



Environmental Conflict Resolution

Cape Hatteras National Seashore Off-Road Vehicle (ORV) Planning Advisory Committee for Negotiated Rulemaking

Summary of Participant Evaluation Feedback

June 11, 2009



Evaluation Overview

The evaluation was administered by the **U.S. Institute** and **CADR**.

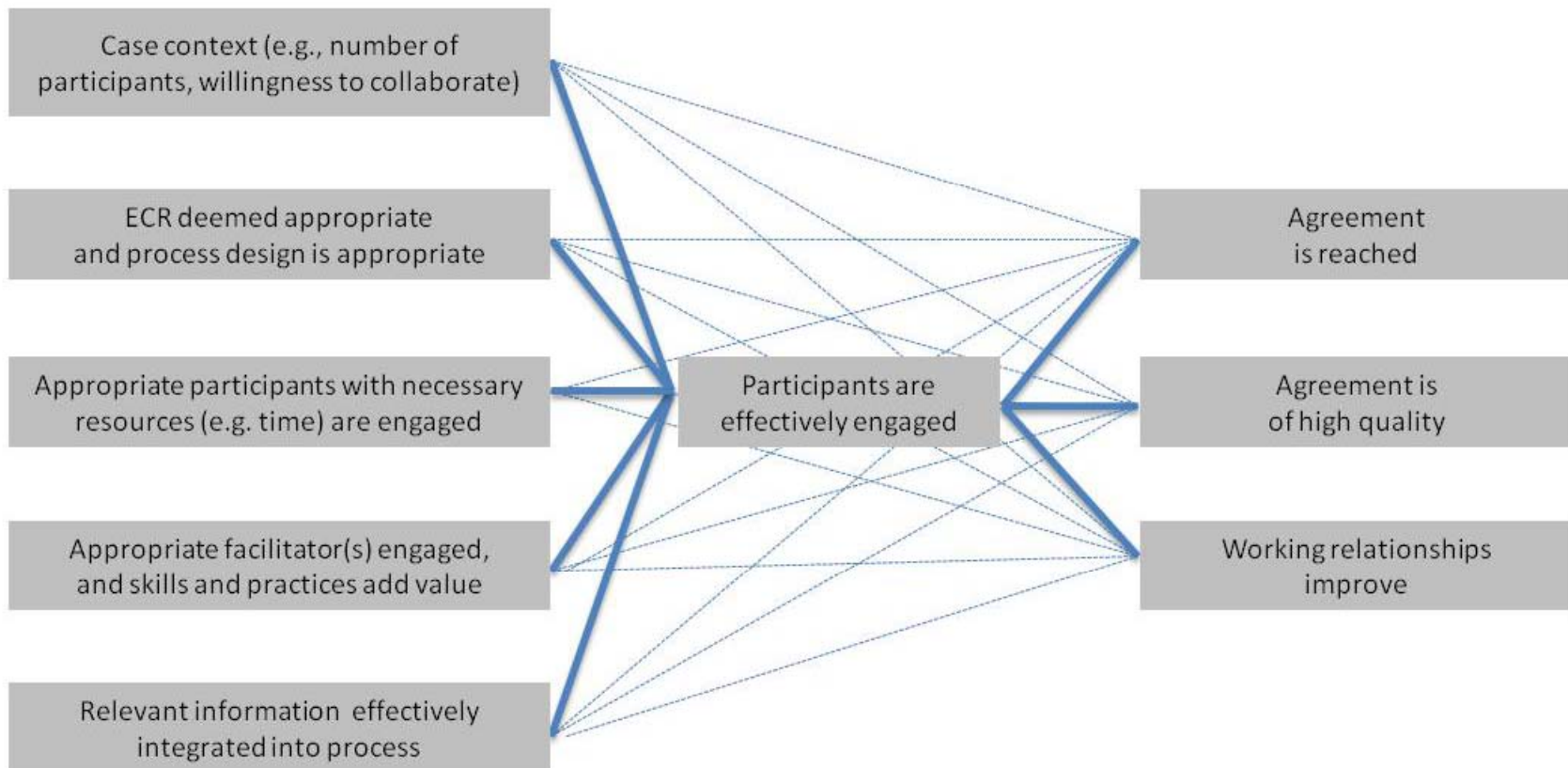
Of the 52 participants, 22 have returned questionnaires, a **42% response rate**.

The evaluation report is still in **draft** form. We will finalize it in a few weeks once a final invitation to participate in the evaluation has been sent to process participants.

The evaluation findings are based on participants' responses to an **end-of-process questionnaire**.

The evaluation categories mirror **generally accepted working principles of ECR**.

