



**Andrea Gumm** has a strong facilitation and public outreach background with extensive communication, consensus-building and public relations experience. She excels at building positive relationships with stakeholders and recognizes that those relationships lead to successful projects and solutions. Andrea enjoys working with clients and communities to evaluate process, identify needs, and develop and implement strategic plans and projects.

Andrea's public involvement and facilitation skills allow her to develop clear decision-making processes, encourage participation from stakeholders, and successfully bring people together to influence projects and decisions. With a balance of structure and flexibility, Andrea establishes an environment where people can discuss difficult topics, prioritize efforts, collaborate on ideas and implementation, and build consensus.

In addition to her work with communities and stakeholders, Andrea creates award-winning media kits, websites and other creative digital communications. She understands how to develop and manage public involvement activities and how to design processes to help stakeholders, communities and clients work together to make decisions and accomplish goals.

## **SELECT FACILITATION EXPERIENCE**

**Idaho and National Laboratory Nuclear Clean-up Facilitation | US Department of Energy (2014-present)** Andrea is contracted with the Department of Energy (DOE) as the lead facilitator for the Idaho National Laboratory (INL) Site Environmental Management (EM) Citizens Advisory Board (CAB). The CAB is a federally-appointed citizen panel that provides advice and recommendations to the US DOE. The CAB members come from a wide variety of backgrounds and include environmentalists, natural resource users, INL workers, representatives of local government, health care, higher education, business and the general public. One member represents the Native American Tribes: Shoshone-Bannock Tribe. Three additional liaisons (nonvoting) include representatives from the Department of Energy Idaho Operations Office, the US Environmental Protection Agency (EPA), and the State of Idaho Department of Environmental Quality. The CAB is chartered by DOE as an environmental management site-specific advisory board through the Federal Advisory Committee Act. All site-specific advisory boards meet locally on a site-specific basis at DOE Super Fund (CERCLA) installations throughout the United States. Andrea was responsible for consensus building and mediation to make specific recommendations for where federal dollars are spent on the Idaho Cleanup Project.

**Regional Trails System Visioning | Pocatello, Idaho (2021-present)** The City of Pocatello is working with the US Forest Service (USFS) and Bureau of Land Management (BLM) to develop a Sustainable Regional Trail System Vision and Goals, develop criteria and assess existing legal trails for vision compatibility, and create a prioritized list of trail expansion/improvement projects for BLM/USFS and the City. Andrea is assisting the City and agencies in this effort by providing facilitation and community engagement services. She began the processes by conducting a situational assessment of stakeholders and facilitating multiple focus groups of trails users. The results of this assessment drove the formation of a Trails Working Group that meets on a regular basis to identify issues, develop goals, and establish criteria for assessing local trails. The community-at-large is currently assisting the workgroup in the trails assessment process and will be given opportunities to provide feedback on the trails vision, goals and recommended projects. The process will ultimately recommend a desired community vision for the trails, as well as a list of trail expansion/improvement projects for BLM/USFS and the City.

### **Education**

#### **University of Utah**

B.S., Mass Communication, Public Relations  
Emphasis, Minor in Business

### **Professional Training**

#### **International Association for Public Participation (IAP2)**

Foundations in Public Participation Training

#### **CDR Associates**

40-Hour Mediation Training

### **Professional Affiliations**

#### **Mountain View Events Center**

Board of Directors | 2023 – present

#### **Leadership Pocatello-Chubbuck**

Class of 2018-2020

#### **International Association for Public Participation (IAP2) Intermountain Chapter**

Past President | 2017-2018

President | 2015-2016

Idaho Representative | 2012-2014

### **Work History**

#### **The Langdon Group**

Project Manager

Pocatello, Idaho | 2012-Present

Salt Lake City, Utah | 2010-2012

#### **USANA Health Sciences**

Public Relations Specialist | 2008-2010

#### **Utah Blaze – Arena Football League**

Director of Communications | 2006-2008



**Idaho Climate Summit | (2017)** The Idaho Climate Summit, hosted simultaneously at Idaho's three state universities in Boise, Pocatello and Moscow, provided opportunity for discussion about Idaho's changing climate and explored market-based solutions for safeguarding Idaho's economy, health, landscape and lifestyle. TLG's Idaho staff, including Andrea, provided facilitation support at the Pocatello conference location to help groups develop tangible and actionable economic based strategies.

