

7.0 EDUCATION AND OUTREACH STRATEGY & TOOLS TABLE OF CONTENTS

7.1 Target Audiences 432

7.2 Partner Organizations 433

7.3 Six steps to Education and outreach program development 434

7.4 Guidance for Implementation 434

 General Guidance..... 434

 Direct Mailing and Outreach..... 435

 Media and Marketing Campaign 435

 Technical Workshops and Conferences..... 436

 Manuals and Technical Resources 436

 Public Involvement, Stewardship, and Community Events 436

 Primary & Secondary Education..... 437

 Demonstration Projects with Educational Signage..... 437

7.5 Message Formats and Delivery Mechanisms..... 437

7.6 Evaluating the Outreach Plan..... 438

7.7 Watershed Information and Education Resources 438

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7.0 EDUCATION AND OUTREACH STRATEGY & TOOLS

A watershed-based plan must include a strategy to inform and educate the public and stakeholders about watershed issues and to encourage them to take positive action, become involved in watershed stewardship activities, and change behaviors that may be impacting watershed resources. Because many watershed problems result from individual actions and the solutions are often voluntary, effective public involvement and participation will activate the implementation of the watershed-based plan and encourage changes in behavior that will help improve watershed resources. Furthermore, the general public is often unaware of the environmental impact of their day-to-day activities on environmental resources. An understanding of watershed issues and how individual activities can play a role in protecting water quality and other resources helps provide the motivation and basis for changing behavior.

This section of the plan provides a general overall strategy for information, education, and public involvement to address watershed topics and issues. Different strategies may be appropriate for different scales, e.g., a watershed wide storm drain stenciling campaign or a targeted one-on-one outreach campaign for streamside landowners and residents.

7.1 TARGET AUDIENCES

To define the audience for educational outreach, contacts should be made with individuals, organizations, and decision-makers within the watershed community to determine their level of understanding of watershed issues and needs for further education and outreach. The intent is to include both existing partners, as well as stakeholders that previously have not been participants, and to be responsive to their needs for information as well as their motivations.

The primary target audiences for this plan are (1) residents and other landowners, (2) land and resource managers and organizations, (3) government officials and agencies, and (4) developers and contractors. More specifically, potential target audiences include the following; abbreviations are keyed to the education tables:

1. Residents and other landowners
 - Riparian residents and landowners
 - Non-riparian residents and landowners
 - Homeowner associations (HOA)
 - General public
 - Businesses and institutions

2. Land and resource managers and organizations
 - Land and resource managers including agricultural producers, equestrian operators, nurseries, homeowner associations, facility managers, and site stewards
 - Organizations, committees, agencies, and special interest groups interested in the future and management of watershed resources

3. Government officials and agencies
 - Local governments, including municipalities, counties, park districts, forest preserve districts, and transportation departments that manage land within the watershed
 - Schools
4. Developers and contractors
 - Developers and homebuilders
 - Consultants and contractors (architects, engineers, planners, landscapers, lawn care) working in the watershed

The various target audiences will need to hear different messages, or the same message in different ways, through a variety of delivery mechanisms, as determined by this plan and through the initial contact with target audiences mentioned above. A number of strategies for crafting and delivering messages for watershed information and education are provided below and by the watershed stakeholder committee in Table 7.1. Single issue messages tend to be simple and effective, though messages can also be crafted to address multiple issues such as the link between hydrology and stream health.

7.2 PARTNER ORGANIZATIONS

Organizations that will be responsible for implementing the watershed plan recommendations can also help implement the education and information strategy as well as be target audiences. Each partner should couple plan implementation efforts with parallel efforts to inform and educate.

There are several educational programs that are currently being implemented by other organizations that watershed stakeholders may take advantage of for the North Mill Creek/Dutch Gap Canal watershed outreach and education program.

- The Liberty Prairie Conservancy (LPC), a county-wide land trust, will be providing technical assistance and a landscape certification program for watershed-friendly management practices such as native landscaping, rain gardens and rainwater harvesting for lake county residents as part of a new program called Conservation @ Home. The LPC program also includes a speaker's bureau for community groups that want to learn more about private land protection. They have also sponsored controlled burning and invasive species control training programs.
- The Upper Des Plaines Ecosystem Partnership (UDPREP) coordinates a watershed tour and several other workshops every year and provides information on grant funding for watershed projects. UDPREP is presently engaged in a Green Infrastructure for Green Communities Initiative in the upper Des Plaines watershed that includes providing technical assistance to local communities interested in green infrastructure projects.
- The Root-Pike WIN provides education and outreach services for Dutch Gap watershed communities. WIN is a grassroots collaborative engaged in several watershed-based programs including a rain garden initiative and coordinates the Keep Our Waters Clean program through the Southeast Wisconsin Clean Water Network partnering with seventeen municipalities (including Bristol in the Dutch Gap watershed) to reduce polluted stormwater runoff.