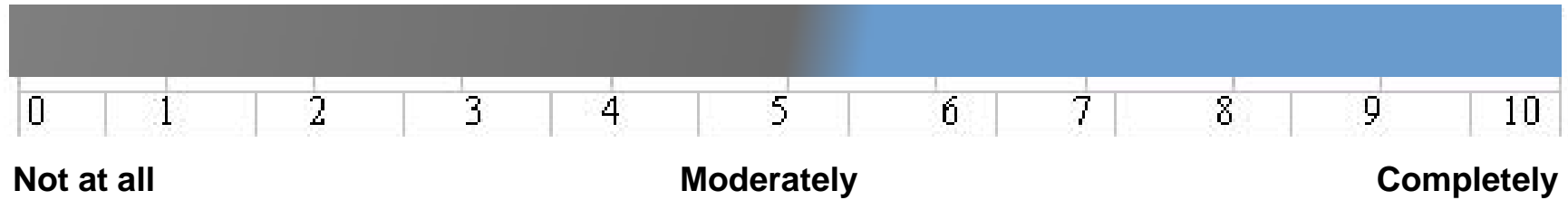
Working Principles of ECR and the Evaluation Framework



Evaluation Report

Appropriate participants with the necessary resources were engaged in the collaborative process	Page 3
Appropriate facilitators were engaged to guide the process, and their skills and practices added value	Page 4
Relevant information was effectively incorporated into the process	Page 5
Participants were effectively engaged in the process, and the process helped the participants work together collaboratively	Page 6
Agreement(s) was reached and/or progress was made toward addressing the issues or resolving the conflict	Page 7
The agreement(s) reached are of high quality (e.g. the agreement takes account of key interests, the agreement is implementable)	Page 8
Working relationships improved as a result of collaborative process	Page 9
The collaborative process was effective and efficient compared to the most likely alternatives	Page 11
Participants generally endorse collaborative efforts	Page 12
General accomplishments	Page 13
Impacts/benefits of the agreement reached or progress made	Page 14
Suggestions for improving collaborative processes	Page 17

Rating Scale



Scale interpretation and example responses:

Not at all		Weakly			Moderately to mostly			Very much so		
0	1	2	3	4	5	6	7	8	9	10

The process helped you identify and focus on the key issues that had to be addressed. (8i – Page 6)	0%	5%	43%	52%
	95%			

General Observations about the Evaluation

Strengths

Includes respondents from a range of interests and organizations

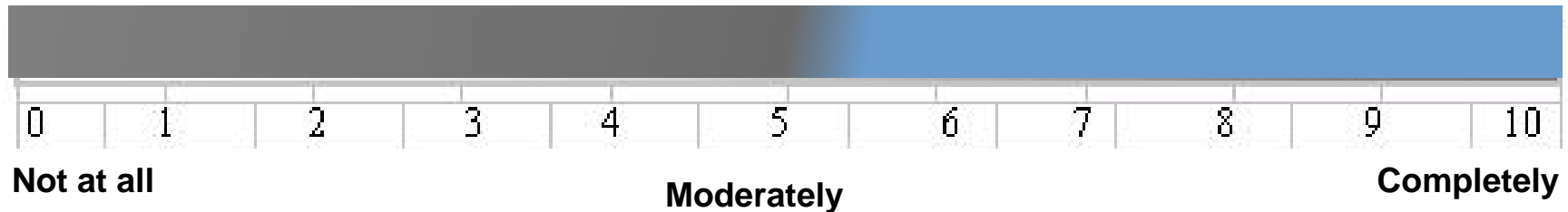
Respondents used the entire range of the scales: they thought critically and didn't simply indicate total satisfaction or dissatisfaction

Limitations

Based on self-reporting and perceptions

Potential bias given level of non-respondents

Thinking Critically



Not at all		Weakly			Moderately to mostly			Very much so		
0	1	2	3	4	5	6	7	8	9	10

The process helped you gain a better understanding of the other participants' views and perspectives (8h – Page 6)	0%	0%	38%			62%		
	100%							
The participants, as a group, sought options and solutions that met the common needs of all participants (8k – Page 6)	29%	38%	29%			5%		
	34%							

