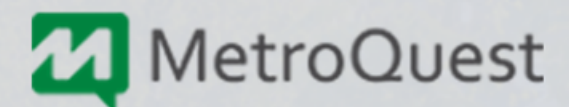


WEBINAR

**An Award-Winning Strategy
for Public Participation: How
Pittsburgh Engaged 20,000!**



Meet Your Co-Costs

Dave and Sophie



Dave Biggs

Public Engagement Strategist
Social Pinpoint



Sophia Robison

Head of Practice (North America)
Social Pinpoint

State of the Practice

Three Key Findings



State of the Practice

Three Key Findings



Dramatic Increase in
Online Engagement

State of the Practice

Three Key Findings



Dramatic Increase in
Online Engagement



Increasing Calls for
Diversity, Equity,
and Inclusion

State of the Practice

Three Key Findings



Dramatic Increase in
Online Engagement



Increasing Calls for
Diversity, Equity,
and Inclusion



Staffing and Budget
Limitations

City of Pittsburgh

Inside an Award-Winning Story



Engage PGH

I'm looking for projects about All categories in All places or Search for a specific project...



Open

Projects currently accepting feedback.



Last updated: 21 Mar, 2024

2024 Public Service



Last updated: 19 Mar, 2024

Complete Streets



Last updated: 18 Mar, 2024

Swindoll Bridge



Last updated: 18 Mar, 2024

Penn Circle Two Way

City of Pittsburgh

Engage PGH By the Numbers

Overview

EXPORT

My Projects

Jul 27, 2020 - Mar 25, 2024

Overview

Performance Summary

509,919
Views

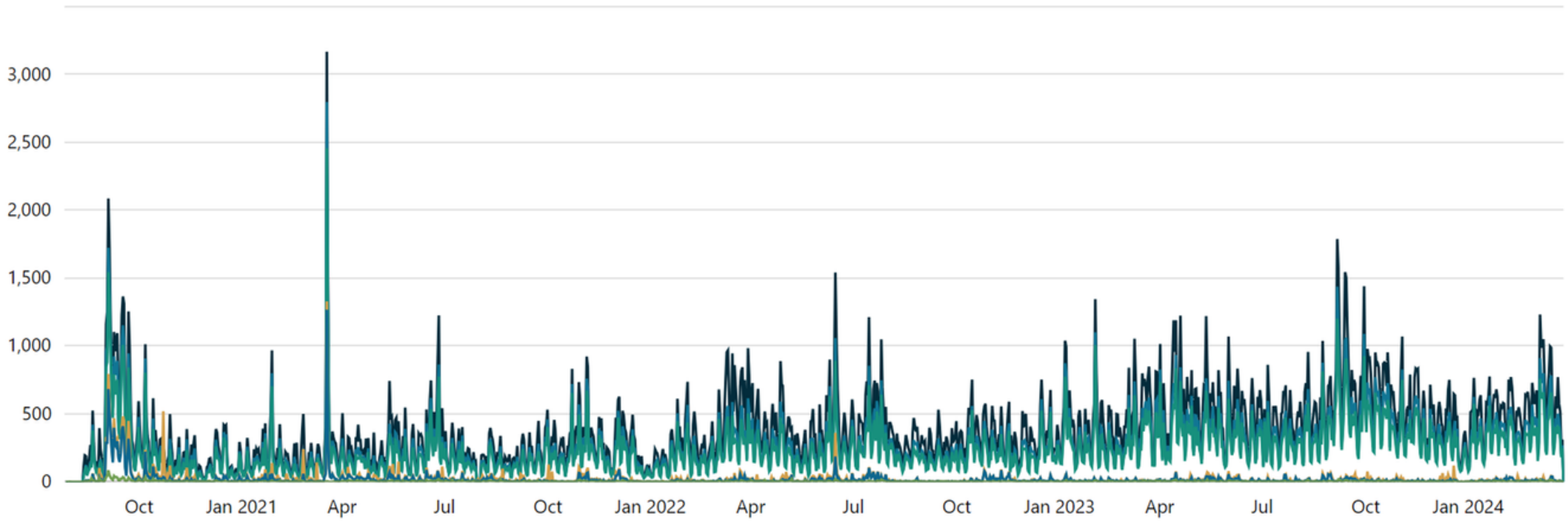
373,670
Visits

241,034
Visitors

34,706
Contributions

20,138
Contributors

3,739
Followers



City of Pittsburgh

Congratulations to the City of Pittsburgh Team!





CIVIC ENGAGEMENT IN PITTSBURGH

Public Engagement Guide,
EngagePGH, and Beyond

Presented on March 26, 2024
in collaboration with Social Pinpoint



socialpinpoint



WHO WE ARE



Audrey Wells

(she/they)

Digital Communications
Specialist



Sharonda Whatley

(she/her)

Assistant Director,
Strategic Planning



Jan Raether

(he/him)

Infrastructure
Engagement Specialist



Martina Wolf

(she/her)

Principal Planner,
Sustainability & Resilience



Laura Tsutsui

(she/her)

Digital Engagement
Coordinator



Sophia Robison

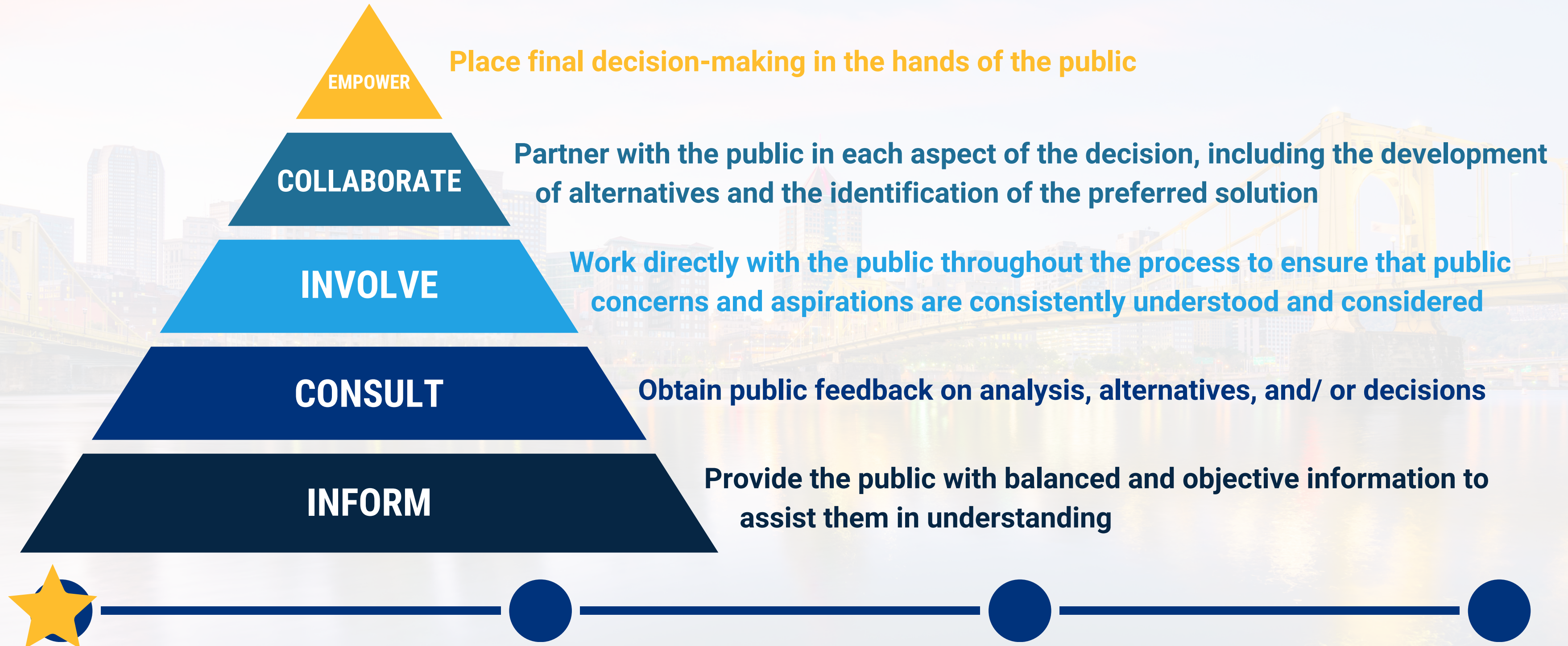
(she/her)

Head of Practice
(Social Pinpoint)

PUBLIC ENGAGEMENT GUIDE



Approved by the City of Pittsburgh's Planning Commission in 2019, the Public Engagement Guide outlines a framework for engagement that was developed in collaboration with residents, community organizations, and City Planning.



BEFORE: IN-PERSON



WHAT: Oakland Plan



WHEN: Summer 2019 | 3 hours each (10 - 1 PM & 5 - 8 PM)

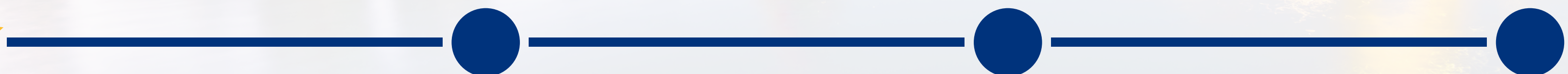
HOW: 2 in-person open houses

PROMOTIONS: Flyers distributed by staff

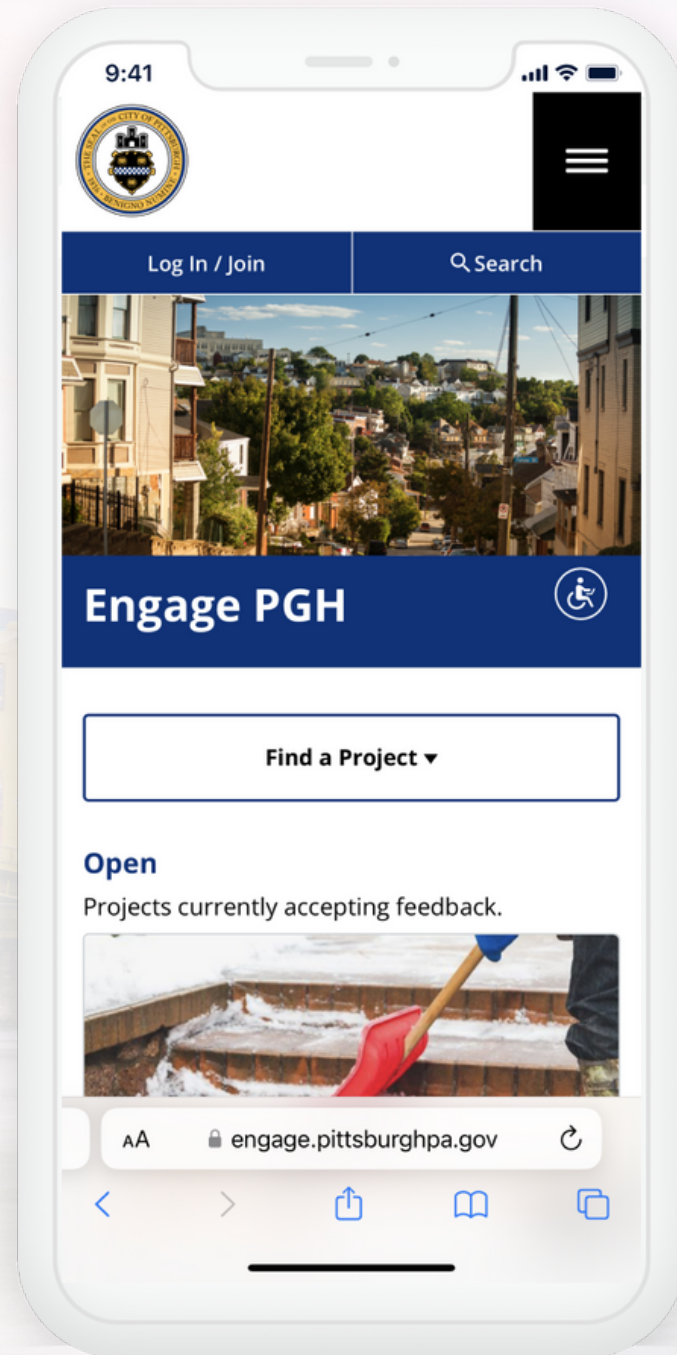
EFFORT: 104+ hours with 6-8 staff

RESULTS: ~100 people with 44 completed surveys

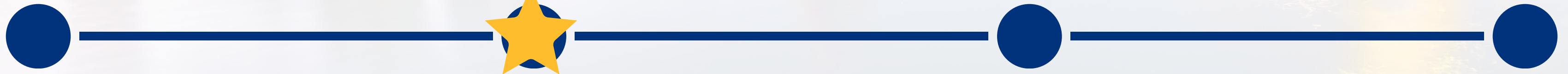
100 People
44 Surveys



ENGAGE PGH OVERVIEW



- Launched in 2020 in response to the COVID-19 Pandemic using the Social Pinpoint platform
- Started as a City Planning initiative aimed at conducting digital engagement for the Oakland Neighborhood Plan
- Rapidly expanded into a citywide tool for initiatives, projects, and programs happening across almost ALL city departments
- Categorizes projects into three main groups: open, active, closed
- Growing in the use of “hubs” to cluster similar projects



AFTER: OAKLAND ONLINE OPEN HOUSE

WHAT: Oakland Plan

What elements of urban sustainable design would you like to see more of in Oakland?

Incentives for new development can be combined with public and private investments to improve the neighborhood. Select up to three of the example projects below to tell us what kind of projects you would most like to see in Oakland.