- The various municipalities, townships and the Lake County Stormwater Management Commission (SMC) also provide pollution prevention and non-point source BMP information and workshops as a component of the National Pollution Discharge Elimination System (NPDES) program.

7.3 SIX STEPS TO EDUCATION AND OUTREACH PROGRAM DEVELOPMENT

The USEPA *Handbook for Developing Watershed Plans to Restore and Protect Our Waters* recommends the following six-step approach for developing an education and outreach program. The USEPA publication *Getting in Step: A Guide for Conducting Watershed Outreach Campaigns* describes each of these steps in detail.

1. Define driving forces, goals and objectives.
2. Identify and analyze the target audiences.
3. Create the messages for each audience, clearly articulating what actions they should take.
4. Package the message to various audiences.
5. Distribute the messages.
6. Evaluate the Information and Education program.

7.4 GUIDANCE FOR IMPLEMENTATION

The following are general ideas for implementing the Education and Outreach Strategy. More detailed recommendations for addressing the specific North Mill – Dutch Gap watershed issues are included in Table 7.1.

GENERAL GUIDANCE

- Use words that the general public can understand and speak to their existing values and priorities.
- Keep messages simple and straightforward, with only two or three take-home points at a time, use graphics and photos to illustrate the message, and repeat it frequently.
- Emphasize the connections between the message, storms, the stream, Lake Michigan, land management, and the urban landscape and streets.
- Develop multiple messages: one broad message for the general public and a series of more specifically targeted messages for specific audiences along the creek (e.g., landowners, business owners, and municipalities.)
- Identify and provide for the different needs of various audience groups. When interacting with a group, stress the dimensions of the project that apply most to them. For example, when interacting with homeowners, focus on items such as rain gardens, lawn care, and restoration and management of riparian buffers. Develop a similar “menu” of topics for each target audience.
- Coordinate the information and education strategy with partner organizations to combine efforts, achieve economies of scale, tap into each others’ networks, share costs, and ensure a consistent message.
- All materials and messages should promote the local watershed groups with contact information and “how to get involved” information.

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

- Work to correct perception problems, such as Dutch Gap, Hastings Creek, Deer Lake Drain and North Mill Creek being viewed as drainage ditches rather than as community assets to be protected, enhanced, and enjoyed.
- Basic watershed science education (e.g., biology, the water cycle, stream ecology) may be needed when the audience has little knowledge about the creek, lakes, wetlands or watershed.
- Be sure to inform your audience about actions they can take to help address watershed problems and issues.
- Post your message in public places such as libraries and village halls.

DIRECT MAILING AND OUTREACH

- Materials targeted to landowners and businesses along the creeks should be designed to help them understand riparian systems, streambanks, and buffers, and how to manage land and riparian areas appropriately including septic system inspections and upgrades when necessary. Likewise for targeting lakeshore property owners.
- Individual quick-read “issue fact sheets” on watershed issues can be periodically sent to municipal officials as well as other leaders and decision-makers who have limited time for reading and absorbing important information.
- One-on-one outreach on watershed issues and improvement efforts, especially to municipal officials and other local decision makers.
- Survey (email, mail, telephone) of stakeholders to assess current state of education.
- Design a set of BMP manuals for your various target audiences: residents, streamside landowners, lake owners, homeowner associations, various agricultural uses, business, municipalities, schools, and industries.
- Create and disseminate a guide for responsible stormwater management in the watershed, such as a pamphlet for landowners that describes simple, small-scale practices.

MEDIA AND MARKETING CAMPAIGN

- If not already in place, install watershed road signs at stream crossings and at watershed boundaries: “You are entering the North Mill Creek - Dutch Gap Canal Watershed. Please help protect our stream.”
- To respond to public inquiries prompted by media coverage, prepare a brochure for mailing that describes local watershed organizations to those interested.
- Develop a website, email list, list serve, or weblog to publicize watershed efforts, events, basic watershed information, resources, and useful links.
- Create and implement a public relations and marketing campaign to include advertisements and outreach via local newspapers, village newsletters, homeowner association newsletters, community meetings, and local watershed organization and farming newsletters.
- Create a media kit and identify media outlets (radio, TV, newspaper, websites).
- Create general watershed and water quality education materials such as a watershed Power Point presentation and enlist volunteers to present the program at community meetings and events.
- Distribute and post watershed map/poster/brochures that include pollution control strategies, watershed principles, and interesting facts about the watershed.