**Cache County Water Collaborative | Cache County, Utah (2015 - 2016)** The Langdon Group facilitated the process and plan to explore the creation of a water conservancy district as recommended by the Cache County Water Master Plan. This process included the convening and facilitation of a consensus building work group whose primary objectives were to: 1) reach consensus on the operational structure and organizational documents for a management system to secure and safeguard water for the community and future generations, 2) select the most appropriate method to create the district, and 3) create and execute a plan to engage in public outreach and education. This process involved significant communication, collaboration and consensus building throughout the county and state and with work group and project team members. The Langdon Group's experience and expertise are critical to the success of this effort, were they managed a situational assessment, process design, stakeholder interviews, analysis and synthesis, mapping, website, work group facilitation, presentations and consensus building.

**Sister-Agency Partnering/MOU Development | Idaho Department of Fish and Game/Idaho Transportation Department (2014)** Andrea worked with IDFG and ITD to develop a long term agreement on ITD and IDFG conduct business together. She assisted with facilitation interactive workshops in southwest and eastern Idaho. Other participating agencies included US Fish and Wildlife Service and the Federal Highway Administration. Andrea conducted research for this project and applied facilitated discussions and workshops to the end product - an MOU that strengthens and streamlines future working relations between the agencies.

**Southeast Idaho Regional Wildlife Work Group Facilitation | Pocatello, Idaho | Idaho Department of Fish and Game (2013)** The Idaho Department of Fish and Game Regional Supervisors in each of Idaho's seven regions established, from the public at large, regional working groups comprised of hunters, anglers, trappers and other wildlife enthusiasts. The groups were tasked with developing a list of potential mechanisms to generate approximately \$1 million in additional revenue for the state's Wildlife Diversity Program. Andrea facilitated meetings for the Southeast Regional Working Group. The group brainstormed potential funding mechanisms, prioritized ideas, and vetted the ideas through a series of facilitated discussions. Andrea also worked with participants to develop a comprehensive report of the group's recommendations for the Wildlife Diversity Program. Andrea was recognized with a 2013 Distinguished Service Award for her facilitation work.

## **SELECT PUBLIC INVOLVEMENT EXPERIENCE**

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**Public Outreach Planner (POP) | Various Clients (2011-present)** Andrea has worked with state agencies and local city governments to design and implement an online tool – the Public Outreach Planner – for determining the appropriate level of public involvement needed during various phases and types of infrastructure projects. Andrea works closely with her client's staff to create a customized tool to easily and quantifiably determine the appropriate level of public involvement for their projects, while adhering to NEPA and other local, state and national requirements. Andrea plans and facilitates several meetings and workshops with executive staff and specific department/regional staff to develop and refine a process that is reflective of the needs and culture of the agencies and cities. She then works with her project teams and web designer to implement feedback and suggestions into this award-winning planning tool. Andrea further delivers on this innovative tool with customized training for clients and customized, online tracking workbooks to for documentation of public involvement activities.

The POP received recognition from the American Council of Engineering Companies as an Idaho Chapter Excellence and National Recognition awards winner, winner of the American Planning Association Idaho Chapter Gem Award, and from the Idaho Transportation Department as an Excellence in Transportation Award winner. It has been featured in presentations at the Transportation Research Board Annual Meeting, The International Association for Public Participation North American Conference and the Western Association of State Highway Transportation Officials Annual Conference.

**US 20 – Chester to Ashton Environmental Assessment | Idaho Transportation Department (2017 - present)** In accordance with the National Environmental Protection Act (NEPA), Andrea is managing the public involvement on an environmental assessment for a highway improvement project along U.S. 20 in eastern Idaho between Chester and Ashton. This portion of US 20, the gateway to West Yellowstone and the national park, serves many popular recreational and tourist destinations. Public engagement on this project included local government and agency coordination, ongoing property owner coordination and virtual and in-person public meeting.



**Bannock County 2040 | Bannock County, Idaho (2018 – 2020)** *Bannock County 2040* was a planning effort to help guide future development and investment in Bannock County through an update to the County's Comprehensive Plan. Bannock County 2040 looked regionally to create positive, synergistic relationships with communities and stakeholders, and assist the county in three major areas:

- Direction on project implementation and public fund expenditures
- Future development
- Growth management

Andrea led the public outreach for this effort, the development of an interactive website for gathering and tracking public feedback, as well as the formation and facilitation of an advisory committee. The plan serves as a tool for positive development and growth in Bannock County. Issues of land development, recreation, community character, housing equity, connectivity, and public health were also addressed in the final comprehensive plan update.

