

APPENDIX B

GUIDELINES FOR CONDUCTING UNSTRUCTURED INTERVIEWS: CONTENT ELEMENTS AND ISSUES

Set up interviews with CAB/CAG/CAP community leaders and agency personnel.

Regarding the comments of the subjects: note, whenever possible, indicate *your* evaluation vs. the perceived evaluation of the interviewee/subject of various vehicles or mechanisms, activities, and other items.

First, invite the subject to describe/tell you about various public participation vehicles/mechanisms/activities. Let the subject do as much talking as possible, without prompting.

Ask: How effective was a particular vehicle/mechanism/activity in achieving its stated goal?
How did it contribute to building/achieving trust, openness, access to information, or resources?
Any deficiencies?
What needs to be improved?

If the subject does not mention any of the vehicles/mechanisms below, then ask about them:

Building skills and capability in the community

TAG/TOSC/other grants for technical assistance
Short technical courses
Leadership development courses
Training in coping with and responding to environmental problems
Officials dedicated to helping citizens' designated information source
The development of guidance protocol(s) to aid the asking of questions
Community driven self-help groups
Participation as a learning mechanism

Participation Vehicles/Mechanisms

CAB/CAG/SSAB/CAP's etc.
Multi-stakeholder committees/panels/workshops
Utilization of citizen experts
Designated coordinators for interagency coordination, and subsequent communication with community.
On-going vehicle to have community voice new concerns and facilitate continued agency responsiveness
Grievance/complaint procedures?

Communication

Community training for agency and citizen participants
On-site agency representative