



Communication and Good Neighbor Plan Outline

City of Oak Harbor Clean Water Facility Project

DRAFT updated: 7/14/15

Overview

The Construction Communication and Good Neighbor Plan (GNP) is intended to outline the City of Oak Harbor's commitment to the community for the following:

- Principles of public engagement and community outreach
- How and when the community can expect to receive updates and project notifications
- Provide notification and clearly communicate anticipated construction impacts
- Day to day management of potential impacts and questions surrounding specific construction activities
- Mitigation and best practices for construction practices, during and following construction

Outline

I. Construction Communication Plan*

- A. Purpose and principles of public communications
- B. Construction reality: potential public impacts
- C. Audience identification
- D. Communication tools
- E. Implementing the plan: a week in the life of the project, including resolving day to day questions or issues, and when emergencies arise
- F. Frequently asked questions

II. Attachment: Good Neighbor Plan*

- A. Purpose
- B. Definition of being a good neighbor
- C. Identification of community attributes
- D. Description of work and environment
- E. Expectations for the community to receive information
- F. Applicable mitigation and best practice measures associated with GNP
May include, but not be limited to: assumed work hours, noise, hauling practices

**By nature, a communications plan must be implemented, then adapted over time based on techniques that gain traction/prove most useful to meet its audiences. It is intended that the Good Neighbor Plan focus on the City's standing commitment to being a good neighbor in doing treatment facility construction on the "front porch" of the City of Oak Harbor, and define best practices to showcase that commitment. The Good Neighbor Plan is anticipated to be adopted by Council resolution.*