**Targhee Pass Environmental Assessment | Idaho Transportation Department (2016 - 2020)** Andrea managed the public involvement on an environmental assessment that evaluated the risks, benefits, opportunities and costs associated with reconstruction of Targhee Pass (U.S. 20 between the junction with SH-87 and the Montana state line). This study captured the interest of federal/state agencies, native American tribes, residents, non-governmental organizations, elected officials and others. TLG started the study with a situational assessment of key stakeholders and implemented the recommendations and findings from that assessment, including public meetings, online information sharing, stakeholder working group facilitation, and continued agency and key stakeholder coordination.

**Yellowstone Corridor Plan Update | Bannock Transportation Planning Organization (2015 – 2017)** The Bannock Transportation Planning Organization (BTPO) and the Idaho Transportation Department (ITD) worked together to update the master plan for Yellowstone Highway in Bannock County, Idaho. The portion of Yellowstone Highway studied was six miles long, covered two municipalities and included various land uses, businesses, a university, and interstate connections. Andrea managed the public involvement effort for this project. She created and implemented a process to solicit the public's feedback on the current and future conditions of the corridor, and she worked with planners and engineers to help outline and detail potential improvements for the Yellowstone corridor. Not only did this project include the use of traditional public outreach techniques (public meetings, mailers, stakeholder interviews, etc.), Andrea worked with BTPO and GIS experts to develop a web-based commenting tool to allow for online commenting and visualization of public comments. The feedback gathered throughout the process was incorporated into the planning document and used to develop future plans and projects for Yellowstone Highway.

**Hawthorne-Quinn Intersection Improvements | City of Pocatello, Idaho (2014-2016)** Andrea served as the key stakeholder contact for this much-needed intersection improvement project. She coordinated all stakeholder interactions, communication planning, and public outreach events. This roadway and signal design project looked at upgrading a four-way stop to a signalized intersection with added turn lanes, bike lanes and sidewalks. Andrea facilitated the involvement of several stakeholders, including adjacent property owners, church leaders, two municipalities and nearby businesses.

**Twin Falls Parks and Recreation Master Plan | City of Twin Falls, Idaho (2014-2015)** The City of Twin Falls undertook a Recreation Master Planning process to ensure the city was planning for and addressing the parks and recreation needs of its citizens. For this project, Andrea established and engaged a steering committee, involved key stakeholders, and surveyed the general public. She gathered comments and suggestions, conducted interviews, and helped build and prioritize the master plan.

**American Falls Downtown Revitalization | American Falls, Idaho (2012)** Andrea worked with J-U-B Engineers and the City of American Falls on a highly-impactful downtown revitalization project. Andrea worked to involve impacted business owners and property owners in the downtown area to garner advocacy and support for the project. In addition to public meetings and individual stakeholder visits, Andrea facilitated a Technical Advisory Committee (TAC). This group met monthly with the project team for updates on the project and offer feedback on the design and aesthetics of the new and improved downtown area.

**West Davis Corridor Environmental Impact Statement | Utah Department of Transportation (2010-2012).** The West Davis Corridor EIS analyzed potential transportation solutions through Davis and Weber Counties, which border The Great Salt Lake. This EIS is connected in the public memory to previous projects with high public conflict regarding wetlands and other environmental impacts. Andrea assisted in the development and implementation of record-attendance public meetings, and worked on the study to categorize, evaluate and respond to thousands of public comments and inquiries.



## **SELECT ASSESSMENT/STRATEGY EXPERIENCE**

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**ITD Communication Plan | Idaho Department of Transportation (2016 - 2018)** Andrea worked with ITD's Office of Communication and Planning Services to develop a statewide public involvement communication plan to coordinate several on-going processes from multiple divisions of the department. The outcome of this effort included a "one-stop-shop" guide for all department public involvement requirements – streamlining several processes into one, cohesive document. Another key piece of this project was development and refinement of a public comment/input portal for internal and external use, as well as evaluating upgrades to the Public Outreach Planner (POP). Major tasks for this project included coordinating with ITD department and region leads statewide, inclusion of tribes and metropolitan planning organizations across Idaho, as well as facilitation of several internal and external teams to provide input on this process.

