



KELLY AFB
TEXAS

ADMINISTRATIVE RECORD
COVER SHEET

AR File Number 3340

WORKSHOP

Thursday, October 7, 1999

5:30 p.m. - 9:30 p.m.

KAFB Chapel, Activity Room 3

A G E N D A

OPENING [5:40 P.M. – 5:55 P.M.]

Welcome

Review Workshop Purpose, Focus, Outcomes, Target Audience, Participants and their Roles, Proposed Groundrules, and Agenda/Process.

Questions about the Workshop.

BRIEFING [5:55 P.M. – 6:15 P.M.]

An Overview of Off-Base Contamination - William Ryan

Questions for Clarification

MESSAGE ELEMENTS [6:20 P.M. – 7:10 P.M.]

Individual Reflection, Small Group Discussion and Consensus

Small Group Reports, Large Group Discussion and Consensus

COMMUNICATING [7:10 P.M. – 7:40 P.M.]

Individual Reflection, Small Group Discussion and Consensus

Small Group Reports, Large Group Discussion and Consensus

BREAK [7:40 P.M. – 7:55 P.M.]

INVOLVING [7:55 P.M. - 8:25 P.M.]

Individual Reflection, Small Group Discussion and Consensus

Small Group Reports, Large Group Discussion and Consensus

THE RAB [8:25 P.M. – 9:05 P.M.]

Individual Reflection, Small Group Discussion and Consensus

Small Group Reports, Large Group Discussion and Consensus

ACTION PLAN: THE NEXT STEPS [9:05 p.m. - 9:20 p.m.]

Large Group Discussion and Consensus

CLOSING [9:20 P.M. - 9:30 P.M.]

Did We Achieve the Workshop's Outcomes?

Workshop Evaluation

Next Steps

Adjourn

**KELLY AIR FORCE BASE
RESTORATION ADVISORY BOARD
WORKSHOP**

Thursday, October 7, 1999

5:30 p.m. – 9:30 p.m.

KAFB Chapel, Activity Room 3

WORKSHOP PURPOSE: A collaborative planning session to identify strategies to inform and to engage area residents in the off-base contamination remediation process by KAFB.

WORKSHOP FOCUS: **OFF-BASE REMEDIATION EFFORTS/PROCESS COMMUNICATION WITH AREA RESIDENTS**
[Note: don't focus too narrowly, consider options and their consequences, the nature of the contamination and its effects, etc.]

WORKSHOP OUTCOMES:

- Initially identify and agree on the key elements of the message which needs to be communicated to area residents to address their issues and/or concerns.
- Consensus about recommended methods to disseminate information to area residents to enhance the public outreach initiatives.
- Consensus about recommended methods to successfully engage area residents in the remediation efforts/process.
- Consensus about the RAB's role in informing and engaging area residents in the remediation efforts/process, and the role and responsibilities of individual RAB members.
- Consensus about the Next Steps to formulate an Action Plan to accomplish what we seek to do.

TARGET AUDIENCE: Area residents and the communities around KAFB.
[Note: this is a large and expanding audience]

ULTIMATE PROJECT GOAL: "A better informed and participating community."

WORKSHOP PARTICIPANTS: RAB members (as active participants)
Staff (as resource people, when called upon)
Open to the Public (as observers)

OFF-BASE REMEDIATION EFFORTS/PROCESS CONSIDERATIONS:

- complexity and the technical nature of the subject matter
- final remediation plan has not been developed/approved
- an atmosphere, due to past history, of distrust and skepticism
- a large and diverse group of interests and stakeholders
- cost, financial constraints and sources of funding
- some disagreements about what to communicate
- future plans to prevent pollution/contamination from occurring
- the need to work/coordinate with others who are dealing with area residents
- dealing with a vast area which has multiple electoral districts whose interests may be vary
- need to deal with the ATSDR report
- dealing with a complex agency/jurisdiction environment
- the community's or area residents' perception about what remediation means

NOTE: This document reflects the consensus changes made by the RAB Working Group at its meeting on September 23, 1999.

revised draft: 9/27/99
KAFB RAB Workshop 1

TONIGHT, PLEASE KEEP IN MIND...