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

- Develop a traveling exhibit and hands-on educational workshops focused on restoration activities.
- Use paid advertising (direct mail, newspaper ads, cable or local access TV commercials) targeted to streamside landowners and residents.
- Send e-mail "alerts" to municipalities regarding water-related conferences, information, and strategies.
- Contribute articles to local periodicals and publications.
- Determine appropriate elements of a media packet, including a map of the watershed.
- Coordinate an entertaining outdoor event for media representatives.
- Develop on-going media relations procedures.

TECHNICAL WORKSHOPS AND CONFERENCES

- Coordinate hands-on educational workshops highlighting priority watershed issues and restoration objectives.
- Organize and fund a series of technical workshops targeted towards separate stakeholder groups, e.g., government officials, developers, professional consultants like engineers and landscape architects, lawn care companies, and private citizens, particularly riparian landowners. The workshops should educate each group as to what the current problems are in the watershed, what caused the problems, and what actions each target group can take to facilitate a solution. These technical workshops may be sponsored by organizations such as CMAP, Illinois Water Environment Association (IWEA), IEPA, American Public Works Association (APWA), the Illinois Society of Professional Engineers (ISPE), and others.
- General and technical workshops, open houses, and presentations targeting municipal leaders, engineers, public works officials, planners, and others to teach basics of water quality and watershed management.
- Hold stormwater open houses for professionals, engineers, consultants, and planners to share knowledge and techniques.

MANUALS AND TECHNICAL RESOURCES

- Encourage watershed communities to pursue technical assistance to incorporate development guidelines and standards into comprehensive plans as well as zoning and subdivision code to encourage development in the watershed that is compatible with the goals and objectives of this plan.
- Identify funding and sources of project support and distribute a database of grantors, grant programs, and grant writing workshops to potential implementers in the watershed. Distribute list of grantors for watershed protection projects.
- Provide annual grant writing workshops to target audiences.

PUBLIC INVOLVEMENT, STEWARDSHIP, AND COMMUNITY EVENTS

- Encourage development of sub-basin leaders and groups to promote watershed education, volunteer, and stewardship opportunities. Encourage involvement of or leadership by municipalities in these new groups.
- Emphasize direct involvement opportunities such as stream clean-up events, watershed bus tours, stream walks, rain garden walks, restoration projects, and hands-on learning events. Hold special events for public officials and staff.

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

- Create a self-guided tour of the watershed highlighting scenic spots, natural areas, wetlands, trails, and areas of concern such as streambank erosion sites, stormwater outfalls, and urban runoff sites.
- Develop a recognition program for watershed improvement efforts of industry, business, schools, citizens, elected officials, and environmental groups implementing watershed improvement projects. Hold an annual award ceremony and publish a directory of outstanding watershed management projects.
- Develop a storm drain stenciling or button campaign. Distribute door hangers to explain storm drain stenciling efforts.
- Develop an “Adopt a Stream” program whereby an individual or group accepts responsibility for managing a specific stream reach.
- Arrange site visits and install interpretive signs at BMP installation sites.
- Establish a hotline or notification system to report fly dumping or illicit sanitary sewer or septic connections.
- Engage the public in stream corridor or lakeshore restoration programs to help clean up the stream/lake, restore and manage the riparian corridor, and control invasive species.
- Engage the public in wetland restoration programs to help control invasive species and plant wetland species.
- Establish or tap into an existing volunteer stream monitoring program such as the RiverWatch program in Illinois that provides stream monitoring training.
- Hold stakeholder meetings to inform the public about watershed conditions and activities and as a forum for public discourse.

PRIMARY & SECONDARY EDUCATION

- Create a hands-on watershed curriculum, including watershed ecology and non-point source pollution training for teachers, home-based educators, field trips, chemical test kits, nets, sampling equipment, and wildlife identification books. The Soil and Water Conservation Districts may help sponsor these.
- Hold workshops for teachers, home-based educators, and an annual student congress.
- Develop and disseminate a list of watershed education resources for use by K-12 educators.
- Maintain a group of trained student and teacher volunteers and create service learning opportunities such as clean ups and monitoring for students annually.
- Create and maintain an educator network web site and water quality database.