Respondents Affiliations

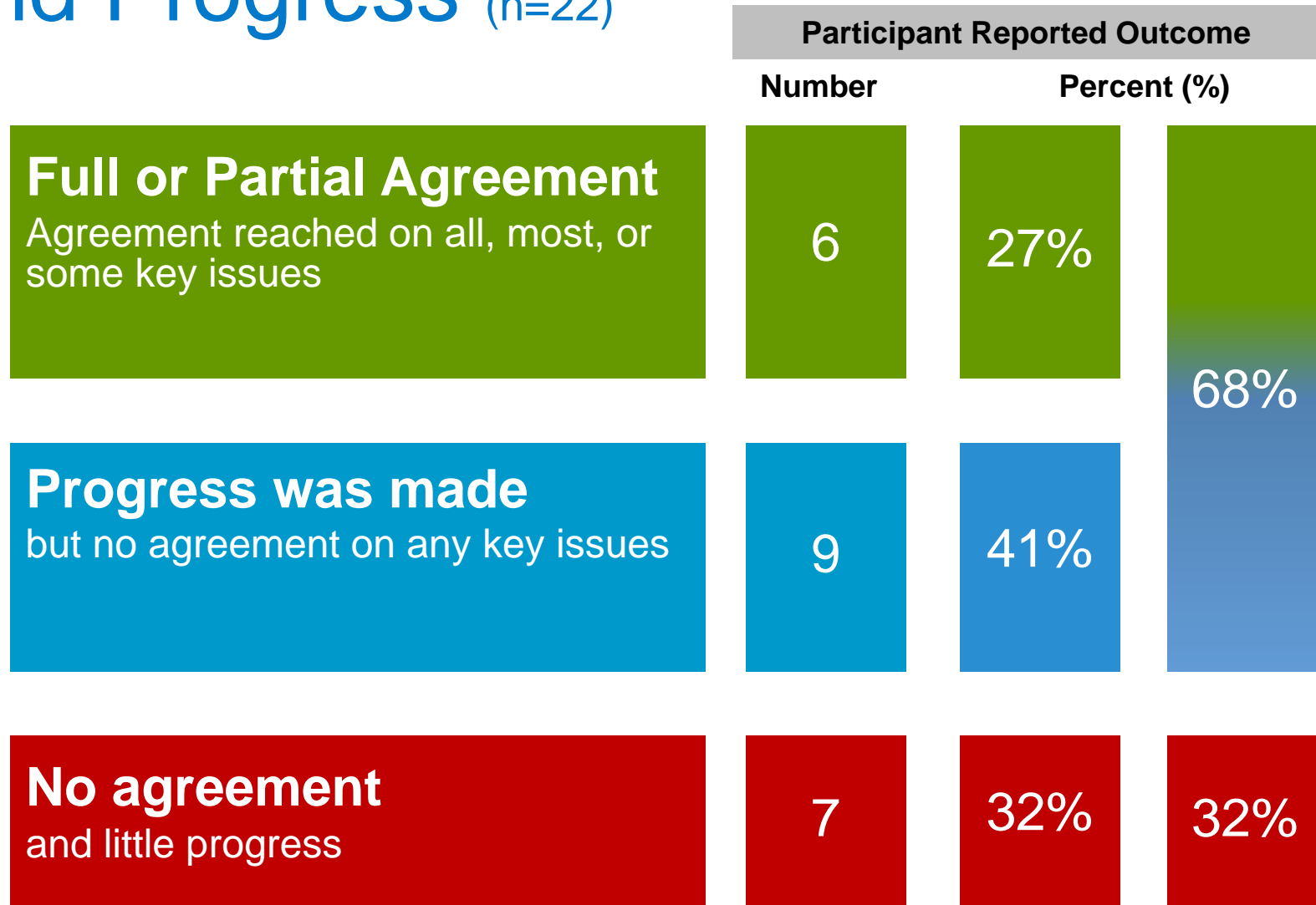
Percent (%) and Number of Respondents

9% (n=2)	Federal Government (1a)
14% (n=3)	State Government (1b)
9% (n=2)	Local/Regional Government (1c)
0% (n=0)	Tribal Government (1d)
14% (n=3)	Environmental/Conservation (1e)
36% (n=8)	Recreational (1f)
0% (n=0)	Industrial/Resource Extraction (1g)
5% (n=1)	Business/Commercial (1h)
14% (n=3)	Community or Private Citizen (e.g., neighborhood association, local resident) (1i)
0% (n=0)	Special Advocacy Interests (1j)
0% (n=0)	Other (1k)

Key Performance Results

- a. Agreement Reached
- b. Progress Made

Agreement and Progress (n=22)



Observations

- Participants have differing perspectives regarding the extent to which agreement was reached and progress was made
- From the MAES dataset we know that differing perspectives often exist

Stakeholder Working Relationships

3 Measures of Change in Relationships

In a **before and after rating question**, participants identify changes in relationships

Question 7a: Able to work together cooperatively: Before 29%, After 15%

Question 7b: The participants trusted each other: Before 14%, After 10%



Participants were also asked to identify general accomplishments. In the MAES dataset, the **most frequently cited accomplishment** was “relationships among parties improved”

Question 13: Nothing was accomplished (n=10)

Process made things worse (n=8)



Compared to alternatives participants are asked if they are more likely to be able to **work together in the future**

Question 6c: Just 5 respondents (34%) said yes (rating ≥ 5)

Observations

- In the majority of cases in the MAES dataset participants reported an increase in their ability to work together on issues related to their case, and an increase in the level of trust among stakeholders as a result of ECR
- When asked to summarize what was accomplished as a result of ECR the most frequently cited accomplishment for MEAS cases was that “relationships among the parties in this process were improved”

Desired Process Conditions *and* Expected Process Dynamics

Results and Observations

- Appropriate participants (Page 3)
- Appropriate facilitators engaged to guide process (Page 4)
- Facilitator skills and practices added value (Page 4)
- Relevant information (Page 5)
- Effective engagement (Page 6)

Recommendations for Improving Collaborative Processes

Recommendations for Improvement: Five Themes

- Number of participants and balanced representation
- Challenges presented by the litigation context
- Integrity and integration of science
- Ensuring effective engagement (e.g., participant behavior)
- Process design, scope, and consensus definition

Discussion

