

# Community Engagement Self-Assessment

<b>How often does the airport and its management use the following techniques to listen and understand public concerns and to engage the public?</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Never</b>
a. Monitors and responds to complaints			
b. Talks to people one on one			
c. Attends airport-sponsored public meetings			
d. Attends other community public meetings			
e. Sponsors public meetings and asks the public questions			
f. Communicates to airport staff about the importance of community engagement			
g. Other (describe)			
<b>What is airport management's position on community engagement?</b>	<b>Strongly Supportive</b>	<b>Somewhat Supportive</b>	<b>Minimum as required by law</b>
a. How supportive is airport management when dealing with community engagement?			
<b>How often are graphics used in the following types of communication?</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Never</b>
a. Written publications			
b. Web site			
c. At public meetings			
<b>How often is graphics assistance available?</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Never</b>
a. From airport staff members			
b. On contract			
<b>How often are graphics used in the following types of communication?</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Never</b>
a. Written publications			
b. Web site			
c. At public meetings			

<b>Are the following approaches used that characterize a transparent sharing of airport information?</b>	<b>Yes</b>	<b>Sometimes</b>	<b>No</b>
a. We have a written process available for public review on how we will handle requests for information that includes the response time goal, what information will or will not be released and why, the form of the response, and who the contact people are.			
b. We monitor requests for information to make sure they are answered in a timely manner, in understandable language whether written or spoken, and contain the maximum information that can be legally released.			
c. We seek opportunities to proactively share information that the public might want to know.			
<b>Indicate how often the airport uses the following methods to educate the public about the airport.</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Never</b>
a. Distribute written publications that include graphics and non-technical language the public can easily understand.			
b. Provide general or project specific information on the web that includes graphics and non-technical language the public can easily understand.			
<b>Do the following characterize the airport personnel who handle interactions with the public?</b>	<b>Yes</b>	<b>Sometimes</b>	<b>No</b>
a. They are technically skilled			
b. They are good listeners and communicators one on one			
c. They are good listeners and communicators in public meetings held by the community			
d. They are good listeners and communicators in public meetings sponsored by the airport			
e. They are good listeners and communicators in meetings involving the community, airport users and management, and the FAA to solve airport problems.			
<b>What is the status of the airport's community involvement plan?</b>	<b>Yes</b>	<b>Sometimes</b>	<b>No</b>
a. The airport has a community involvement plan that is regularly updated and used consistently.			
b. Do individual community involvement plans prepared for specific projects comply with the overall community involvement plan?			

Indicate how often the airport uses the following methods to communicate with airport users, government officials, and the general public.	Frequently	Occasionally	Never
a. Talk to people one on one			
b. Web-interactive dialogue or blog			
c. Regular user forums			
d. Special user meetings			
e. Tenant meetings			
f. Staff – user liaisons			
g. Pilot awareness programs			
h. Publications, e-newsletters, mailers, etc.			
i. Website			
j. Visual media, posters, etc.			
k. Round table or advisory groups			
l. Working groups			
m. Other (describe)			

Source: Mead & Hunt, based on based on ACRP Report 15 *Aircraft Noise: A Toolkit for Managing Community Expectations*, Table 4-2, *Self-Assessment Questions*