DEMONSTRATION PROJECTS WITH EDUCATIONAL SIGNAGE

- Restoration projects.
- Demonstration projects such as parking lot biofilters, residential rain gardens, stream restoration/stabilization. Capital projects are typically expensive, but they can provide both direct, physical improvement as well as public education.

7.5 MESSAGE FORMATS AND DELIVERY MECHANISMS

- Electronic media: radio public service announcements, TV advertisements, or video programs on the local access cable channel.

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

- Printed materials (newsletters, brochures, flyers, posters, displays, billboards) distributed through direct mail or posted in public spaces.
- Press releases, news articles, and advertisements in local papers.
- Watershed events and activities (tours, fairs and festivals, field trips, open houses, restoration outings, stream clean-ups, and storm drain stenciling)
- Presentations (workshops, conferences, group meetings, public hearings and meetings)
- Watershed interpretive and educational signs.
- Demonstration projects.
- Individual contact (door-to-door, telephone).
- Watershed organization website with links to related sites.
- Giveaways (bumper stickers, t-shirts, stickers, coffee mugs)

7.6 EVALUATING THE OUTREACH PLAN

Evaluation provides a feedback mechanism for ongoing improvement of your outreach effort and for assessing whether the effort is successful. It also builds support for further funding. The following ideas should be customized to particular needs of the party responsible for implementing the education and information campaign. For a number of these evaluation strategies, baseline information should be collected before the outreach activities begin and checked periodically throughout the outreach campaign to help measure progress and effectiveness.

Actual reduction in impairment of water quality in North Mill Creek/Dutch Gap Canal or Hastings Creek is perhaps the best indicator of outreach effectiveness. While it is difficult to attribute water quality improvement to specific outreach strategy programs or actions, there is little doubt that increased understanding and involvement in the watershed is essential to watershed improvement. Specific information on monitoring and evaluating an education strategy are identified below.

7.7 WATERSHED INFORMATION AND EDUCATION RESOURCES

There are a number of resources that include effective outreach messages, delivery techniques, watershed management planning, media relations, and strategies to assist with developing an outreach campaign. A web search provides many examples, but a good place to begin is with US EPA. They and others provide downloadable resources that can be customized for the North Mill Creek-Dutch Gap Canal watershed.

Although some financial cost-share may be required from public or private grant sources for larger educational activities such as training workshops and demonstration projects, many of the activities and tools covered in this education toolbox can be incorporated into the established work activities, products and education programs of the “partner leads” identified in Table 7.1 within their existing budgets. The “outreach” messages will be most effective if multiple partners utilize the messages in communications and publications with a goal of “immersing” the watershed community in a topic over a short term such as 6 months to 2 years.

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

Table 7.1 North Mill Creek-Dutch Gap Canal Education and Outreach Tools & Strategy

TARGET AUDIENCES	EDUCATION/OUTREACH METHOD OR VEHICLE	PARTNER LEADS	POTENTIAL MESSAGES
Topic	Green Infrastructure Planning and Implementation		
Developers, Municipalities, Elected Officials, Engineers, Planners, Colleges, Permit Entities	Workshops/Seminars, Demonstration Project; Promotion Of Green Infrastructure Plan	Municipalities, Lake & Kenosha County, Forest Preserve District, Chicago Wilderness, CMAP, SEWRPC, UDPREP, SMC	Connect to the Network Green Is the Color of Our Future
Topic	Agriculture BMPs (may include: soil protection, nutrient management)		
Farmers, Equestrian Uses, Nurseries	Farm Bureaus, Trade Organizations, Extension Service; Find Funding To Provide Scholarships To Existing Training Classes; Farm Walks	Farm Bureaus, NRCS, SWCD UW Madison & U of I Extension	Our Land, Our Water-It's All Connected What Happens On Your Farm Should Stay On Your Farm Use Only What You Need (nutrient input) Better Your Waterways Don't Lead Your Horse To Water Plant Yourself Some Roots Keep Manure Out Of Streams
Topic	Waste Dumping		
Equestrian Facilities, Residential Owners, HOAs, Business Districts/Owners, Contractors	TV (LCTV)/Video Clip, Film Series, Grate Inlet Stencil/Stamp; Water Bill Inserts; Picture/Depiction Of Local Wildlife Being Dumped On	Work w/Root-Pike WIN (has messages already), Lake Co Health Dept, Chamber of Commerce, Municipalities (Waste pickup), Pharmaceutical Collection (Drop off/ collection)	Don't Dump On Me! Someone You Love Lives Downstream! Don't Send Your Problem Downstream Compost-->Don't Dump Compost Up! Don't Dump Down! Don't Flush Your Pharms!