Plazas that treat rainwater



Streets with shade trees



Buildings designed to make the most of sunlight

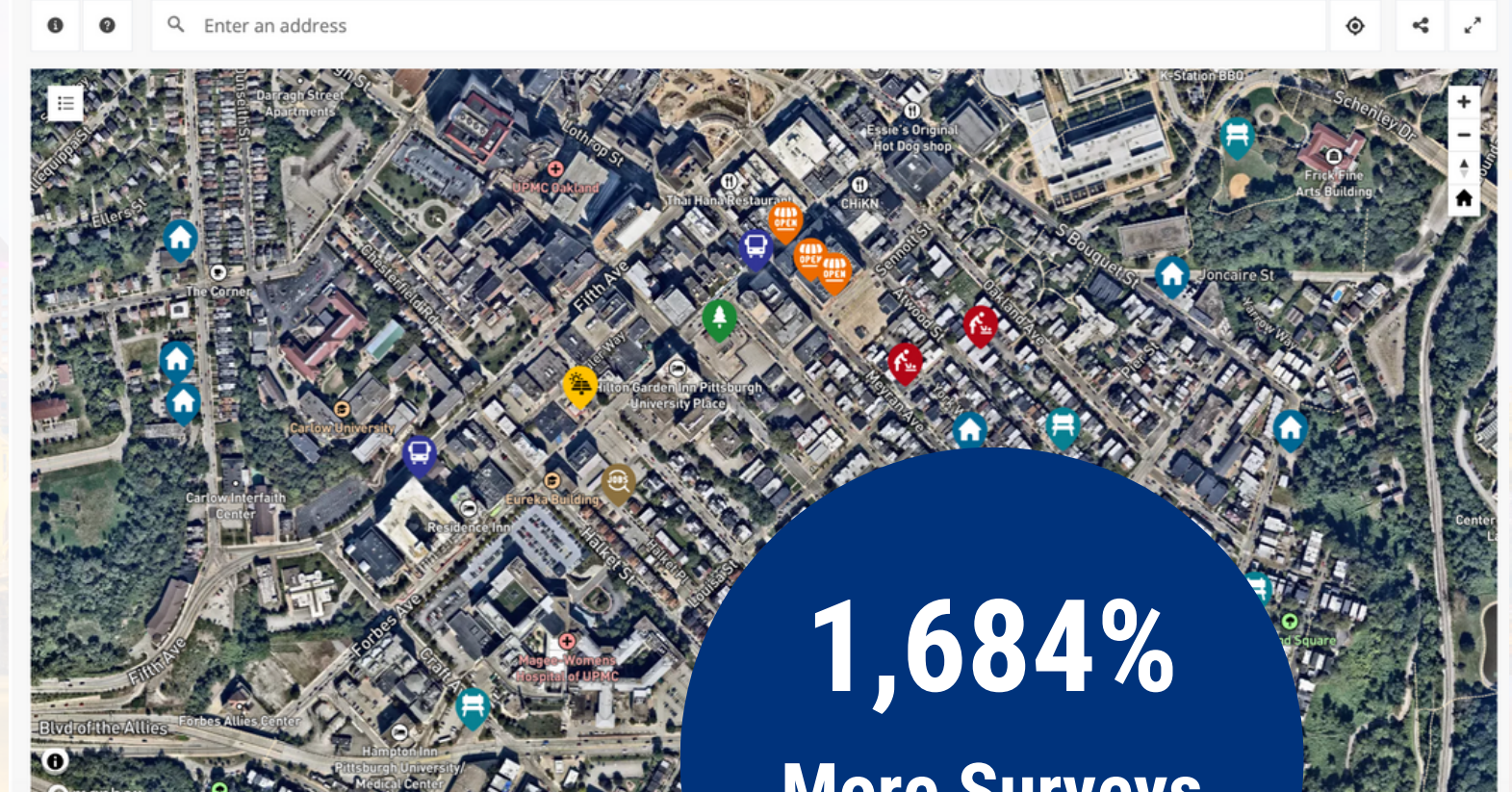


Buildings with solar panels and green walls

Drop pins on the map of Oakland to tell us where you think amenities are needed most.

Click "Add Marker" to drop a pin, then choose a type of amenity. You can drop as many pins as you like.

45 contributions



1,684%
More Surveys
Completed

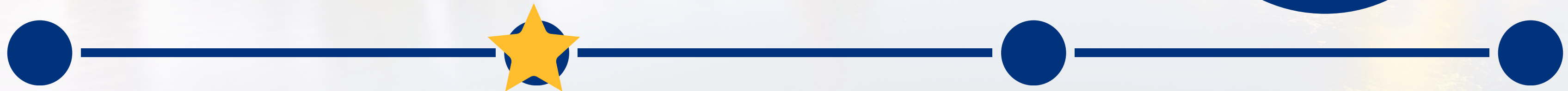
WHEN: Fall 2020 (During COVID), 2 Months

HOW: Online Open House

PROMOTIONS: Social media, community leaders

EFFORT: 20 hours over 8 weeks, 2 staff

RESULTS: 2,475 unique visitors, 785 completed surveys



OAKLAND PLAN

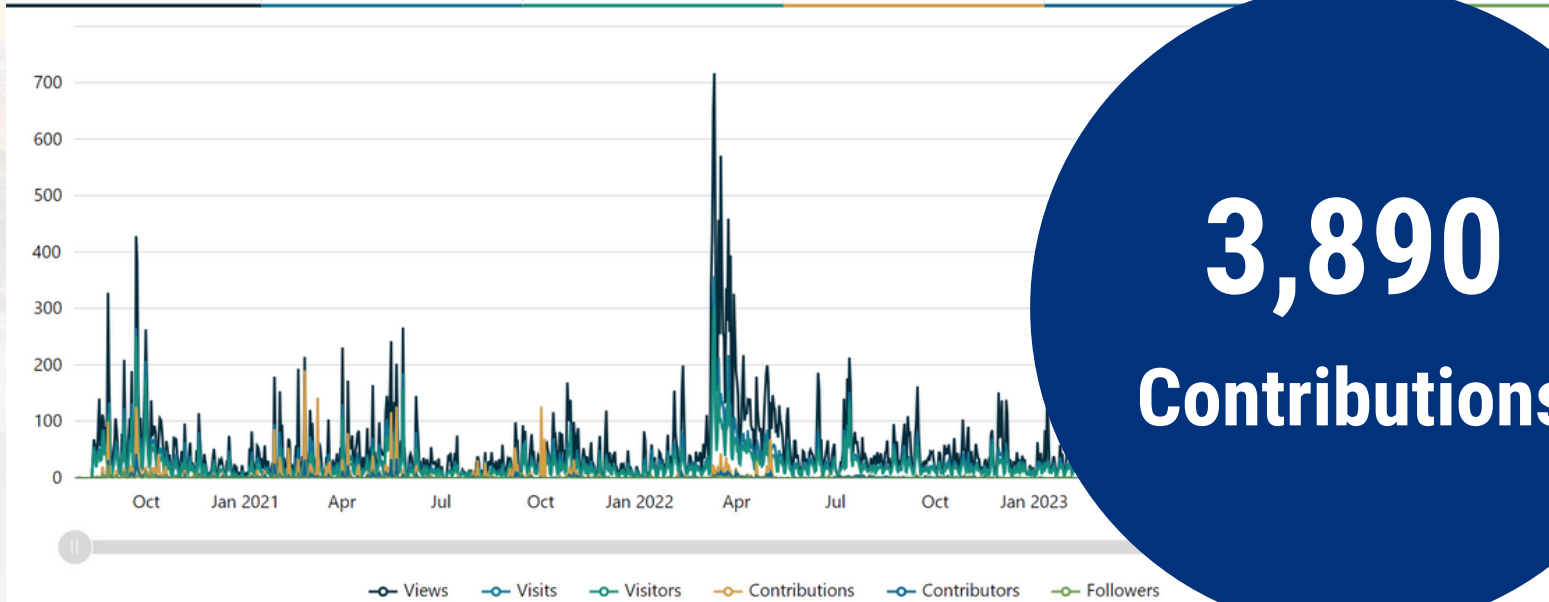


What contributed to the success of this engagement?

- Going online allowed people to conveniently participate where they are
- Using a variety of tools increased engagement across the project timeline
- Informed 18,539 visitors about the Oakland plan through various phases
- Secured over 3,890 contributions to build a better informed plan

Performance Summary

64,320 Views	34,410 Visits	18,539 Visitors	3,890 Contributions	846 Contributors	340 Followers
------------------------	-------------------------	---------------------------	-------------------------------	----------------------------	-------------------------



Workshop: Forbes and Meyran
Online workshop for the Forbes and Meyran Avenue site.

✓ Following

Home / The Oakland Plan / Workshop: Forbes and Meyran

Forbes Avenue and Meyran Avenue Site

Welcome to the online workshop for this important site in Central Oakland! The Oakland Plan team has developed materials based on public input received during the planning process, including some initial ideas for what redevelopment could achieve for this area. These are not proposals, but ideas to spark discussion.

How do I participate?

The content below has been organized to create a self-guided workshop. Here's our recommendation about how to work through the materials and add your voice to the discussion:

1. Start by using the virtual tour to familiarize yourself with the site.
2. Review the presentation from the Zoom workshop. You can review the slides yourself or watch the video from the Zoom event to hear from the project team.
3. Answer the quick poll questions. We need your feedback to better understand the potential for the site.
4. Review the redevelopment scenarios in more detail.
5. Review what attendees of the Zoom workshops thought about the scenarios and tell us what you think. We have some specific questions, but also some comment boxes that allow for more freeform input.

Thank you for your time and input!

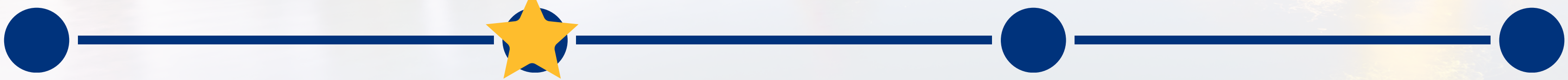
The results of the two virtual workshops will help inform proposals for these sites, but may also lead to changes to land use regulations in the Zoning Code necessary to achieve community desired outcomes.

Step 1: Virtual Tour

Who's Listening?

- Kathleen Onufer**
Goody Clancy
Consultant
[Email](#)
- Ben Carlson**
Goody Clancy
Consultant
[Email](#)
- Derek Dauphin**
Department of City Planning
Project Manager
[Email](#)
- Sophie Robison**
Department of City Planning
Project Coordinator
[Email](#)

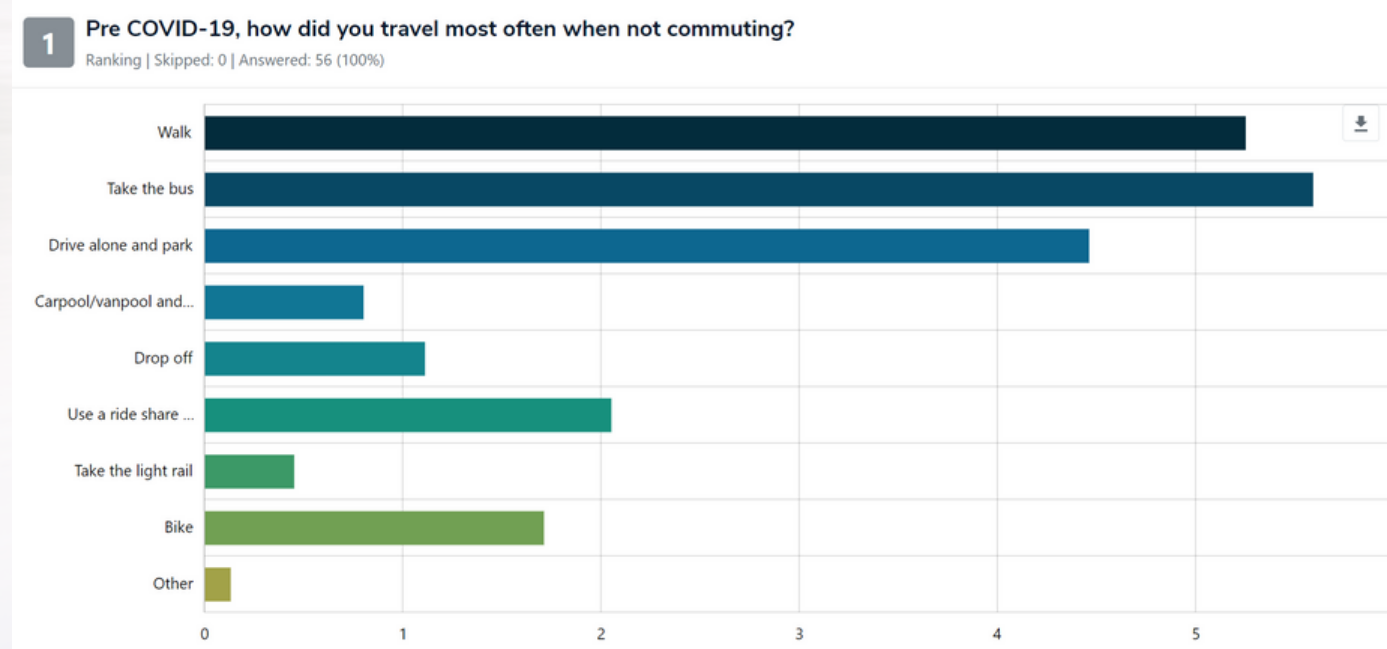
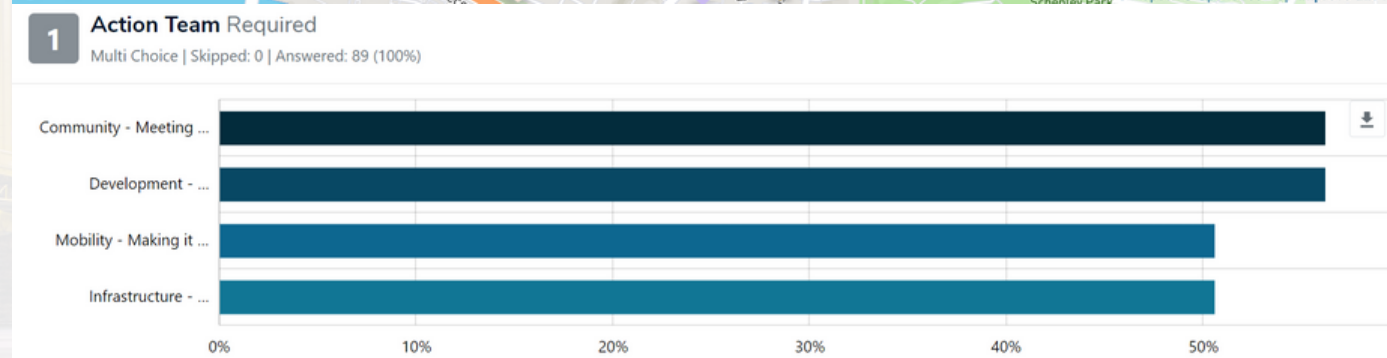
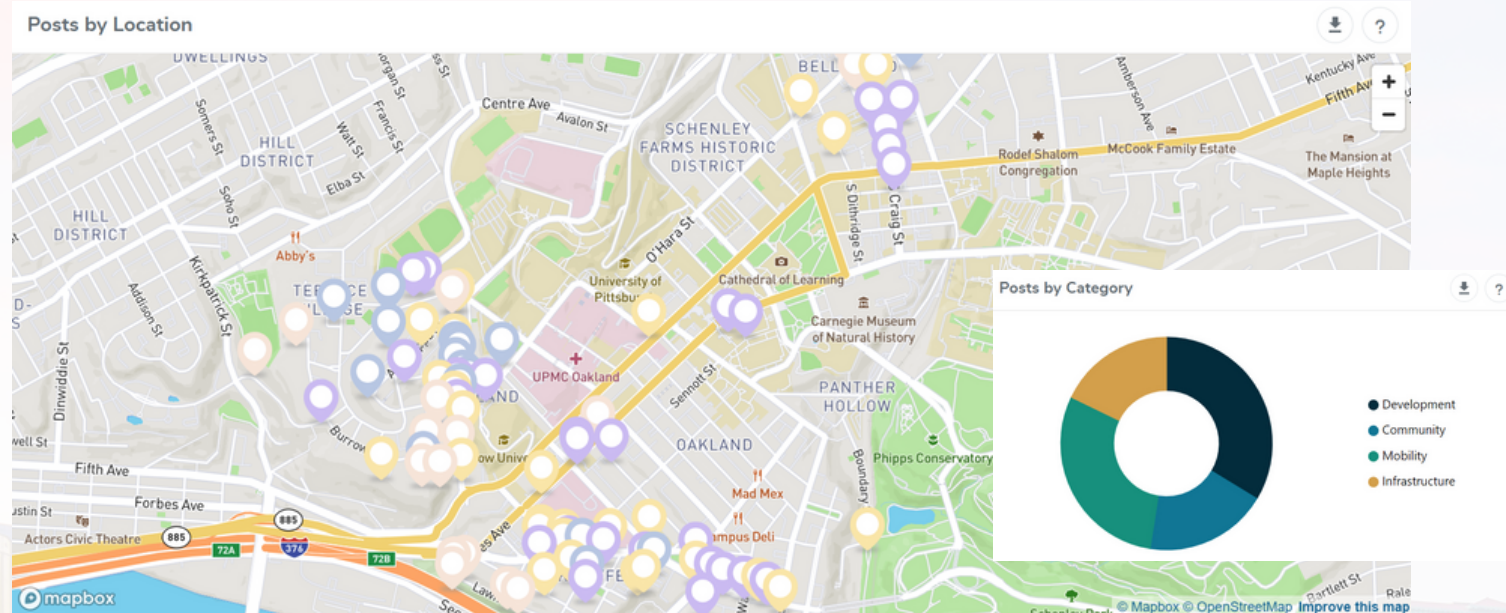
[Image Gallery](#)