1. OUR FOCUS

**COMMUNICATING
INVOLVING AND ENGAGING**

2. OUR PRIMARY AUDIENCE

**AREA RESIDENTS
SURROUNDING COMMUNITIES**

3. THINK RAB

**WHAT THE RAB WANTS TO DO
BE REALISTIC!!**

4. THINK STRATEGICALLY

**IDENTIFY WORKABLE STRATEGIES
AVOID THE DETAILS OF HOW TO DO IT**

5. STRIVE FOR CONSENSUS

**TRY TO REACH GENERAL AGREEMENT,
I.E., WHAT YOU CAN SUPPORT**

MESSAGE ELEMENTS

GIVEN THE NATURE OF THE PROBLEM, THE PROPOSED REMEDIATION PROCESS AND THE ISSUES AND CONCERNS OF AREA RESIDENTS, WHAT ARE THE ESSENTIAL ELEMENTS OR KEY POINTS OF A MESSAGE WHICH SHOULD BE COMMUNICATED TO RESIDENTS?

1.

2.

3.

4.

COMMUNICATING

**GIVEN THE ELEMENTS/POINTS OF OUR MESSAGE,
OTHER INFORMATION WHICH MUST BE SHARED,
AND THE AREA RESIDENTS AND SURROUNDING
COMMUNITIES, HOW CAN WE BEST COMMUNICATE
TO INFORM AND TO INCREASE UNDERSTANDING?
WHAT ARE THE BEST METHODS/TECHNIQUES
WE CAN USE TO ENSURE EFFECTIVE COMMUN-
ICATION WITH AREA RESIDENTS?**

1.

2.

3.

4.

INVOLVING

GIVEN THE NATURE OF THE PROPOSED REMEDIATION PROCESS AND THE AREA RESIDENTS AND SURROUNDING COMMUNITIES, HOW BEST CAN WE ACTIVELY INVOLVE OR ENGAGE AREA RESIDENTS WITH US?

WHAT ARE THE BEST TECHNIQUES TO ENSURE THAT AREA RESIDENTS HAVE THE OPPORTUNITY TO BECOME INVOLVED WITH THE REMEDIATION PROCESS?

1.

2.

3.

4.

THE RAB

WHAT SPECIFIC ROLE OR ROLES SHOULD THE RAB PLAY TO ASSIST THE EFFORTS TO COMMUNICATE WITH AND TO INVOLVE AREA RESIDENTS IN THE REMEDIATION PROCESS?

WHAT SHOULD BE THE SPECIFIC RESPONSIBILITIES OF INDIVIDUAL RAB MEMBERS TO ASSIST THE EFFORTS TO COMMUNICATE WITH AND TO INVOLVE AREA RESIDENTS IN THE REMEDIATION PROCESS?

1.

2.

3.

THE RAB

WHAT SPECIFIC ROLE OR ROLES SHOULD THE RAB PLAY TO ASSIST THE EFFORTS TO COMMUNICATE WITH AND TO INVOLVE AREA RESIDENTS IN THE REMEDIATION PROCESS?

WHAT SHOULD BE THE SPECIFIC RESPONSIBILITIES OF INDIVIDUAL RAB MEMBERS TO ASSIST THE EFFORTS TO COMMUNICATE WITH AND TO INVOLVE AREA RESIDENTS IN THE REMEDIATION PROCESS?

1.

2.

3.