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

Topic	Maintaining Natural Hydrology on Your Property - Don't Create Runoff (infiltrate and harvest rain water)		
Property Owners, Public Building Managers	Rain Garden Tour (SE Wisconsin, Root-Pike WIN) Conservation @ Home: Yard Tours, Property Assessments (LPC), Secure Funding For Native Landscaping Training And Design Support; Offer Rain Barrels At A Discount w/Promo 1x/Year; Best Yard Contest	Root-Pike WIN (17 Municipality Partners With Them Already For Stormwater Reduction); Liberty Prairie Conservancy; Garden Clubs; Lake Co Municipalities; Nurseries; Landscape Designers; Graham –Martin Foundation	Kicking it (Doing it) Old School--> Harvest, Reuse, Recycle Your Rainwater; Save Your Rain; Restoring Your Streams, One Drop At A Time; Disconnect Your Downspout; Natural Landscape-->It Costs Less in the Long Run;
Topic	Urban Pollution Prevention: Excess Nutrients, Septic Management, Pharmaceuticals, Chlorides, Waste Oils/Greases, Yard Debris, Herbicides, Pesticides		
Individual Residents, Lawn Care Contractors, Business Owners (Gas Stations, Service Stations, Car Washes), HOAs Large Parking Lot Owners	Print Materials On Alternative/Natural Yard Care Products; Community Events; Lake Education Days; Farmers Markets; TV Ads; County Fairs; Pilot/Demonstration Lawns/Sites Competition: May Find a Sponsor to Provide Free Product or Service	Root-Pike WIN, Municipalities, Lake And HOA, Schools	Get Your Car Fixed! Give a Hoot, Don't Pollute! Keep It Off the Land and Out of the Water; Sweep, Don't Hose; Soil: Test Before You Treat; An Ounce of Prevention Saves a Pound of Pollution
Topic	Yard and Landscaping Management (Native Landscaping)		
Residential Property Owners, HOAs	Presentations at HOA meetings; HOA Newsletters/website; Village/Municipal Website: Provide List Of Local Nurseries That Sell Native Plants And Negotiate Discount For Residents Participating In Program.	Landscape Contractors; Conservation @ Home (Liberty Prairie Conservancy - Individual Property Assessments And Info) American Society Of Landscape Architects	Plant More Natives - Mow Less! Get Off Turf-Go Native! Turf is for Golf Courses Expose Your Soils and Go Native!

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

Topic	Flood proofing and Floodplain Risk Awareness, Management, and Prevention		
Municipalities, Flood-Prone Homeowners/Business Owners, Critical Facilities	Direct Mailings/Outreach To Floodprone Property Owners; Floodproofing Workshops After A Flood, PSA, Print Materials, Technical Assistance With Flood Audits, Buyout Programs, Website, Promote Via Partnerships (realtors, insurance agents etc.)	FEMA, IEMA, Municipalities, Counties, Townships, SMC,	Don't Build in a Low Spot; Protect Yourself=Buy Flood Insurance; Control Your Runoff-->Don't Flood Your Neighbors; Stay High, Stay Dry! Learn From Noah=Floodproof Your Home; Be Safe, Not Sorry, Check Floodplain Maps Before You Buy!
Topic	Road and Parking Management/ Snow and Ice Removal Best Practices		
HOAs, Municipalities, Landscape Contractors, Large Parking Lot Owners(schools, malls), IL/Wis/County DOTs, Townships	Workshops/Training; Equipment, Product Application & Calibration Demonstration	LCHD, SMC, APNA, ILCA, State; Business Operations Management Association BOMA; IL Association of Landscape Contractors; American Public Works Association	It's About Timing and Temperature; Be Safe - and Save Our Lakes; Store It Right; Spread It Right; (Use BMPs for winter de-icing, convey the fact that salt is showing up in lakes and wells)
Topic	Low Impact Development and Stormwater BMPs (runoff rate and volume control)		
Municipalities, Village Board, Planning Commission, Developers, Real Estate Community	Workshops, Demonstration Sites/Develop Website, Technical Guidance At Permit Request/Pre-App, Case Studies	SMC, Municipalities, Experienced Consultants/Developers Talk About Their Projects	Natural SW Management; It Does It All=All Benefits Of Green Infrastructure, Keep It Recharging, Lake Co/Kenosha Co, All SW Criteria-->Flood

