LEFTHAND WATERSHED
oversight group

Project Stakeholder and Communication Protocol

Project Summary

LWOG has secured ==XXX== in funds from ==XXX== to be used on a design-build restoration in the ==XXXX== Project area. Basic goals include:

- reducing hazards and increasing flood safety for residents living along the creek
- stabilizing banks and reducing active erosion adjacent to homes
- improving ecological conditions for fish and wildlife
- improving homeowner access to the creek
- maintaining or improving water quality
- ==(MORE AS NEEDED}==

Who is LWOG and what is our role in this project?

- Non-profit watershed coalition
- Secured funding for this project through ==XXXX administered by XXX.==
- Manage funding, grant administration, and ensure that funding criteria are met and project is implemented within scope and budget. Ensures compliance with grant agreement and funding rules/requirements.
- Manage and oversee design-build team that will implement the project.
  - Main point of contact for all team members, including landowners.
  - Keep all members of the team in the loop on project progress, current design plans, construction timeline and more.
  - Strive for open and transparent communication between all team members.
  - Facilitate discussions between design-build team and landowners.

Who is the =={Enter Design Team Name}== Team and what is their role on this project?

- Design-Build Team
- Manages overall budget, design, permitting, and construction process. Ensures compliance with their contract (between LWOG and contractor) and all relevant laws and regulations.
- Experts that are developing the overall design concept and design details and implementing construction and revegetation.
- Works to develop a design-build project that meets collective project goals and maximize project benefits with the limited budget.
- Must stand behind overall design concept and be able to justify when it is/is not appropriate to accommodate requests made by team members (landowners, LWOG or others).
- Track all landowner comments/questions regarding design and/or construction using a question/response log.
- Obtains approval from LWOG project manager prior to any changes made during construction.
- Map and ID all private and public utilities early in the process.
- Accurately communicates risk to team members associated with different design concepts or alternatives throughout process.

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Who are the neighborhood representatives/liaisons and what is their role in the project?

- Landowner(s) within project area that help keep open and transparent communication flowing to other landowners in the project area.
- Helps reiterate overall project goals, team approach, timeline, communication protocol, and generally helping to build a community/neighborly spirit.
- Participates in project team meetings.
- Assists scheduling and/or hosting and/or securing venues for neighborhood meetings.
- Assists in getting participation agreements signed.

Who are the landowners and what is their role in the project?

- Collectively, landowners own land in the entire project area. Each landowner is considered part of the project team.
    - Attend workshops to help team develop reach-scale design concept.
    - Assist in developing overall project goals.
    - Participate in reviewing and commenting on draft design plans.
- Choose or choose not to participate in the project at critical junctures.
- Sign LWOG's Participation Agreements indicating willingness to participate in design development phase and construction phase of the project.
- Assist in providing construction access so that the project can happen.
- Communicate questions and concerns to LWOG project manager.
- Keep open and honest communication flowing throughout the process.

Communication Principles

- Strive for open, honest, and transparent communication throughout process with all team members. We want to develop an environment to build trust among all team members.
- As a general rule, information needs to flow to LWOG project manager.
- Discussions can happen without LWOG present but should always be transmitted back to LWOG, in writing.
- See above for details regarding roles and responsibilities.