OAKLAND PLAN



Key Findings



THE CITY OF PITTSBURGH

Home Projects My profile Search

The Oakland Plan

A 10-year plan with a shared vision for Oakland's future and the projects and programs necessary to make that vision a reality.

+ Follow

Home / The Oakland Plan

Welcome!

This is the EngagePGH site for the Oakland Plan. The Oakland Plan, adopted on June 14, 2022 by the Planning Commission, is presented on this website in an interactive format, with goals, policies and strategies organized by both chapter and topics. The intent of this format is to convey that the plan strategies are interconnected and that many of them are tied to multiple chapters.

There are three ways to find what you're looking for in the plan:

1. Browse the plan by chapter;
2. Browse the plan by topic; or
3. Review a map of the proposals for your part of Oakland.

Proposed change to Land Use Strategy

Proposed zone change from UC-E to R-MU at 234-262 McKee Pl would necessitate an addendum to Land Use Strategy (D-18)

Learn More

Implementation is underway!



Pages

- [Project Home](#)
- [Implementation](#)
- [Chapter: Community](#)
- [Chapter: Development](#)
- [Chapter: Mobility](#)
- [Chapter: Infrastructure](#)
- [Strategies by Topic](#)
- [Strategies by Neighborhood](#)
- [Zoning Amendments Approved](#)
- [Inclusionary Zoning](#)
- [Archives](#)
- [Appendix](#)
- [Acronyms](#)

Frequently Asked Questions

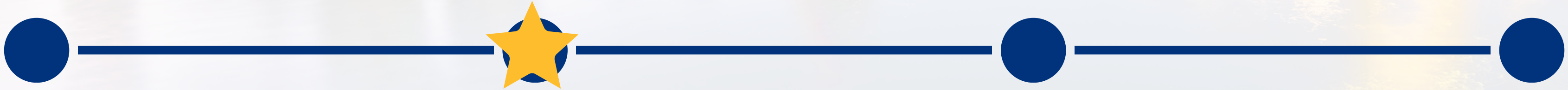
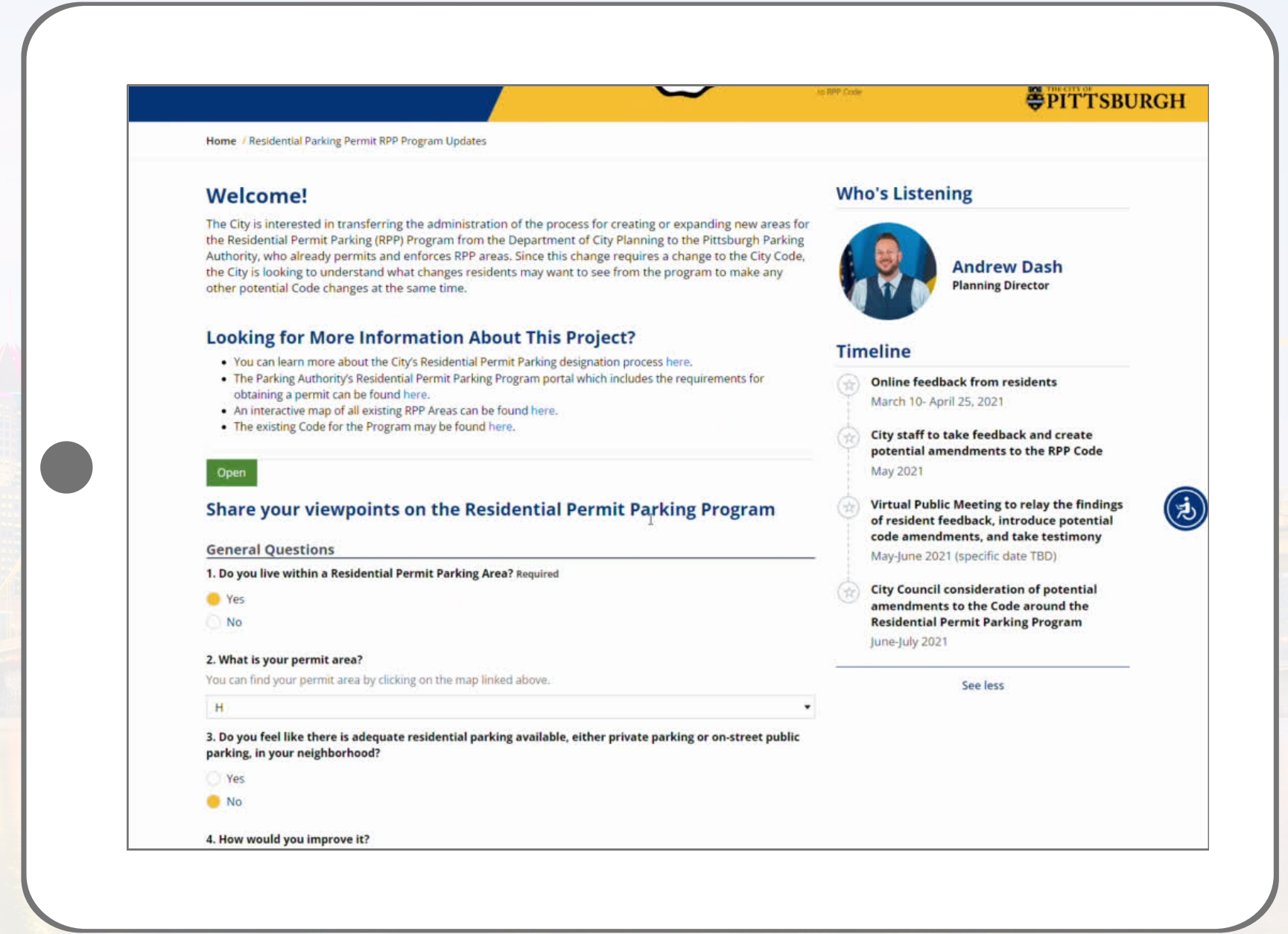
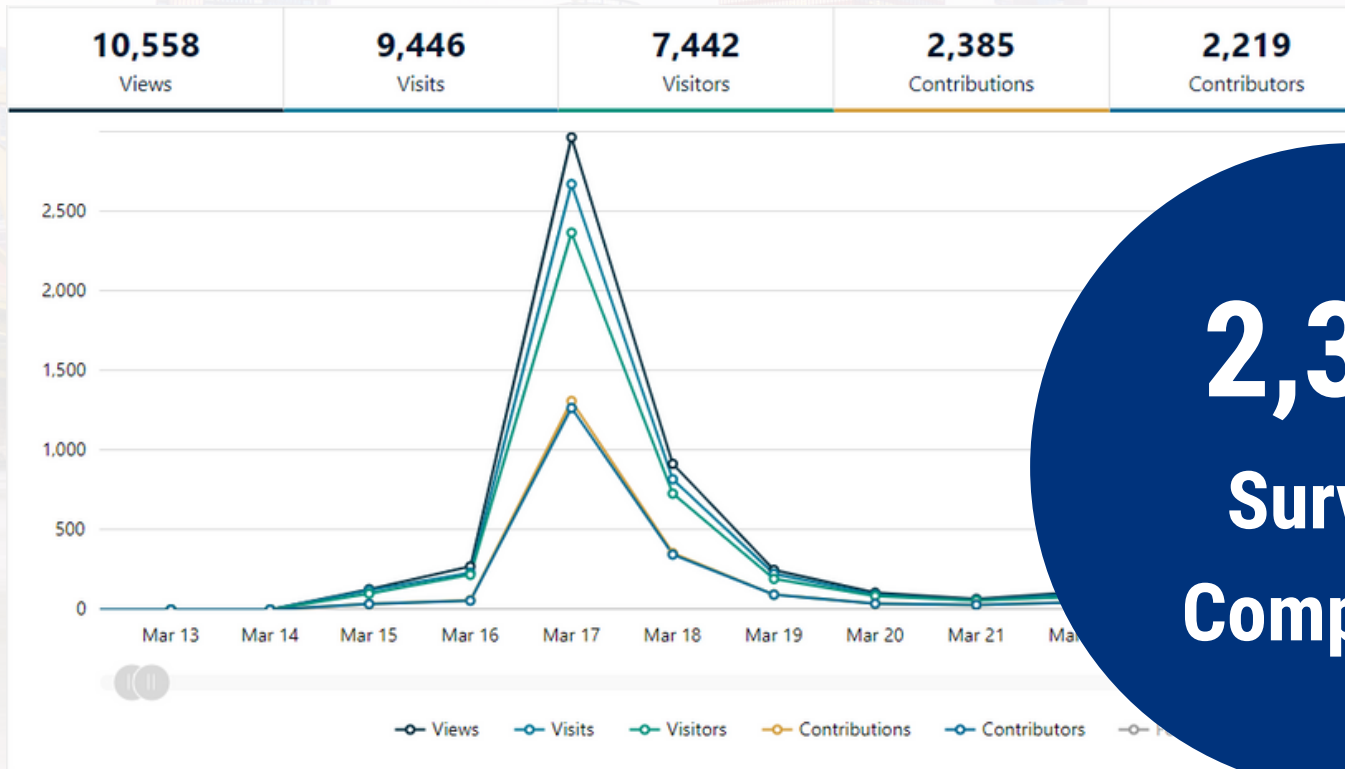
Last updated: July 2022

RESIDENTIAL PERMIT PARKING



What contributed to the success of this engagement?

- Gained input to make code amendments based on community sentiment
- Surveyed respondents included 85% of whom live in the RPP Area!!!
- Used a hybrid strategy (virtual + in-person public meeting) to relay findings
- Posting meetings recordings means the public can stay informed anytime



RESIDENTIAL PERMIT PARKING



Key Findings



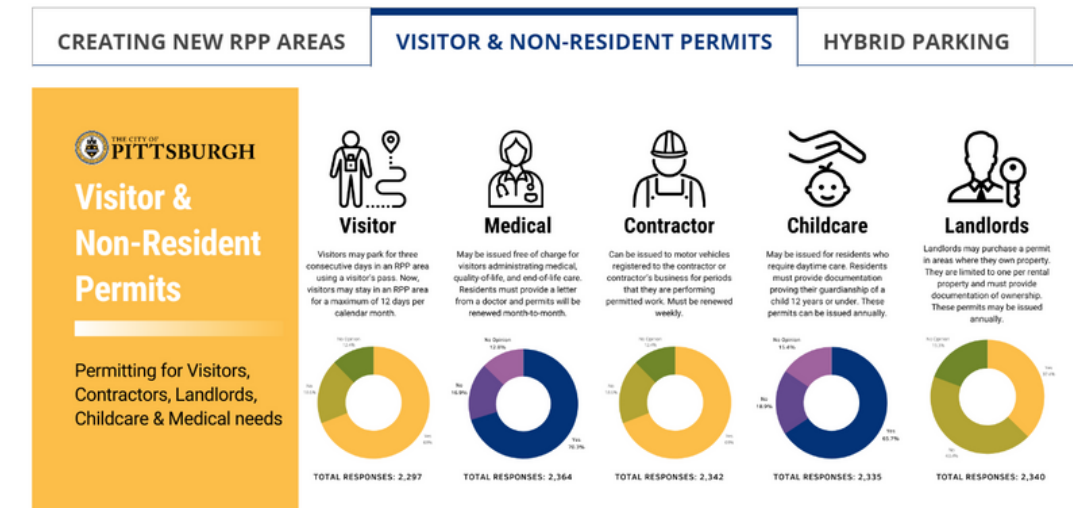
Welcome!

The City is interested in transferring the administration of the process for creating or expanding new areas for the Residential Permit Parking (RPP) Program from the Department of City Planning to the Pittsburgh Parking Authority, who already permits and enforces RPP areas. Since this change requires a change to the City Code, the City is looking to understand what changes residents may want to see from the program to make any other potential Code changes at the same time.

Looking for More Information About This Project?

- You can learn more about the City's Residential Permit Parking designation process [here](#).
- The Parking Authority's Residential Permit Parking Program portal which includes the requirements for obtaining a permit can be found [here](#).
- An interactive map of all existing RPP Areas can be found [here](#).
- The existing Code for the Program may be found [here](#).
- The submitted legislation can be found [here](#).