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

Topic	Construction Site Erosion		
Contractors, Towns, Municipalities, County, Heavy Equipment Operator Unions, Riparian Land Developers/Owners	Workshops, BBQ (Free Lunch), Advertise (Or Editorial) In Trade Magazine And At Trade Events, Erosion Control Minute	SMC, Lake & Kenosha County Planning & Development; Municipalities, Award Program: Find Good Example Of Erosion Control Company Contractor (Least Amt. Of Infractions)	Keep The Dirt On The Land (Not In The Water); Save Money – Avoid Dredging/Maintenance (drain system that collects sediment + lake), Phase Grading-->No Bare Soil! Cut Back On Mass Grading: Design According To Landscape
Topic	Lake and Shoreline Management		
Lake Residents, Management Associations, Municipalities, Lake Users	Informational Signage At Lakes And Access Areas, Targeted Distribution To Lake Stakeholders, Boast Stickers, Bait Shops: Boat Cleaning <u>High Profile!</u>	Lake Mgmt Association, IDNR, WDNR, Lake County Health Dept, ILMA	Buff Up Your Fish/Lake, Keep Boats/Livewells Clean, Know Your Bait, If You Don't Want It In Your Lake Don't Put It On Your Lawn, Manage The Water's Edge, Keep It Stable With A Native Buffer, Be Good Neighbors To The Fish
Topic	Natural Area/Wetland Management and Restoration (Invasive Plants)		
Landowners, Land Managers, Nurseries, HOAs	Species Education, Information Signage At Wetlands/Water Bodies, Technical/Management Assistance, Conferences/Workshops Like “Wild Things”, Habitat or Animal Monitoring Training, Restoration Work Days	Forest Preserve District, SMC, Municipalities, Chicago Wilderness, Liberty Prairie Conservancy, Natural Areas Consultants	Wetlands not Wastelands, Diversity, Go Native, No Imports, We Come, We Go - The Land Is Our Legacy Keep A Place For Creature Comfort

NORTH MILL CREEK-DUTCH GAP CANAL WATERSHED-BASED PLAN

Topic	Riparian Buffers and Habitat Corridors		
Riparian Landowners, Elected Officials, Developers, Home Buyers Market, Municipalities, Agencies	Flyers, Certification Or Placards, Municipality Workshops To Influence Development, Information Signage Along Existing Corridors, Training + Workshops	CMAP, Non-Profit Groups, Chicago Wilderness, SMC, SEWRPC, NRCS	Buff Up Your Watershed, Get Connected, Stay Connected, Go Riparian Not Contrarian, We Have Our Highways Give Them Theirs
Topic	Stream Corridor and Channel Restoration, Management, and Streambank Stabilization (incl. dams, impoundments, and other obstructions)		
Riparian Landowners, Grubb School DD, Public (to support dam removal), Municipalities and Local Agencies, DOTs	Demonstration Projects, Provide Free Stream Audit w/Technical Assistance, Workshops/Trainings	Forest Preserve District, farmers/farm bureau, Riparian Landowners, National Park Service, Rivers, Trails, and Conservation Assistance Program, Chicago Wilderness, SMC, SEWRPC, NRCS, Stream Restoration Consultants	You Are Responsible For Maintaining The Creek On Your Property, Recognize The Loss Of Crops Due to Flooding and Stream Erosion Will Increase Cost Of Food, Let Fish Move, (look at messages from environmental and recreation users on dam removal)
Topic	Stormwater Infrastructure (incl. detention basin) and Outfall Management		
HOA, Municipalities, Townships	HOA Help Website, HOA Workshops, Provide Tech. Assistance, HOA Hotline	SMC, Municipalities, Consultants/Landscape Contractors	Don't Delay Maintenance--Costs More In Future, Where To Go For "Good" Help, WQ And Habitat Benefits Of Naturalization, Avoid Mosquito Breeding Grounds
Topic	Nuisance Wildlife Management (muskrats, carp, beavers, geese)		
Landowners, HOAs, Condo Associations, Property Managers, Lake Mgmt Assoc., Golf Courses	Education About Species and Property Management, Lake Access Signage, Newsletters, Printouts, Management Options	Forest Preserve District, SMC (HO Workshop), Animal Control, Health Dept, Lake Mgmt Association, IDNR	Tall Natives -No Geese, We Can Live Together With Proper Management