

**Outreach Update to Flood Diversion Board of Authority
Rodger Olson
April 12, 2012**

1. Three Community Meetings were held for the Oxbow/Hickson/Bakke/Pleasant Township communities at the Hickson Community Center on March 27th, March 29th, and April 3rd.
 - The meetings were organized to inform residents about the status of the Diversion Project, and listen to input and concerns.
 - The March 27th and 29th meetings included a Project Overview by Tom Waters, including a group question and answer session, and several information stations on specific topics.
 - Attendance:
 - Approximately 50 Oxbow residents attended on March 27
 - Approximately 80 Hickson/Bakke/Pleasant Township residents attended on March 29
 - Approximately 30 Oxbow/Hickson area business representatives attended on April 3
 - Messages heard from attendees
 - Confusion about misinformation regarding retention
 - The timing, and the status of limbo many residents feel, are huge issues.
 - The information presented was useful for many.
 - The financial modeling was perceived as a positive.
 - The April 3 business community meeting was formatted to facilitate a group discussion around a large “U-shaped” table.
 - Some frustrations were expressed over a shortage of information specific to each unique business situation.
 - The Diversion Program Management Team expressed commitment and finding all the answers people need.
 - Key takeaways
 - The events helped us understand the needs of impacted residents, and were effective in providing information to those who need it.

- The Program Management Team will strive to offer new information at each Community Meeting
2. An extensive Land Acquisition Q&A Document has been created.
 - Contains answers to 54 questions consolidated from several meetings with people impacted by the project
 - We will continue to add to the document with new answers
 - It is posted on our website, fmdiversion.com
 - Hard copies were distributed at the Community Meetings
 3. We are implementing a plan for outreach efforts to lenders, appraisers and realtors regarding property owners in the impacted areas who need attention.
 - We will be educating the lending community about the federal process for property acquisition for property potentially impacted by the Diversion.
 - Policies and procedures being considered by the Diversion Board of Authority to further mitigate impacts will also be discussed.
 4. A Letter to the Editor from Kevin Campbell and I, defining the concept of 100-year flood risk reduction, ran in local newspapers.
 - The letter attempted to clear confusion over how much flood risk reduction the diversion will offer.
 - The diversion project is intended to provide 100-year flood level of risk reduction.
 - It also gives us a fighting chance at protecting ourselves from a 500-year flood, but only when combined with emergency flood fighting measures.

FM Metro Flood Diversion Project Community Meetings After-Action Review

Oxbow/Hickson/Bakke/Pleasant Township meetings
Held on March 27, 29, and April 3, 2012

PREPARED FOR: FM Metro Flood Diversion Authority
PREPARED BY: Diversion Program Management Team
DATE: April 12, 2012

This report summarizes events and key takeaways from Community Meetings for the Oxbow/Hickson/Bakke/Pleasant Township communities at the Hickson Community Center on March 27, March 29, and April 3, 2012. Each meeting was organized to inform residents about the latest details surrounding the status of the Diversion Project, and listen to their input and concerns.

Meeting Format:

The March 27 & 29 meetings included a brief overview of the Project followed by information stations which facilitated questions and discussions on one of four themes:

- Project & Process Overview
 - Overall Project Schedule
 - Federal Process
 - Moving forward
- Staging & Storage Areas
 - Why staging and storage areas are needed.
 - Specific impacts to the Oxbow, Hickson, and Bakke area.
- Property Acquisition & Relocation
 - Land acquisitions and relocation process
 - Typical land acquisitions timeframes
- Current Project Status & Development
 - Visit this station to discuss:
 - Design status
 - Additional study status
 - Flood level definitions and variability

Attendance:

- Approximately 50 Oxbow residents on March 27
- Approximately 80 Hickson/Bakke/Pleasant Township residents on March 29
- Approximately 30 Oxbow/Hickson area business representatives on April 3

Messages heard from attendees

- Confusion about misinformation regarding retention
- The timing, and the status of limbo many residents feel, are huge issues
- Friction between local communities, Cass County, and City of Fargo
- Information presented was useful for many
- Financial modeling perceived as a positive

Key Take-Aways:

The plan to inform residents about the project and listen to their thoughts and concerns was achieved, even though the opening project overview presentation was extended into a group question and answer format as desired by the residents. Overall, the discussion was constructive in helping the local sponsors of the diversion project understand the needs of impacted residents, and effective in helping meeting attendees gather information about the project and process.

The Information Stations proved to be effective at facilitating the exchange of information for meeting attendees. The Property Acquisition and Relocation station had significant interaction, though the Project and Technical Stations had less attendance. Some attendees chose not to visit the stations.

The April 3 business community meeting was formatted to facilitate a group discussion around a large "U-shaped" table. Some frustrations were expressed over a shortage of information specific to each unique business situation. However, the Diversion Program Management Team expressed commitment and finding all the answers people need.

Key takeaways for the future:

- Program Management Team will strive to offer new information at each Community Meeting
- Presentation format can be planned in advance, and may be changed depending on the needs of each community, but Program Management Team will be flexible throughout presentations regarding any desire by residents for a group discussion
- Topic Stations will continue to be offered
- Same level of effective logistics will be maintained
- Logo shirts will be retained and used again for PMC and Consultants