Survey Results at a Glance



Public Meetings

Thank you to everyone who attended our virtual or in-person public meetings October 5 and 6. The virtual

Who's Listening



Andrew Dash
Planning Director

Timeline

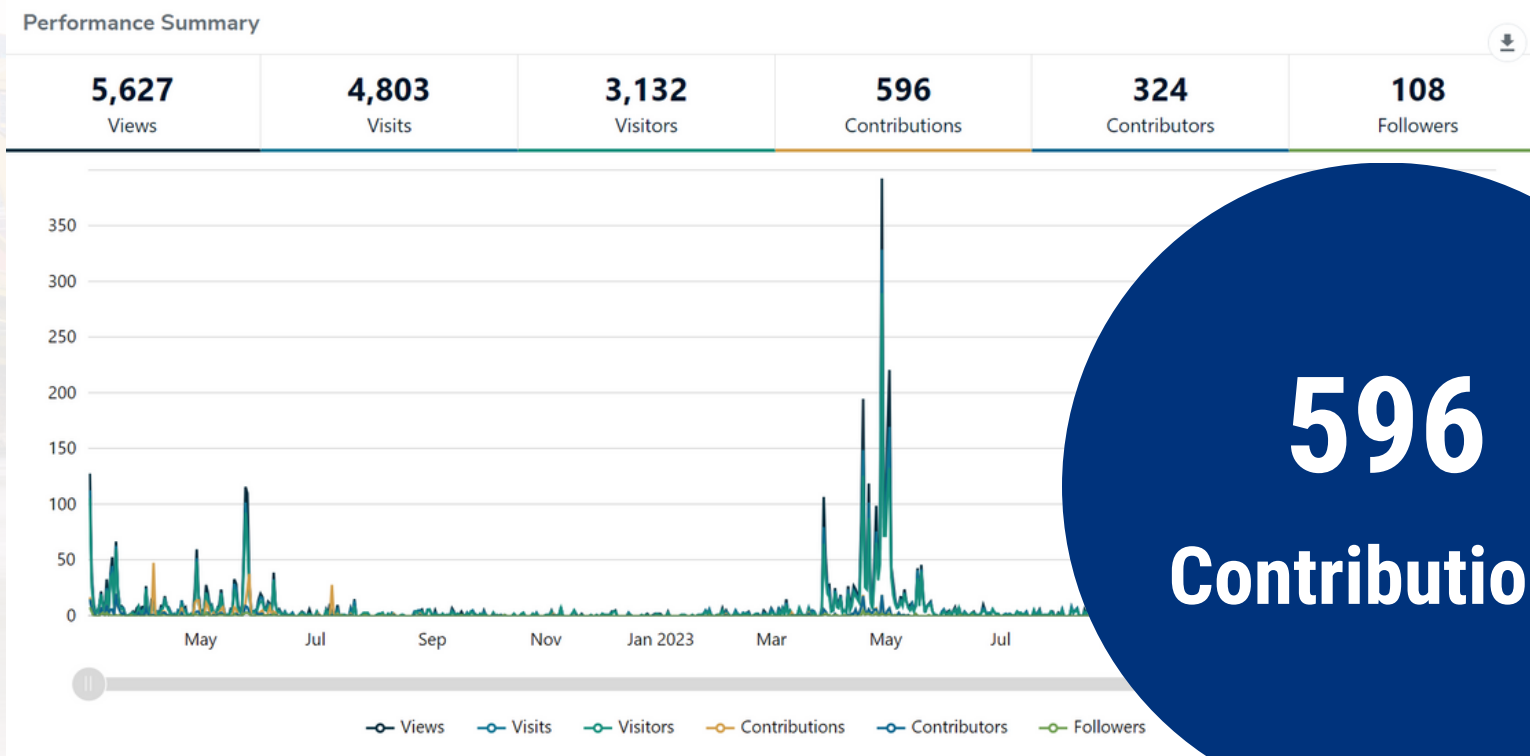
- ✓ **Online feedback from residents**
March 10- April 25, 2021
- ✓ **City staff to take feedback and create potential amendments to the RPP Code**
May 2021
- ✓ **Virtual and In-Person Public Meeting to relay the findings of resident feedback, introduce potential code amendments, and take testimony**
October 2021
- ✓ **City Council consideration of potential amendments to the Code around the Residential Permit Parking Program**
Public Hearing [Scheduled 11/4](#).
- ✓ **Ordinance 2021-1867 Passed Finally, 12/14/2021**
[Ordinance amending](#) the Pittsburgh Code, Title V: Traffic, Article VII: Parking, Chapter 549: Residential Parking Permit Program, so as to clarify the administrative process for the program; provide for virtual permitting; add the permit fees to the City's annual fee book; adopt regulations for the use of Visitor Permits and Non-Resident Permits; and create the hybrid RPP area program.

CORRIDORS & SAFETY PLAN

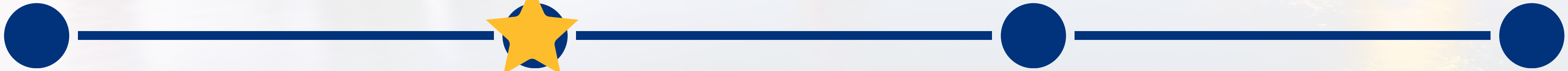
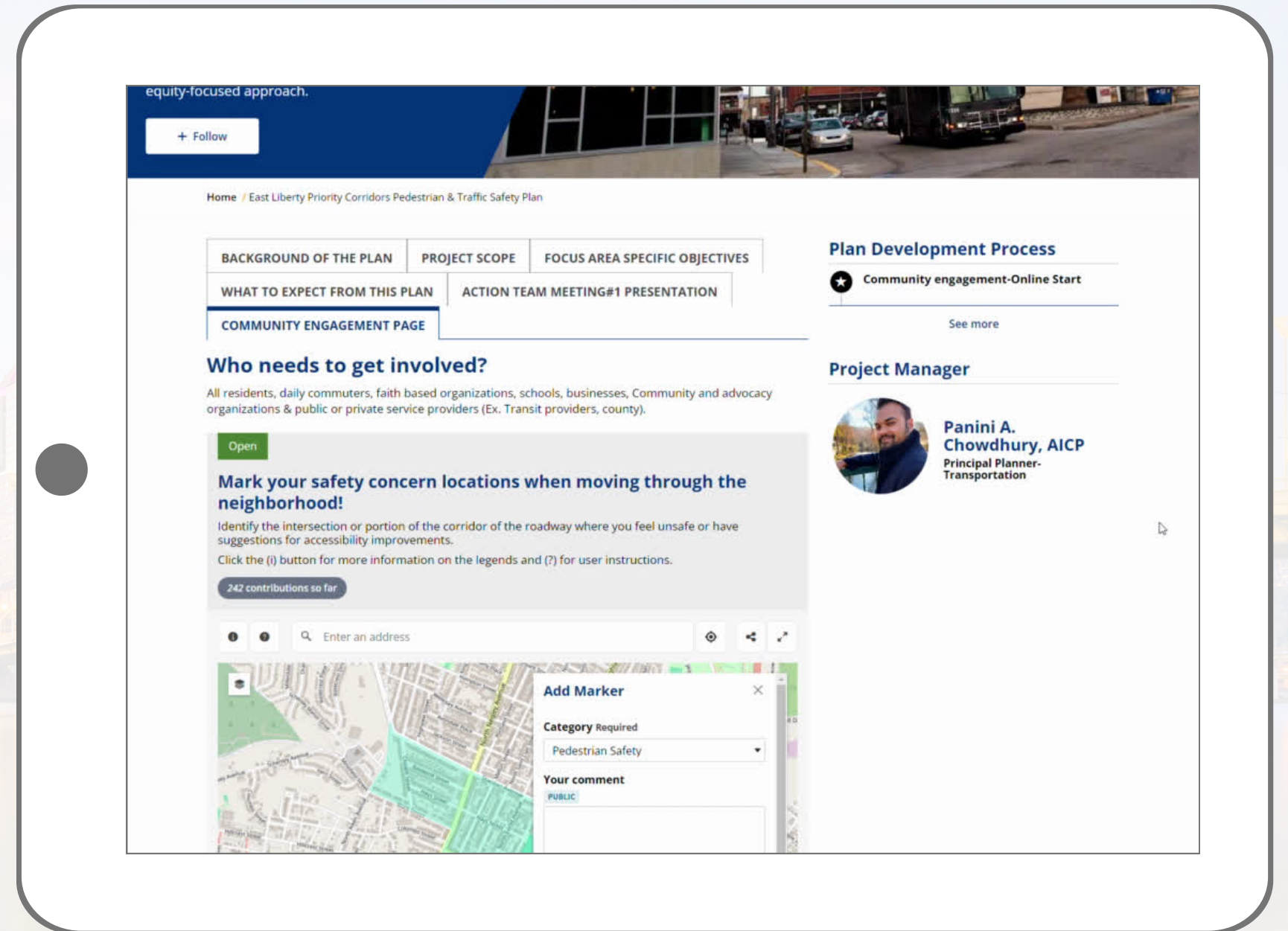


What contributed to the success of this engagement?

- Great use of interactive social maps for geo data to inform the project
- Successfully identified the key priorities from the public
- Build positive support for the recommendations outlines in the plan
- Informed 3,132 visitors, over 62% of the neighborhood population of 5,000



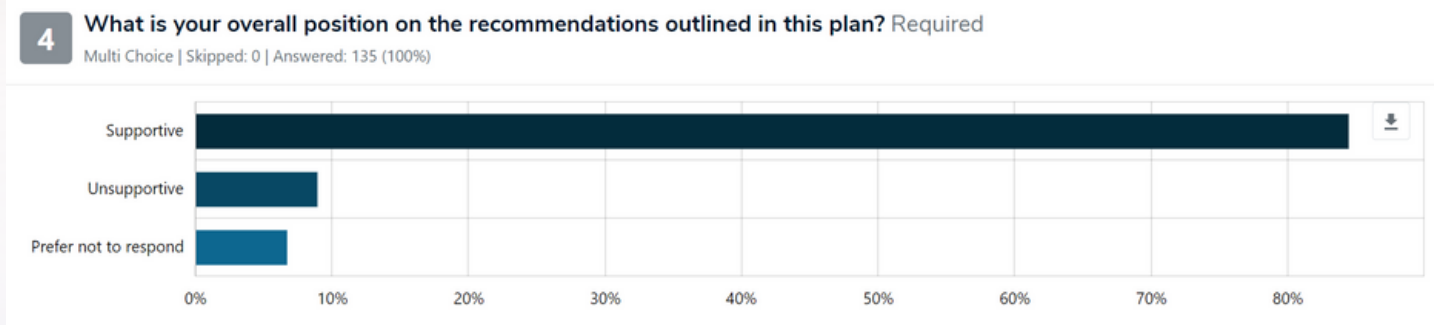
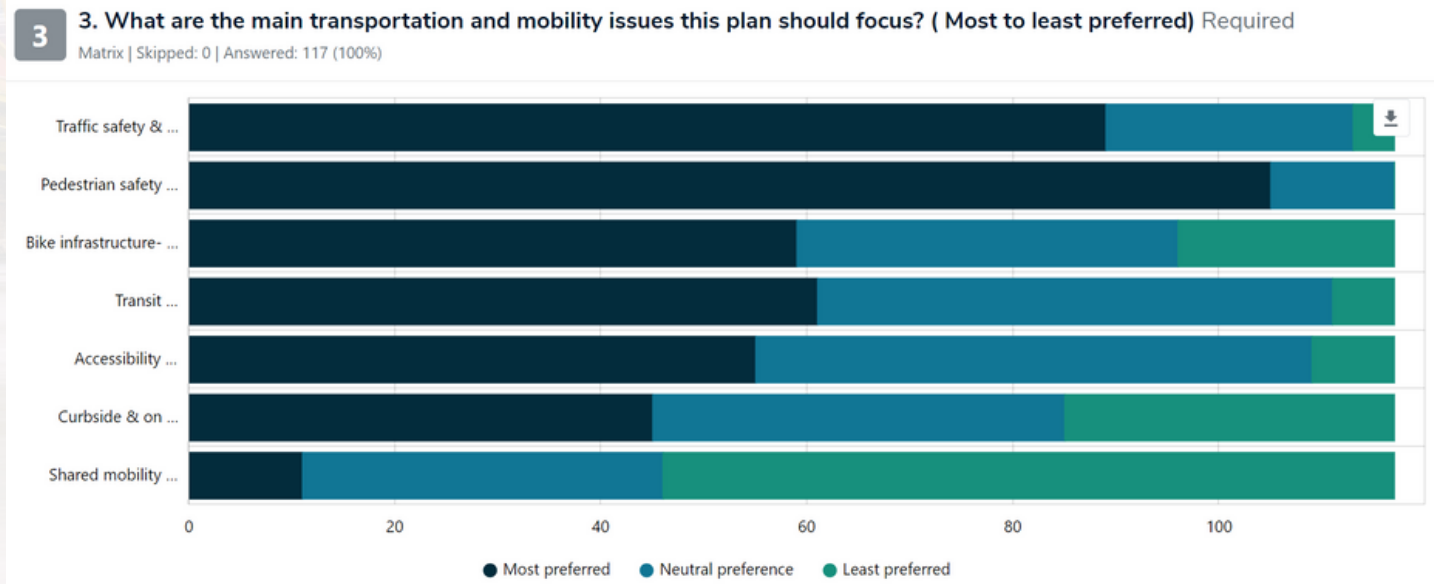
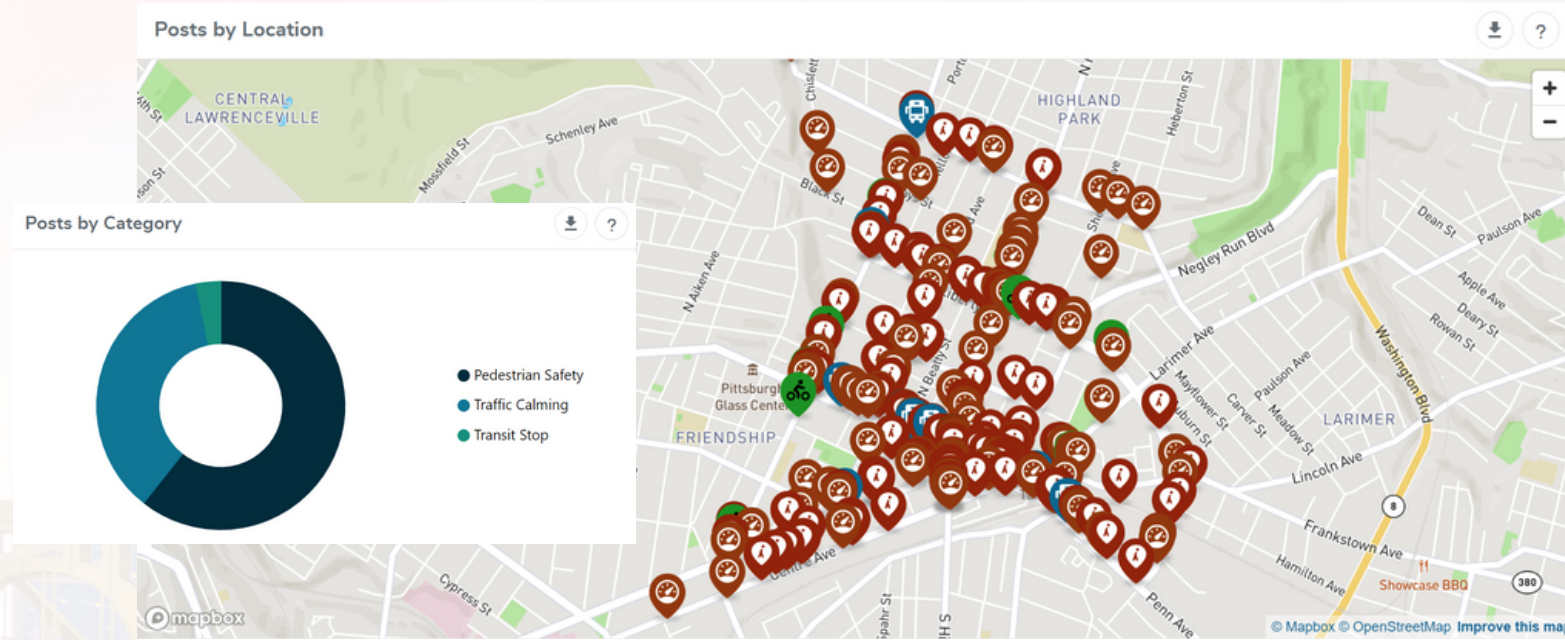
596
Contributions



CORRIDORS & SAFETY PLAN



Key Findings



THE CITY OF PITTSBURGH

Home Projects My profile Search

East Liberty Priority Corridors Pedestrian & Traffic Safety Plan

The goal of this plan is to improve potential pedestrian safety and mobility issues in major neighborhood corridors through a data-driven equity-focused approach.

