

## Update to the Public Involvement Manual for Connecticut Department of Transportation

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### Description

FHI was selected to assist the Connecticut Department of Transportation in updating their Public Involvement Manual. FHI has a significant role in conducting both “in-reach” and “outreach” efforts during the development of the Manual, starting with a reassessment of the Department’s public involvement mission, guidelines, and culture, as perceived both internally and externally. The project encompasses a comprehensive range of work efforts to develop the manual: surveys of Department bureaus and peer agencies; formulation of procedures for successful in-house dissemination, training and integration of public outreach guidelines; evaluation of tools, along with appropriate situations for their use, and complementary techniques; identification of regulatory mandates and other special situations that prescribe a particular level or type of public outreach; integration of contemporary state-of-the-art public involvement practices such as internet, web-based, and interactive technologies; identification of approaches for addressing public concerns during the project development process; and streamlining coordination within the Department throughout a project’s planning, design, construction, and maintenance phases. The new manual, formatted to be web-compatible, is particularly important to the Department’s context-sensitive solution planning effort as well as a Department-wide resource.

### Client

Connecticut Department of Transportation

