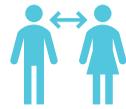


## 401 One-on-One Meetings



Meetings with individuals can be very important to the success of a plan or project. They can help the project manager develop a rapport with the individual, understand what their issues or goals may be, and come to a mutual understanding about the plan or project. Building relationships can also provide a connection to the community and can provide the person with a level of trust, comfort, and inclusion.

In addition, these meetings can help the project team learn about other individuals and groups within the project area and thus expand the communication network. One-on-one meetings can help build relationships, understand issues and concerns, and identify community leaders. These meetings can include local government officials, local government staff, business owners, residents, leaders of community groups, etc.

One-on-one meetings can take place over the telephone or in person. They do not have to be advertised.



### BE SURE TO:

Speak clearly

Introduce yourself clearly

Explain why you want to meet with them

Ask open-ended (not yes or no) questions, such as:

*What transportation problems do you have in your community?*

*What do you think would be a good transportation solution in your neighborhood?*

*Can you tell me about some of the organizations you work with?*

*Can you tell me about other people we should be talking with?*

*Are there things you'd like us to know about your community?*

Explain the project phase and the status of the plan or project.

Tell the person about any upcoming meetings or opportunities to provide input.

Be sure to thank the person for their time and make sure they are on your mailing list.