+ Follow

Home / East Liberty Priority Corridors Pedestrian & Traffic Safety Plan

Final Plan Documents are now available!

- Final Plan Document
- Appendix A-Community Engagement Comments
- Appendix B-Traffic Study

Plan Development Process

★ Final Plan Document Publish

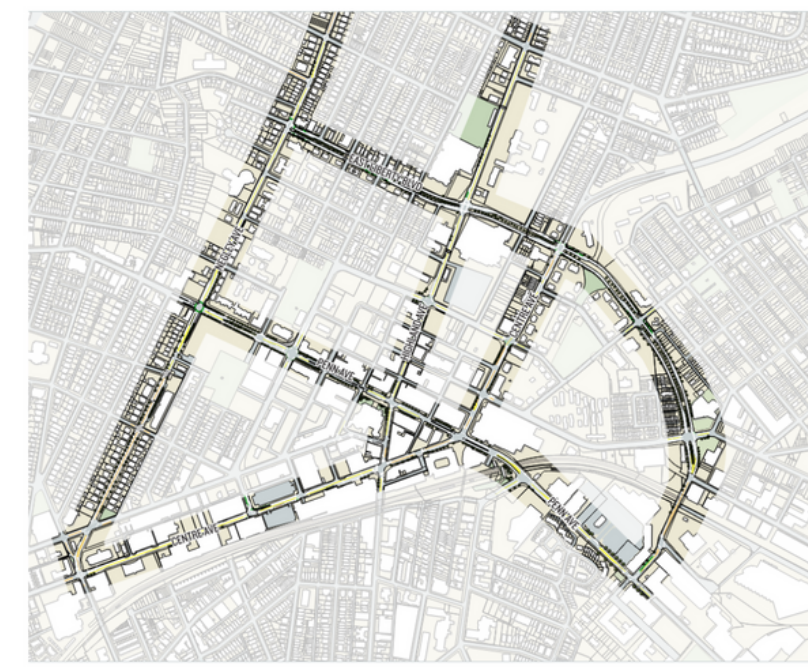
[See more](#)

BACKGROUND OF THE PLAN

PROJECT SCOPE

WHAT TO EXPECT FROM THIS PLAN

WHY WE ARE DOING THIS PLAN?



East Liberty Priority Corridors Pedestrian and Traffic Safety Plan

Individual Corridor Recommendations

Penn Ave Corridor Recommendations
PDF (10.43 MB)

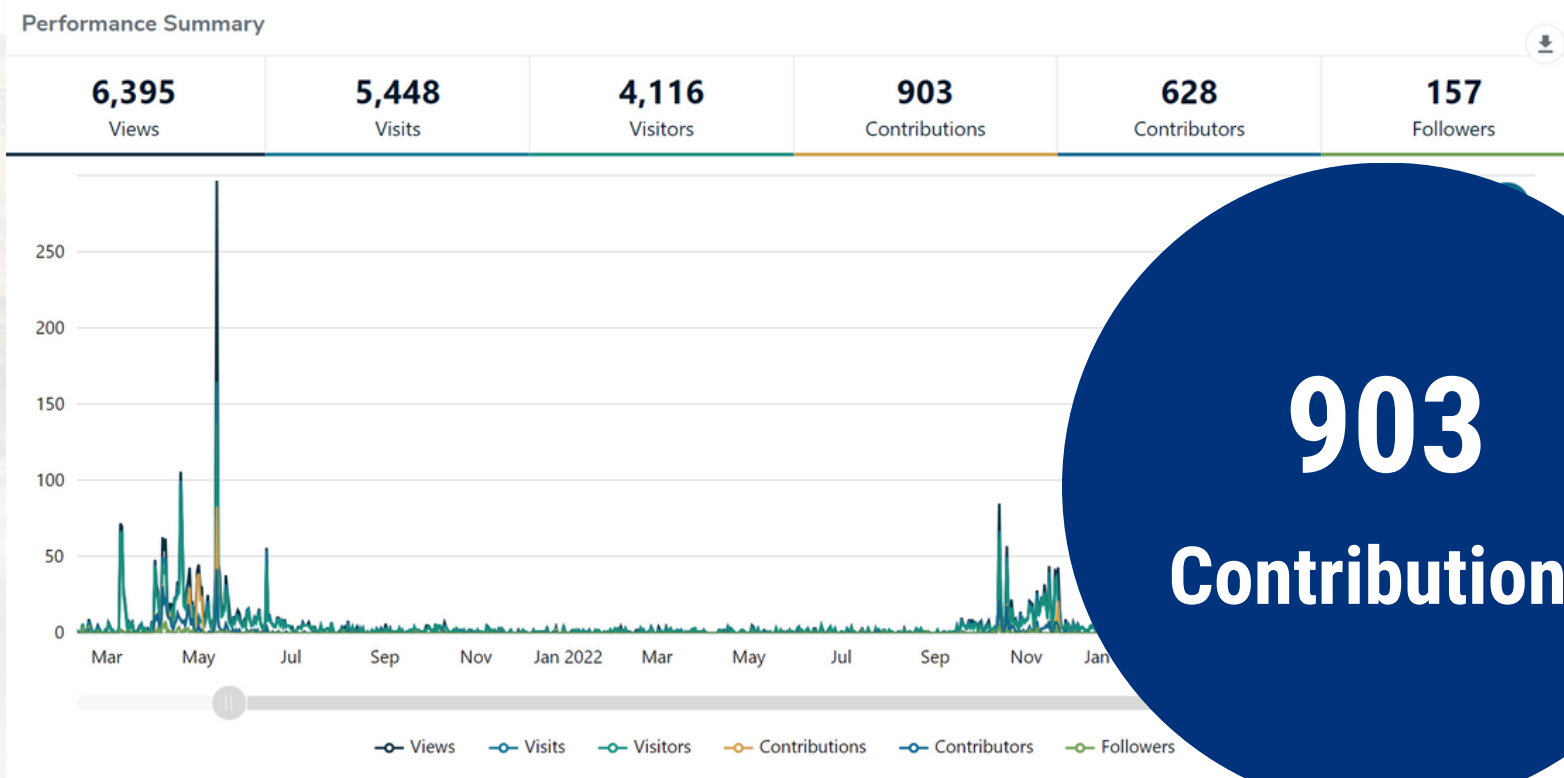
East Liberty, an east-end neighborhood with a population of over 5,000 is going through a lot of residential and commercial redevelopment. According to the pedestrian safety action plan developed by DOMI, East Liberty is identified as one of the top neighborhoods for Pedestrian and Bicycle activity which resulted in more pedestrian and bicycle crashes and future vulnerability. [The East Liberty community plan, 2010](#) and [East Liberty circulation and mobility vision, 2012](#) prioritized traffic safety, walkability, and green mobility (Walking-Biking) as their vision for the future of the East Liberty neighborhood. Considering the current usage and future demand, the city is taking a proactive approach and has started looking into traffic safety and mobility issues for all modes in this neighborhood. This plan will move forward in close collaboration with the community and through a data-driven equity-focused process. This **implementation-focused plan** will identify potential **high-priority corridors** for pedestrian & traffic safety, bike safety, bus stop accessibility improvements, and will provide conceptual

PARKS & ENVIRONMENTAL PLAN



What contributed to the success of this engagement?

- Identified public priorities for park restoration, development, and activities
- Gained public support to create a unified vision for the plan
- Built positive support for the recommendations outlined in the plan
- Informed 4,116 project page visitors and gained 903 contributions!



Westinghouse Park incorporating gathering space, recreation amenities, ecological restoration, and stormwater management.

+ Follow

Home / Westinghouse Park Plan

The project team is looking for feedback!

Building on what we learned during the Advance Planning Report for Westinghouse Park, the project team has prepared two preliminary concept plans that are meant to show two possibilities for park improvements. You can find the two concepts below the survey. They are also being used to jumpstart conversations about what the future of Westinghouse Park should look like and are by no means the final plan.

To better help inform decision, we have developed a short survey about how you use the park and what types of improvements you most want to see. The goal of the survey is to supplement in-person input that the project team is collecting through a series of stakeholder interviews and attending community events.

We appreciate you taking the time to complete the survey, attend community events/meetings, and spreading the word about this park plan! We want to make sure that the input we collect is representative of the surrounding neighborhoods and everyone has an opportunity to provide their thoughts. If you have any questions, please contact Marti.

Tell us what you want to see for the future of Westinghouse Park!
Click "Start" to begin survey.

Start

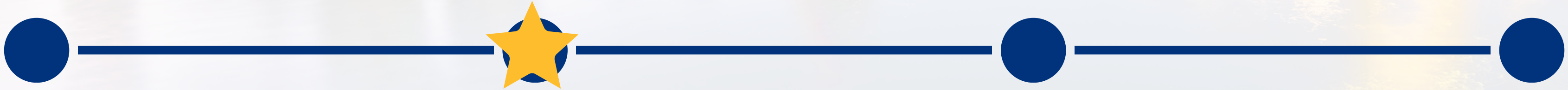
Click below to see the survey results and data gathered during the advanced planning process!

Advanced Planning Report

Marti Battistone
Environmental Planner,
Department of City Planning

Timeline

- ✓ **Advanced Planning Work**
 - Distributing user survey
 - Conducting stakeholder interviews
 - Establishing a strong base of residents from all adjacent neighborhoods to be engaged in the planning process
- ★ **Community Engagement + Master Planning**
 - Development of conceptual park plans with a variety of layouts and amenities
 - Gather community input on park alternatives
 - Refine the master plan based on public feedback
 - Proposal of draft park master plan