KAFB RESTORATION ADVISORY BOARD WORKSHOP

Thursday, October 7, 1999
5:30 p.m.-9:30 p.m.
KAFB Chapel Activity Room

WORKSHOP NOTES**PARTICIPANTS**

RAB Members: Dominga Adames, Roy Botello, Phil Farrell, Tanya Huerta, Dr. Lene, Pat McCullough, Carl Mixon, Sam Murrah, Abbi Power, Mark Puffer, Paul Person, Lisa Price, Armando Quintanilla, George Rice, Nicolas Rodriguez, Paul Roberson, Sam Sanchez

Facilitator: Bob Ashcroft

MESSAGE ELEMENTS

What are the essential elements or key points of a message which should be communicated to area residents?

- **Air Force takes and accepts responsibility**
- **Address health concerns:**
 - **Protect human health and the environment**
- **Communication must be:**
 - **Clear**
 - **Three-way (up, down, and across)**
 - **Factual and accurate**
 - **We will listen**
 - **Honest**
- **Property values**
 - **Buyout?**
- **Address the fears which residents have**
- **Be specific and clear about what the clean-up plans are, and communicate timelines for action**
- **Build credibility**
- **Agree on the message and be consistent in conveying that message:**
 - **Decide how do we deal with honest disagreements**

COMMUNICATION

What are the best methods/techniques we can use to ensure effective communication with area residents?

- **Plain and simple language**
- **Use pictures, diagrams, models, etc.**
- **Talk with small groups**

- **Door-to-door contact:**
 - Personal contact
- **Literature:**
 - Newsletter
 - Flyers
 - Church bulletins
 - Grocery store bulletin boards
 - Neighborhood newspaper inserts
- **Consistent and timely communication**
 - Must be accurate
 - Listen and prove that you are listening
 - Say what you mean; be sincere
- **Elected Officials:**
 - Educate and activate

INVOLVING

What are the best techniques to ensure that area residents have the opportunity to become involved with the remediation process?

- **Small Groups in locales (churches, etc)**
- **Open Base Clean-up Team to the public**
- **Tours (on and off-base)**
- **Have RAB Members bring guests (personal invitation)**
- **RAB should commission a community survey or poll to ask what would make area residents become involved**
- **Invite leaders to participate:**
 - Neighborhood, civic, athletic, church, etc.
- **Rethink Public Participation portion of RAB meetings:**
 - Rethink the physical set-up of the meeting
 - Create atmosphere that encourages participation
- **Be attentive and respectful of opinions:**
 - Respect agendas
 - Be responsive to inquiries

THE RAB

*What specific **ROLE(S)** should the RAB play to assist the efforts to communicate with and to involve area residents in the remediation process?*

- Be a community advocate and educator
- Be helpful
- Provide a forum to debate and discuss
- Assist and advise staff on how to communicate with and involve area residents

*What should be the specific **RESPONSIBILITIES** of individual RAB members to assist the efforts to communicate with and to involve area residents in the remediation process?*

- Commitment of time:
 - Attend meetings
 - Assist staff
 - Speak about the RAB and it's function in public settings/meetings
 - Be prepared
- Disseminate information
- Be open and honest about your personal and professional agenda
- Meet and greet at public meetings, including at RAB Meeting
- Help/assist/get people involved

ACTION PLAN: THE NEXT STEPS

What specific task must be successfully undertaken over the next 30-60 days to follow-up on the Workshop and to prepare an Action Plan for carrying out the RAB's work with area residents?

- Distribute Workshop notes
- Hammer out details of our message
- Rethink RAB Meeting agenda
- Identify key community leaders
- Develop timelines
- Identify available resources
- Identify a workgroup for follow-up work to develop and package a Draft Action Plan (Co-chairs to ID group and mail out letter to all RAB members)
- Carefully choose follow-up work group members in advance, and the RAB should bless the work group and commit to take their work product seriously
- Individual assessment by all RAB Members regarding their commitment to their role and responsibilities for implementing the Action Plan
- Identify possible survey or poll questions or topics

WORKSHOP EVALUATION

What went well?

- **Facilitator**
- **Pace**
- **Cookies**

What should we do different the next time?

- **Room temperature**

FINAL PAGE

ADMINISTRATIVE RECORD

FINAL PAGE