

Communication Tips for Delegated Inspectors

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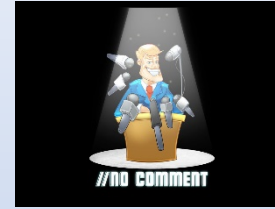
Press Interaction-Dos

- Do try to avoid holding an interview during a crisis
- Do stick to facts
- Do explain in simple terms-avoid jargon and acronyms
- Do offer to provide information at a later time if you don't have it



Press Interaction-Don'ts

- Don't say "No comment"
- Don't speculate- if you don't know, say so
 - Technical issues
 - Enforcement action
- Don't give personal commentary
- Don't place blame on other departments, agencies
- Don't hold information that is publicly available



Public Meetings


- Put on your thick skin
- Go prepared
- Defensiveness invites offensiveness
- Everything that applies to talking to the press



Freedom of Information Act Requests

- If the request comes to the County, provide County records
- Provide information specific to the request
 - Time specific
 - Topic specific
 - Overly broad requests
- Requests involving formats you do not maintain

Legislative Inquiries

- Usually come through Illinois EPA Director's Office
- Short fuse 
- Use your normal procedures-most of the time
- Look at it as an opportunity instead of a trial
- Illinois EPA PIO is available for consultation on press inquiries

Communication with Illinois EPA

- Early notification of problem
- Interact regularly with inspectors, Region Managers, HQ
- Consult with Permit Section re permit conditions
- Use Enforcement Decision Groups
- Avoid making assumptions
- Have an accurate budget
- Purchases

Resources Available

- Technical
 - Illinois EPA Inspectors, Region Managers, Permit Section Staff
- Policies and Procedures
 - Illinois EPA BOL FOS HQ and Compliance Section Staff
- Legal Questions
 - Illinois EPA Division of Legal Counsel
- Public Information Officer- Kim Biggs: 217-558-1536 or kim.biggs@Illinois.gov
- FOIA- Sharon Dowson: 217/782-2137 or Sharon.Dowson@Illinois.gov

Questions?