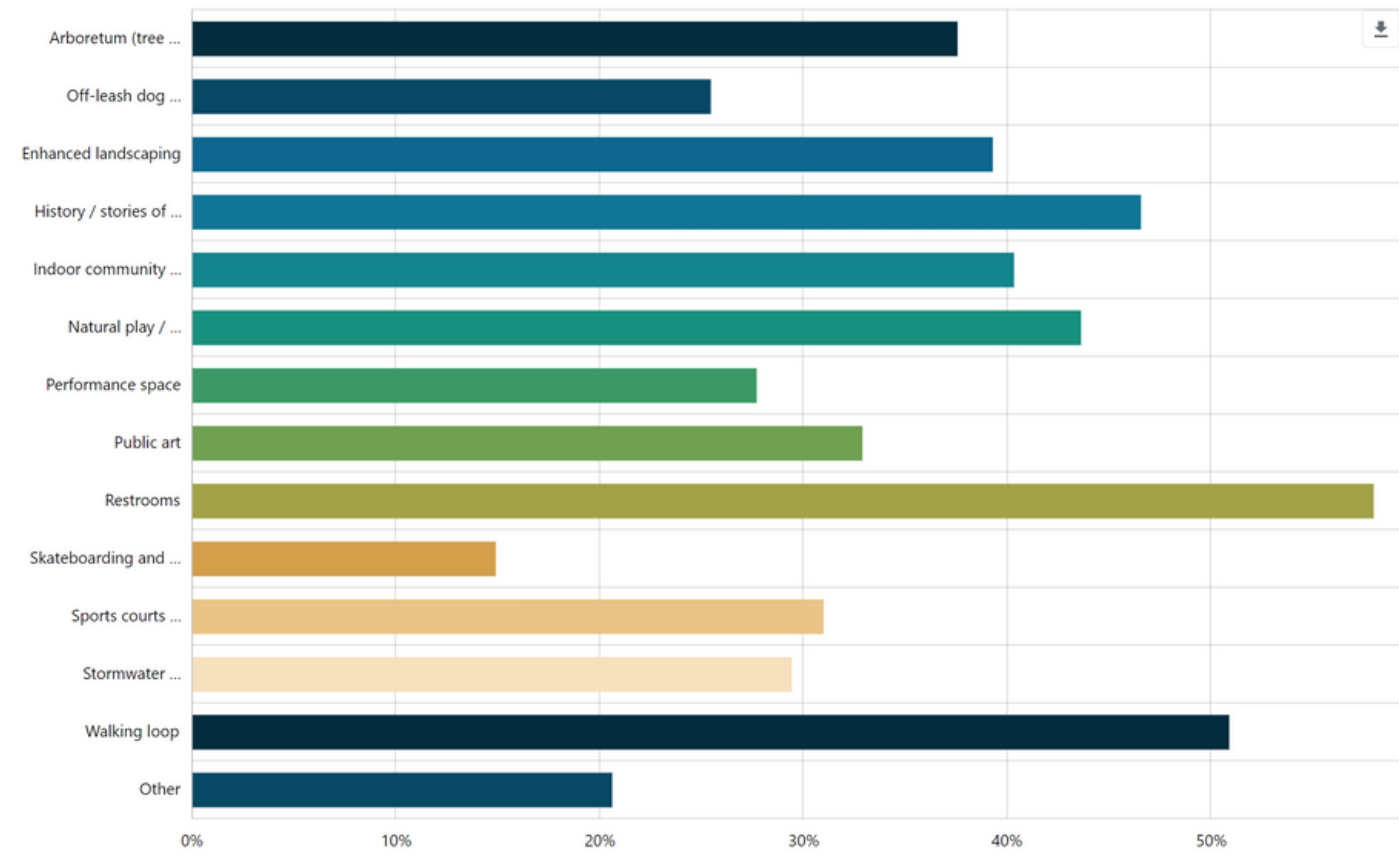


PARKS & ENVIRONMENTAL PLAN

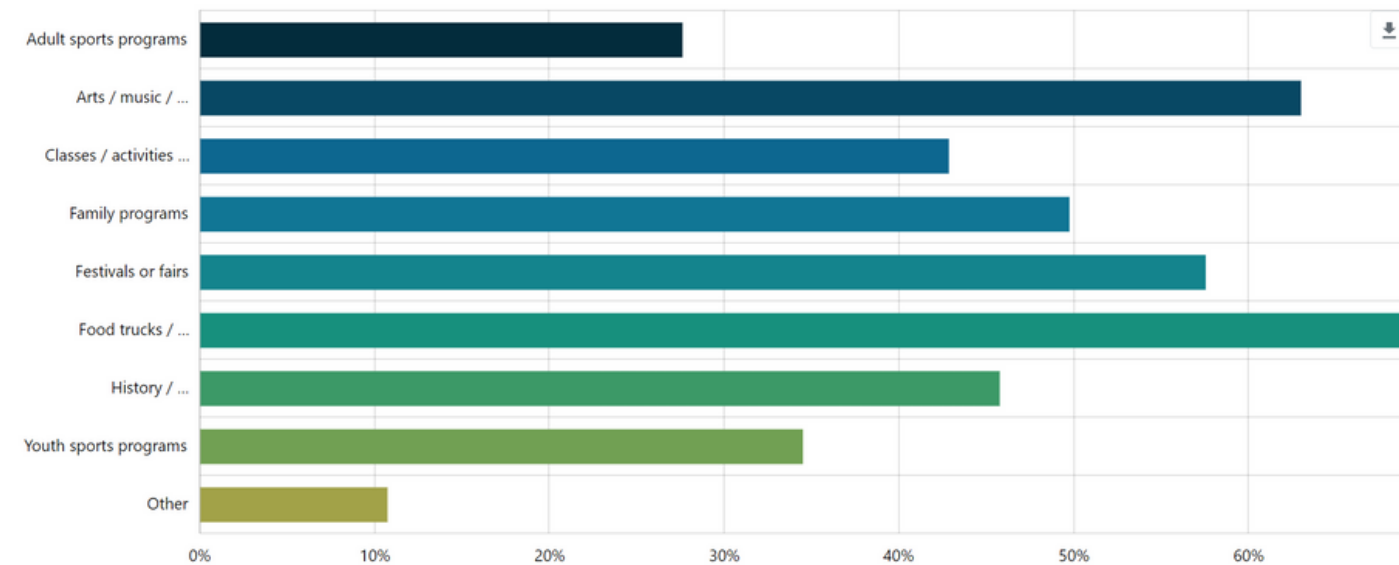


Key Findings

6 What new features would you like in the park? Multi Choice | Skipped: 15 | Answered: 578 (97.47%)



7 What events could/should happen at the park? Multi Choice | Skipped: 42 | Answered: 551 (92.92%)



Home Projects My profile Search

Westinghouse Park Plan

A community-led process to create a vision for Westinghouse Park incorporating gathering space, recreation amenities, ecological restoration, and stormwater management.

+ Follow



Home / Westinghouse Park Plan

The project team has blended the feedback that's been gathered from residents, stakeholder interviews, and from the Advanced Planning Report work done previously. All of that, along with site assessment and analysis of the park, has combined to create this draft proposal for Westinghouse Park.

Please explore the plan below and complete the short survey. We want to know if you feel that your park needs and priorities are reflected in this space. We value your input greatly.

Westinghouse Park Draft Plan

Click the image below to zoom in/around the proposed plan.



Click below to see the survey results and data gathered during the advanced planning process!

Advanced Planning Report



Marti Battistone
Environmental Planner,
Department of City Planning

Timeline

Advanced Planning Work

- Distributing user survey
- Conducting stakeholder interviews
- Establishing a strong base of residents from all adjacent neighborhoods to be engaged in the planning process

Community Engagement + Master Planning

- Development of conceptual park plans with a variety of layouts and amenities
- Gather community input on park alternatives
- Refine the master plan based on public feedback
- Proposal of draft park master plan
- Additional public engagement
- Finalize park master plan

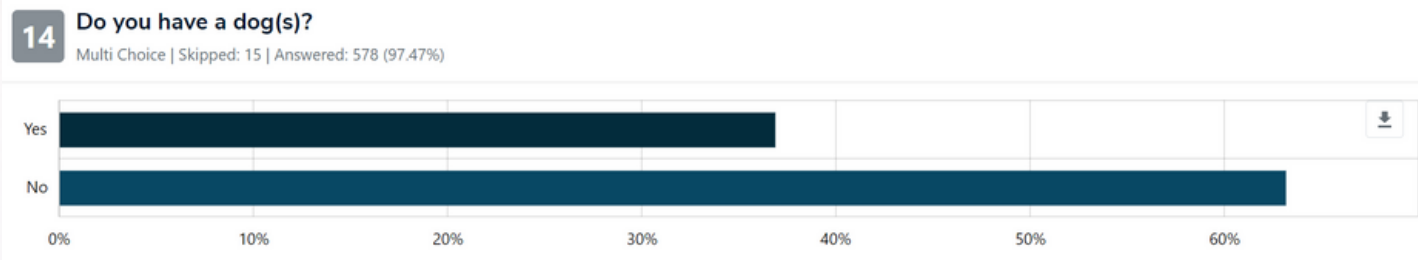
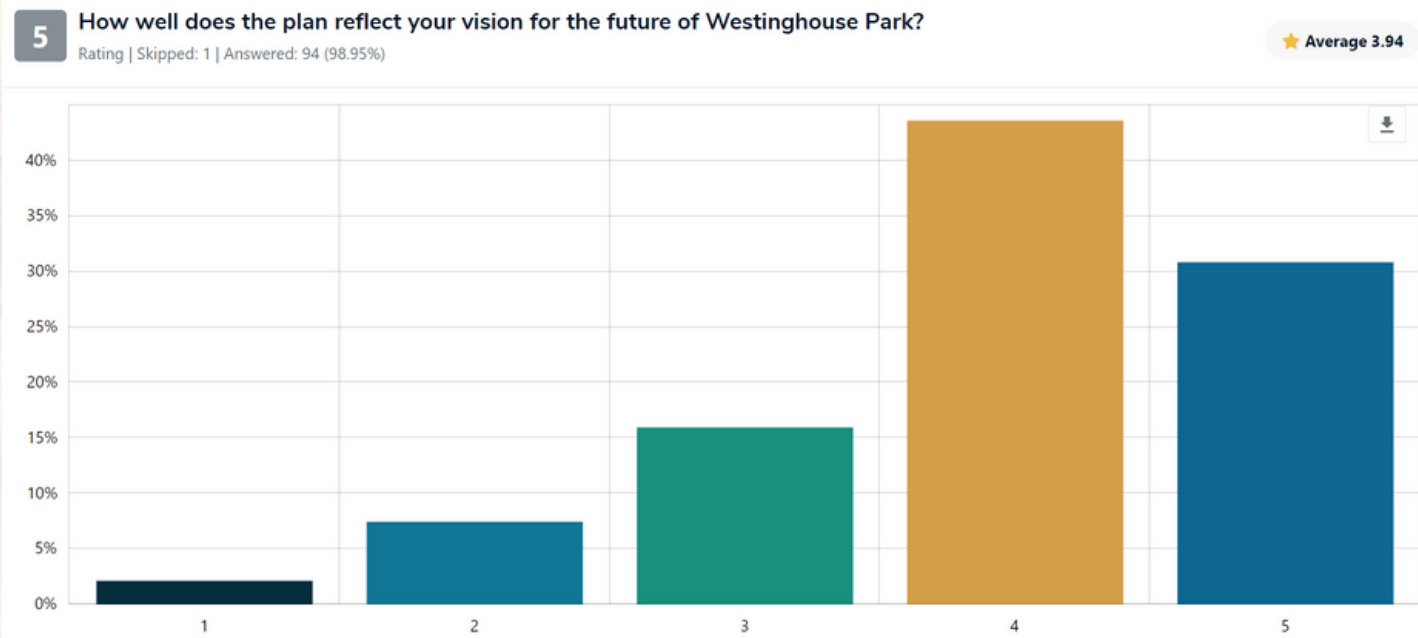
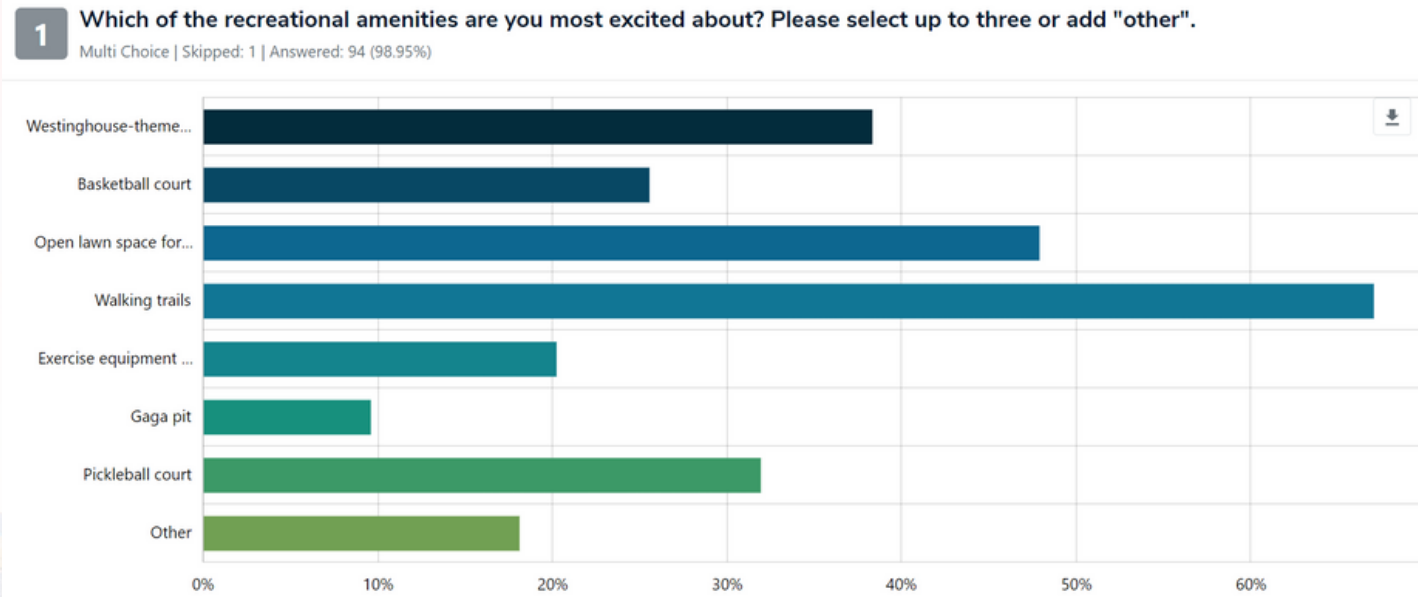
Design

- Prepare documents necessary for park design, such

PARKS & ENVIRONMENTAL PLAN



Key Findings



THE CITY OF
PITTSBURGH

[Home](#)
[Projects](#)
[My profile](#)

Westinghouse Park Plan

A community-led process to create a vision for Westinghouse Park incorporating gathering space, recreation amenities, ecological restoration, and stormwater management.

+ Follow

Home / Westinghouse Park Plan

The project team has blended the feedback that's been gathered from residents, stakeholder interviews, and from the Advanced Planning Report work done previously. All of that, along with site assessment and analysis of the park, has combined to create this draft proposal for Westinghouse Park.

Please explore the plan below and complete the short survey. We want to know if you feel that your park needs and priorities are reflected in this space. We value your input greatly.

Westinghouse Park Draft Plan

Click the image below to zoom in/around the proposed plan.



Click below to see the survey results and data gathered during the advanced planning process!

