlight tools & approaches
- Pros & cons

