

Engaging the Community in
Critical Discussions

Public Involvement and Board Activities

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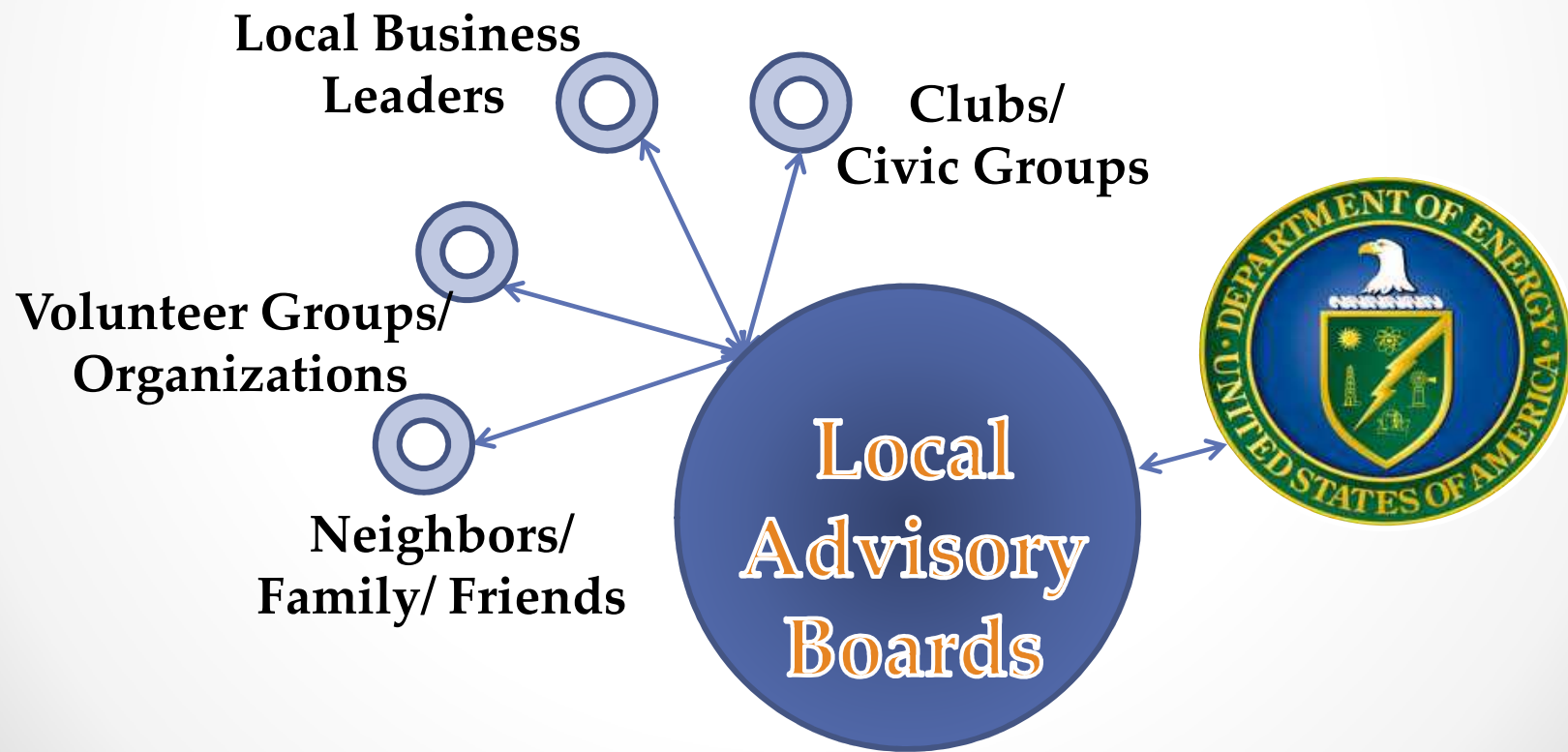
The Issue: Advisory Boards as PART of DOE's public outreach program

- DOE offers multiple ways to contact the agency through multiple means
- Engaging a large percentage of the community is often impractical
- DOE engages the community by staffing local advisory boards
- Advisory Boards take information from DOE to community and bring questions/concerns from community to DOE
- Routine public comment period attracts attention, but often doesn't further discussions



The Reality: Advisory Boards function as the intermediary between DOE and the Community

Intentionally- or Unintentionally- Board members (volunteers) will share information with members of the larger public



The Key to Success: Managing the Process to Improve Communication

- **Time** and **Trust** is firstmost
 - Building relationships is essential
- **Quality education/ training** is critical
 - Both technical, project specific training and big picture, scope overview education
 - Board members are volunteers, many have non-technical backgrounds
- **Anticipating** the Community's largest concerns
 - Projects vs. "projects"
 - Often most pressing community concerns are most difficult for DOE to address
- **Listening** to all parties is necessary
 - Regardless of outcome or challenges, most people with diverging opinions simply want to be heard