Advanced Planning Report

Marti Battistone
Environmental Planner,
Department of City Planning

Timeline

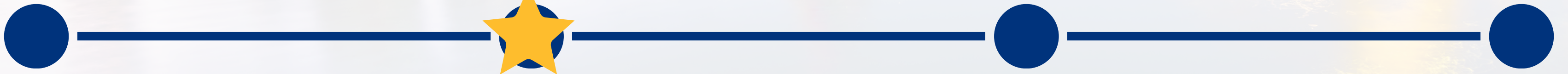
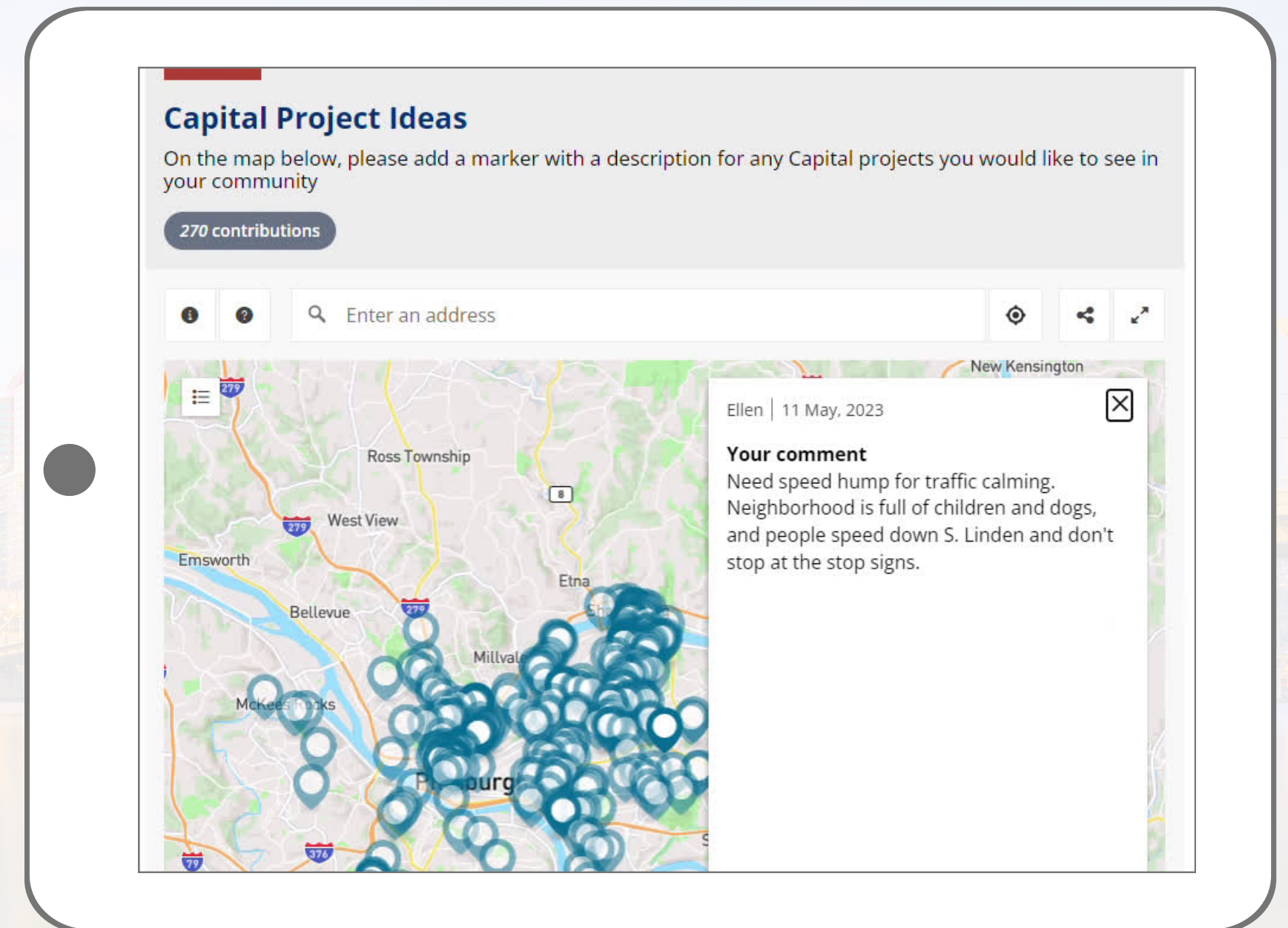
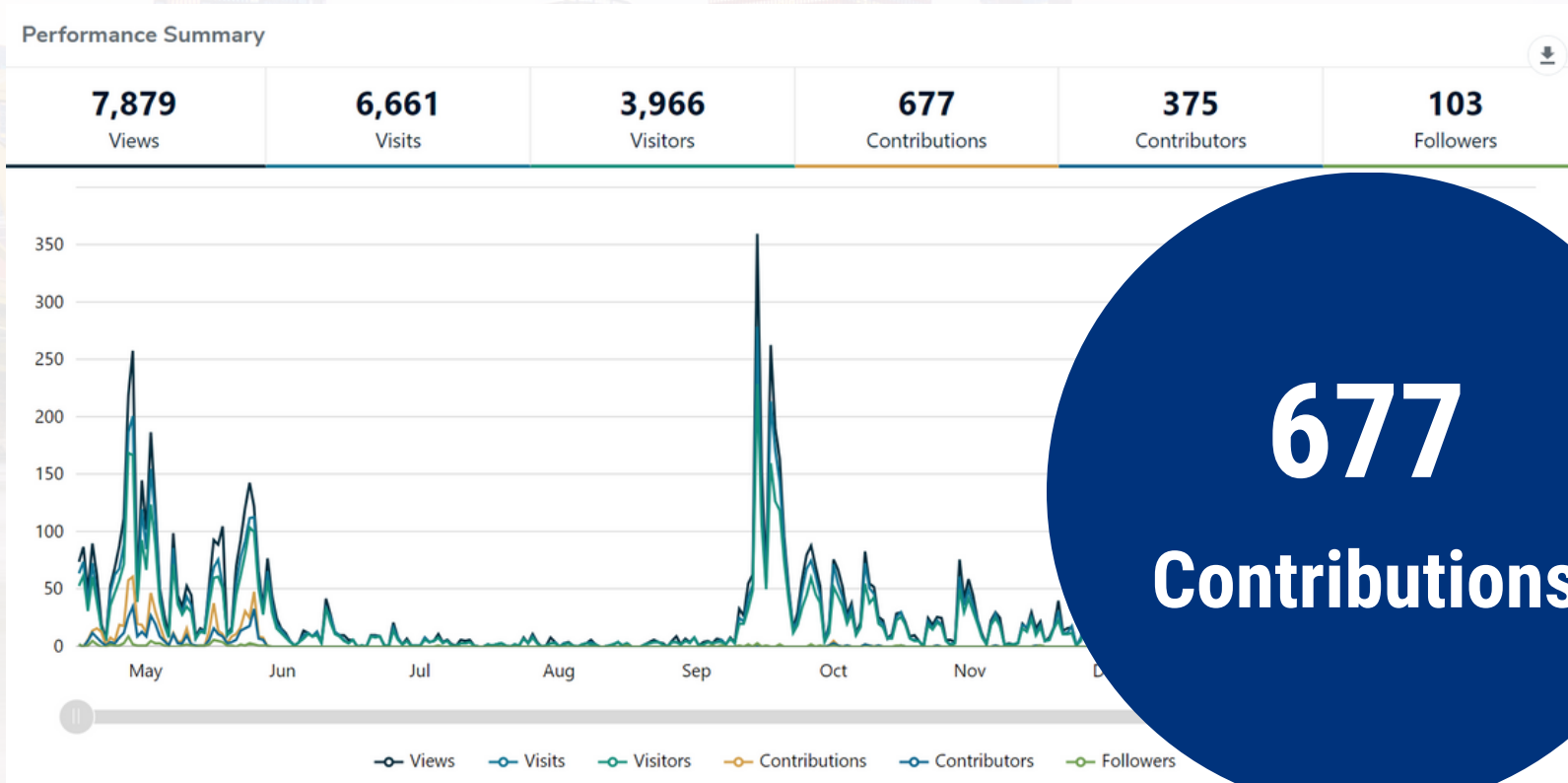
- ✓ **Advanced Planning Work**
 - Distributing user survey
 - Conducting stakeholder interviews
 - Establishing a strong base of residents from all adjacent neighborhoods to be engaged in the planning process
- ★ **Community Engagement + Master Planning**
 - Development of conceptual park plans with a variety of layouts and amenities
 - Gather community input on park alternatives
 - Refine the master plan based on public feedback
 - Proposal of draft park master plan
 - Additional public engagement
 - Finalize park master plan
- ☆ **Design**
 - Prepare documents necessary for park design, such

BUDGETING



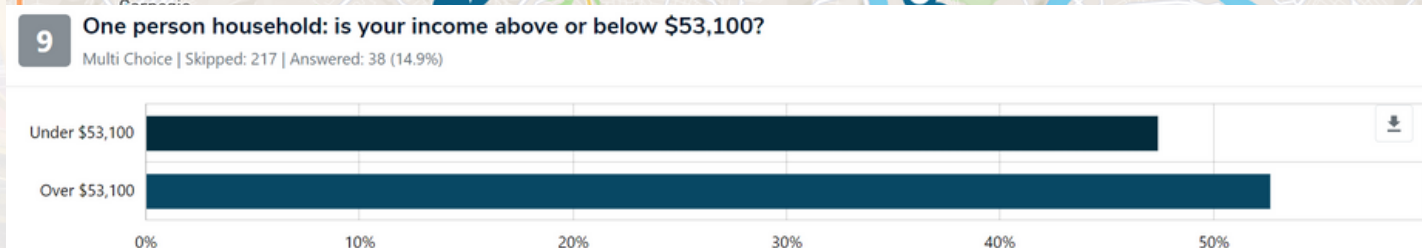
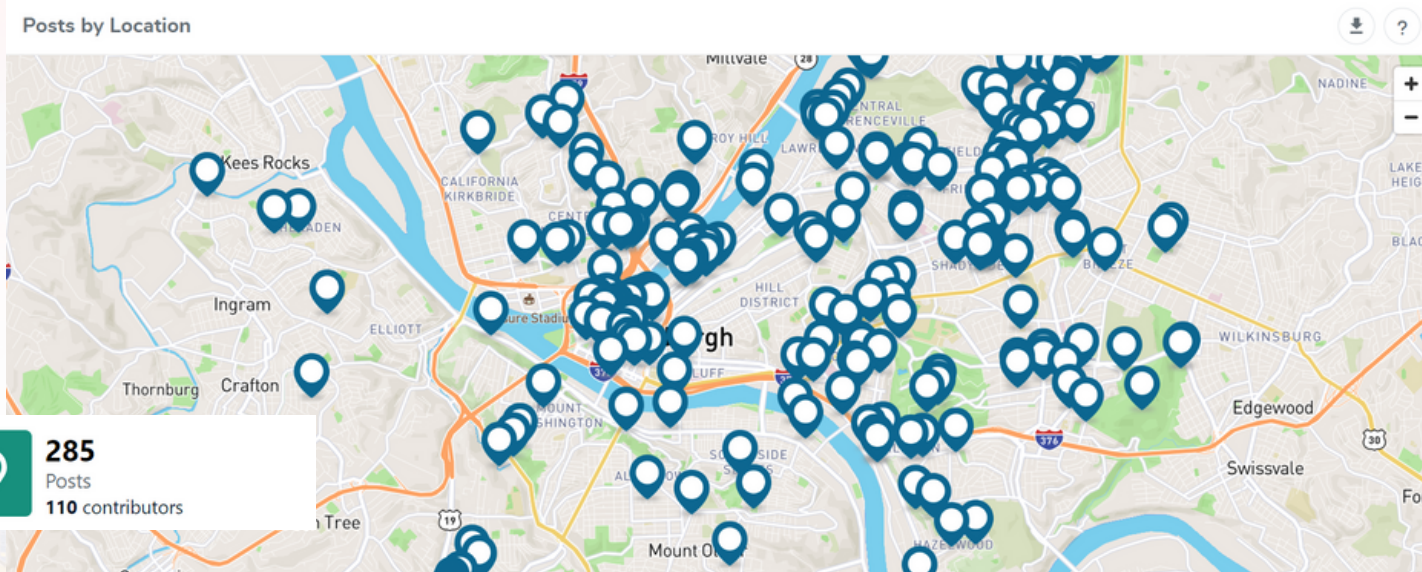
What contributed to the success of this engagement?

- Able to secure feedback across the city geographically
- Gathered feedback from low and high income residents
- Uncovered local priorities for using community development grants
- Gained public support for increasing funding for a balanced budget



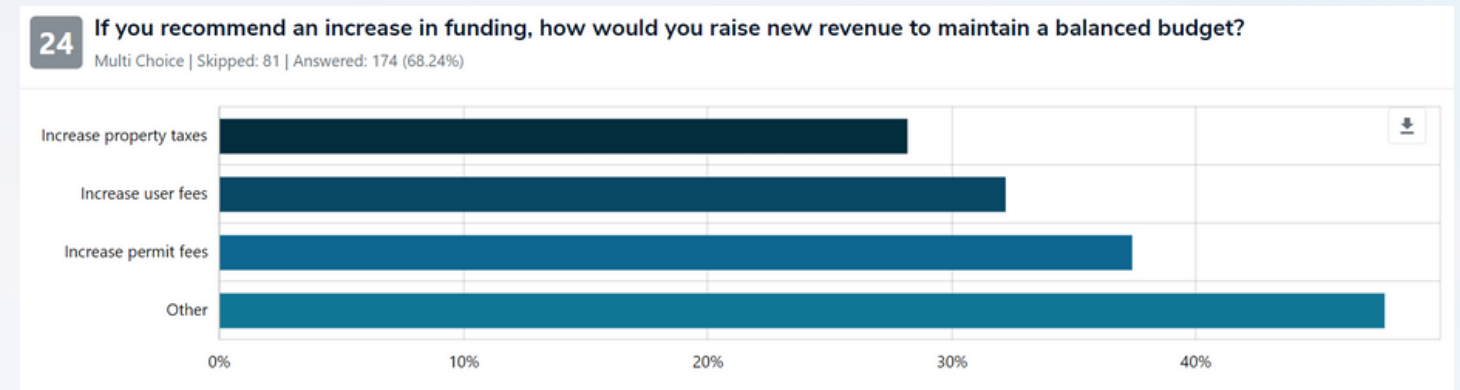
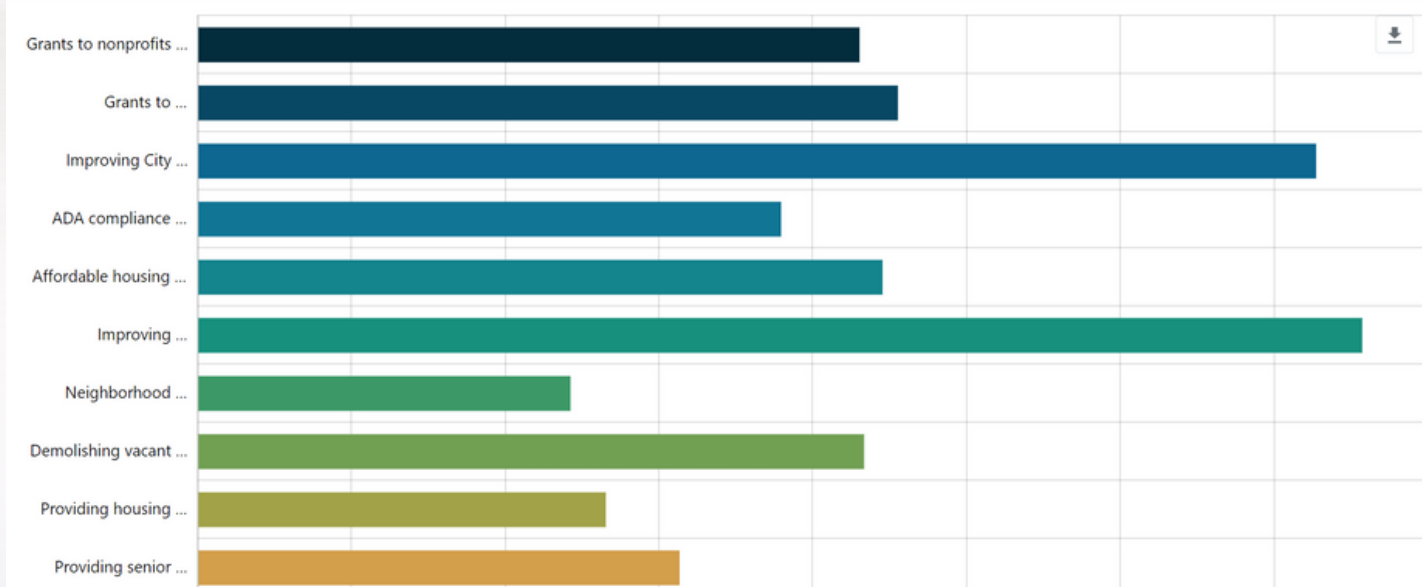
BUDGETING

Key Findings



21 Every year, the City of Pittsburgh receives between \$13 and \$14 million in federal funds through the Community Development Block Grant (CDBG). These funds must be used to provide services and improve living conditions for low- to moderate-income residents of the City. Of the following allowed uses for these funds, please rank your community's needs by dragging your preferences to the gray box on the right:

Ranking | Skipped: 21 | Answered: 234 (91.76%)



THE CITY OF PITTSBURGH

Home Projects My profile Search

2024 City Budget Engagements

We gathered budget priorities for the 2024 City of Pittsburgh Capital and Operating Budgets, and here are the final budgets!

+ Follow

	CDBG	BOND	PAYGO	OTHER	TOTAL
2023	\$13,733,662	\$60,000,000	\$9,000,000	\$78,442,607	\$161,176,270
2024	\$13,500,000	\$63,250,000	\$15,051,211	\$76,737,318	\$168,538,529
2025	\$13,500,000	\$41,291,794	\$10,300,000	\$60,467,425	\$125,559,219
2026	\$13,500,000	\$61,020,000	\$5,100,000	\$65,192,323	\$144,812,323
2027	\$13,500,000	\$47,800,000	\$3,000,000	\$46,722,125	\$111,022,125
2028	\$13,500,000	\$48,400,000	\$10,000,000	\$15,936,000	\$87,836,000
2028	\$13,500,000	\$48,800,000	\$10,000,000	\$10,901,000	\$83,201,000
Total 2023-2028	\$81,000,000	\$310,561,794	\$53,451,211	\$275,956,191	\$720,969,106

Home / 2024 City of Pittsburgh Budgets

Watch: Mayor Ed Gainey delivers his budget address on November 13, 2023



COMPLETE: October 2023 meetings to preview the draft budget

Our Budget, Our Values: Join us to preview the 2024 Budget!

In May, hundreds of neighbors from across our city came together to discuss neighborhood priorities and opportunities with City of Pittsburgh leaders. We listened, crunched the numbers, and are ready to share our first draft!

Join us for a summary of the 2024 draft budgets, and talk with city department leaders to learn how it will help us to succeed in our important endeavors. Dinner will be provided at all meetings.

RSVP by emailing neighbor@pittsburghpa.gov or by calling 311.

Click to see 2024 October Engagement Presentation

October 2023 Meeting Dates and Locations

RSVP by emailing neighbor@pittsburghpa.gov or by calling 311

TROY HILL	LARIMER	HILL DISTRICT	CHARTIERS CITY	HAZELWOOD

Mayor Gainey's 2024 Budgets

- Below are Mayor Gainey's 2024 Capital and Operating Budgets.
- 2024 Mayor's Capital Budget
 - 2024 Mayor's Operating Budget

Budget Simulations

How would you change the city's budget? The links below will take you to Balancing Act, where you can see your estimated tax receipt and use budget simulation tools to adjust the budget numbers.

- View your estimated tax receipt
- Submit your ideal Capital Budget through Balancing Act
- Submit your ideal Operating Budget through Balancing Act

Who's Listening?

Jake Pawlak
Director, OMB and Deputy Mayor

Patrick Cornell
Chief Financial Officer

Dave Hutchinson
Assistant Director - Capital, OMB

Linnea Lincoln

ENGAGE PGH BY THE NUMBERS

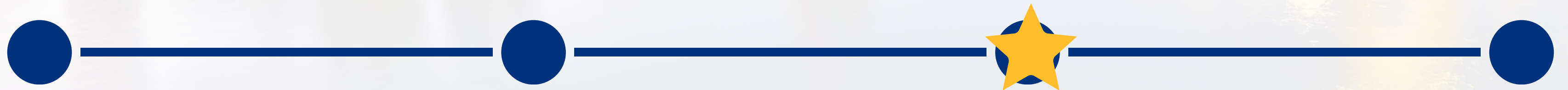


208
PROJECTS

94 OPEN | 59 ACTIVE | 55 CLOSED

Top Visited Projects in 2023	Visits	Visitors
Pittsburgh Deer Management Pilot Program	9,036	7,036
Complete Streets	8,953	5,994
The Oakland Plan	8,003	4,921
Charles Anderson Bridge Rehabilitation Project	6,475	5,246
2024 City of Pittsburgh Budgets	6,446	3,830

MORE TOP PROJECTS AT THE CITY OF PITTSBURGH



ENGAGE PGH REAL TALK



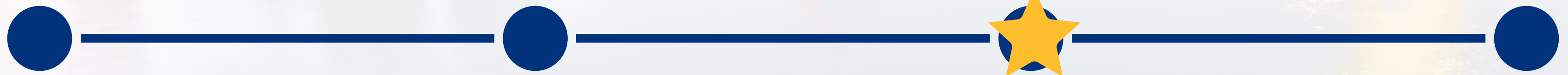
This platform grew much faster than we could keep up with it at first. We had one **Site Administrator** who created and approved projects ALL projects in the platform.



As we grew, we added **Team Leaders** who can create and approve projects for projects within their areas of expertise (planning, mobility, public works, etc).



Now, the site is run by a **Site Administrator, Team Leads, and Specialists** with subject matter expertise and focus, and we're looking to standardize our processes.



WHERE ARE WE NOW?



1. **Innovative use of the platform:** Hub Pages that house ALL projects on a certain topic.

Complete Streets
This program updates the right-of-way to be safer and more comfortable for diverse and vulnerable users like pedestrians and those riding transit, bicycles, & more.

+ Follow

Home / Complete Streets

Overview
Complete Streets is a term used to describe a road network designed for everyone. This network furthers Pittsburgh's land use goals by increasing workforce mobility options, encouraging compact development patterns, spurring improved health and safety, encouraging local economic activity, enhancing neighborhood character, improving the environment, and incorporating emerging technology.
The City of Pittsburgh adopted its [Complete Streets Policy](#) in 2016 and which is implemented through the [Bike\(+\) Plan](#).

Who's Listening

Paige Anderson
Project Engineer
[Email](#)

Neighborhood Traffic Calming Program
Increasing the safety and comfort of pedestrians and motorists by reducing excessive speeds on residential streets.

+ Follow

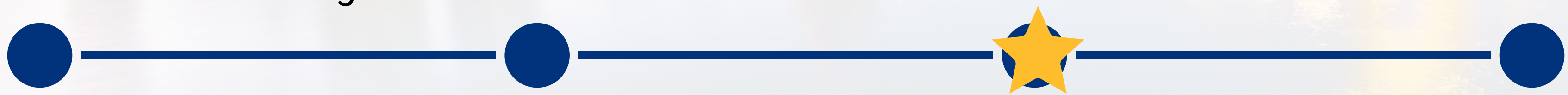
Home / Neighborhood Traffic Calming Program

Neighborhood Traffic Calming Program
The primary goals of the program are to increase safety and comfort of travel by all modes and promote pedestrian, bicycle, and transit use. These goals reference and strengthen the [City's Mobility Principles](#).
The objectives, in order to meet these goals, include: reducing motorists speeds and/or volumes to increase safety, inducing compliance from motorists, and provide traffic control that is self-enforcing, reducing the need for police intervention.

Request Neighborhood Traffic Calming
To request traffic calming, please see the City webpage here: <https://pittsburghpa.gov/domi/traffic-calming>. This page is dedicated to specific projects.

2. **Community Feedback:** Surveying residents on how we can continue to improve the EngagePGH Platform.

3. **Multi-Purpose:** Many City Departments use this platform as a jumping-off point for information sharing.



WHERE ARE WE GOING?



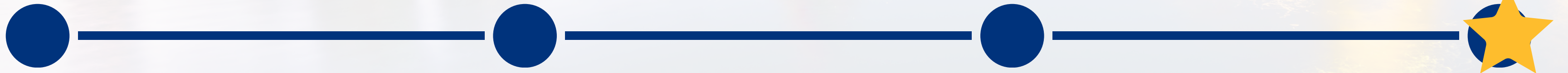
Expanding use of **Hub Pages**



Establishing platform **standards**



Leveraging EngagePGH across **other engagement tools**



MAKING ENGAGEMENT SUSTAINABLE



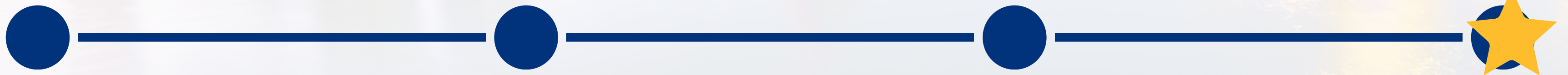
Establishing a **consistent update schedule**



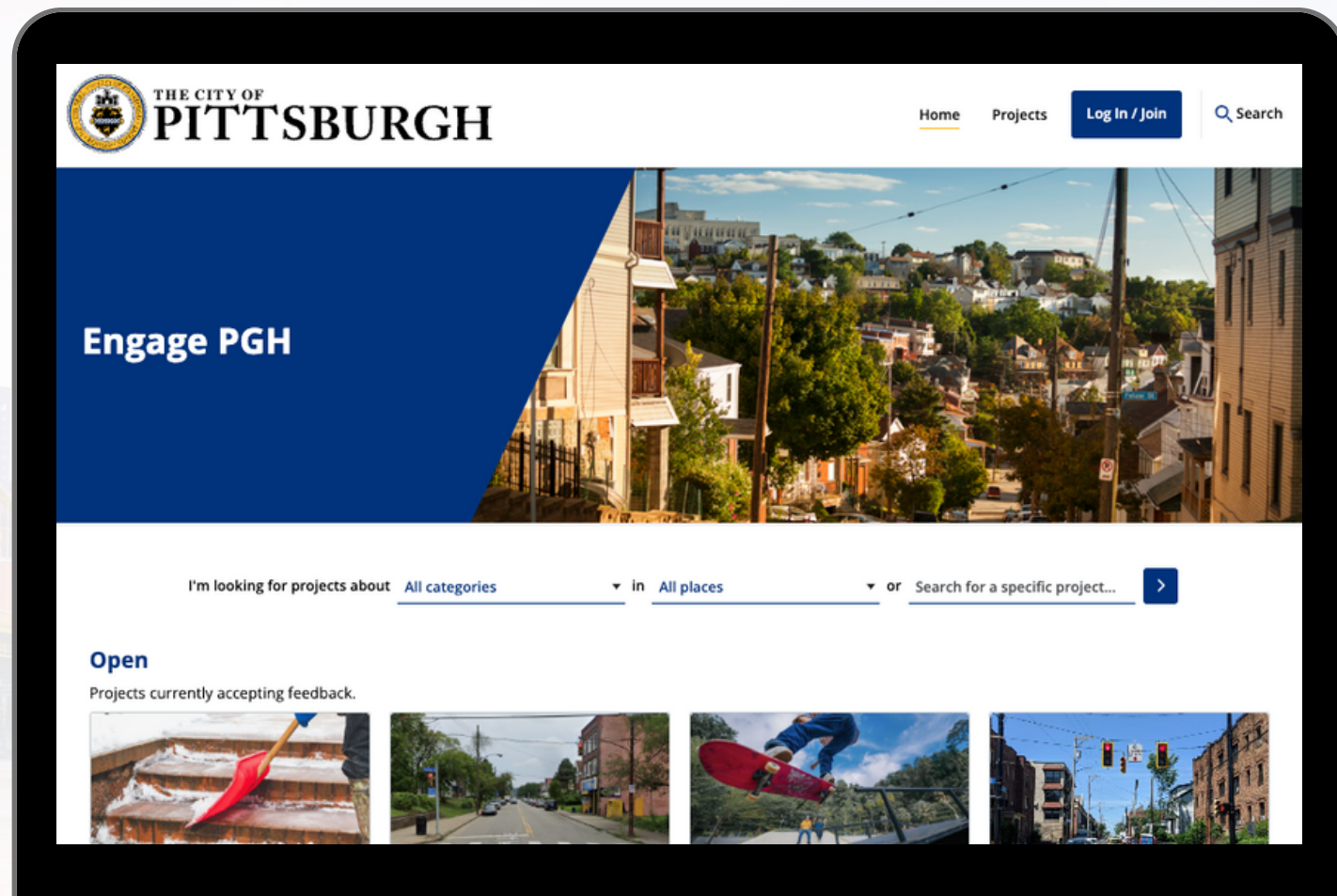
Prioritizing **accessibility** in all engagement work



Build strategy for outreach and updates in **High Needs neighborhoods**



LEARN MORE AND ENGAGE WITH US!



ENGAGE.PITTSBURGH.PA.GOV



socialpinpoint

Live Demo



Social Pinpoint

Engage Thousands Online!



Increase Public Participation with Online Engagement

- ✓ Modern customized site
- ✓ 40+ innovative tools
- ✓ Fun, gamified engagement
- ✓ Multilingual / Fully Accessible
- ✓ Real-time data analytics

 socialpinpoint

Consultation Manager

Centralized Stakeholder Management

Stakeholder Issue
Liz Howley called regarding unexpected construction noise.

Follow Up
Ensure project foreman contacts Liz regarding noise.

Positive Outcome
Foreman Dave contacted Liz to remediate and update her of upcoming schedule.

Groups

Business Owner	73
Directly Affected	51
Resident	49
Key Agency	28
General Public	12

Download Chart

Business Owner
Resident
Business Owner
Directly Affected
General Public
Resident

Enhance Relationships and Build Trust with Your Stakeholders

- ✓ Single source of truth
- ✓ Interaction / event tracking
- ✓ Streamlined communication
- ✓ Sentiment analytics (AI)
- ✓ Automated reporting

Serving Hundreds of Customers, Including:



Poll



Panel Discussion



Questions?





Survey

WEBINAR SURVEY - Your Feedback Matters!

1. How would you rate today's webinar?

1 2 3 4 5

Poor Good

2. Do you have any comments about today's webinar?

3. Would you like any additional information about online/digital community engagement?

4. What topic(s) would you like to us to cover in future webinars?



Thank You

AICP CM:

www.planning.org/events/course/9287159/