**Express Lanes Evaluation Report | Utah Department of Transportation (2015 – 2016)** UDOT's Traffic Operations sought to perform an evaluation and research relating to the Express Lanes. TLG was hired to provide and manage a situational assessment of the current operating conditions of the Express Lanes program and develop a series of recommendations for enforcement improvements, driver education and public outreach. Andrea worked with UDOT and her team to facilitate this process, and through interviews, focus groups and research, the project team spent several months identifying and evaluating a multitude of tools and techniques that have the potential to reduce the violation rate for Express Lanes. The report can be used to compare costs, effectiveness, implementation effort, public acceptance and legislative effort for a variety of tools and techniques. The final report can be used to determine what tools and techniques could and should be implemented to reduce Express Lanes. Ultimately, the information and graphics in the report will in decision making for UDOT officials.

**Situational Assessment and Visioning Workshop | Partnership for Science and Technology (2016)** TLG worked with the Partnership for Science and Technology (PST) to conduct a situational assessment of the organization and facilitate a visioning workshop for board members. This process included one-on-one interviews with board members and other membership as well as facilitation of a planning session with current board members. Outcomes and consensus from this planning session were included in future meetings for the organization.

**Sage Grouse Conservation Management Plan External Engagement | Bureau of Land Management (2015-2016)** At the request of the Bureau of Land Management, TLG was hired to conduct a situational assessment of the BLM's Greater Sage Grouse (GRSG) Conservation Management Plan efforts across the eight primary GRSG states (California, Colorado, Idaho, Montana, Nevada, Oregon, Utah and Wyoming). The findings and recommendations provided by the assessment informed development of BLM's stakeholder engagement strategy to support GRSG implementation on-the-ground. Andrea worked as a neutral third-party to conduct numerous telephone discussions with BLM state office employees and a diversity of stakeholders to assess the status, accomplishments, questions and concerns of the GRSG local working groups and related, locally-based stakeholder efforts.

**Idaho Highway Safety Coalition | Idaho Transportation Department – Office of Highway Safety (2012-2013)** TLG worked with ITD's Office of Highway Safety to develop and implement the Idaho Highway Safety Coalition. Andrea managed this multi-faceted project which included:

- Identification of a network of Idaho Highway Safety Coalition representatives to advocate for safe behavior on Idaho's highways, roads and streets.
- Development of project branding.
- Facilitation of a task force to assist in the vision and implementation of the program.
- Composition, design, editing and refinement of advocacy materials and tool kits for Coalition members to use in the field (talking points, presentations, handouts, etc.).
- Planning and implementation of a state-wide training week, providing opportunities for advocates to learn about the Coalition, receive materials and watch in-person advocacy presentations.

The Idaho Highway Safety Coalition is a network of representatives (law enforcement, nurses, teachers, EMTs, etc.) that will advocate for safe behavior on Idaho's highways. This outreach included presentations to a variety of audiences – youth, teen drivers, college-age adults, the general public and mature drivers.

**Idaho's Strategic Highway Safety Plan (SHSP) Update | Idaho Transportation Department – Office of Highway Safety (2012)** Andrea worked with ITD's Office of Highway Safety (OHS) in preparing an update to Idaho's Strategic Highway Safety Plan (SHSP). This effort included data collection, development of a facilitated process to gather input from several stakeholder groups, and



implementation of a one-day Peer Exchange Workshop. A key component of this project was the close coordination and collaboration of OHS program managers and Idaho's 12 safety emphasis groups, made up of over 100 safety partners state-wide. TLG developed and facilitated two collaborative workshops for this effort:

- A *Half-Day workshop* specifically for emphasis group leaders. This workshop included a discussion on roles and responsibilities, facilitation tips, and prepared the group leaders for an upcoming, day-long Peer Exchange Workshop.
- A *Peer-Exchange Workshop* with all safety partners and OHS staff. The peer workshop consisted of a series of breakout sessions and facilitated discussions. Andrea provided on-site facilitator guidance and support to the SHSP's safety emphasis groups during their breakout sessions. She also assisted OHS in the development of workshop materials, speaking points, presentations, etc.

Finally, Andrea led the development, design and layout of the Idaho Strategic Highway Safety Plan. This included incorporating existing information and data provided by ITD/OHS; updating and collecting appropriate new content; and integrating goals, strategies and actions identified during the Peer Exchange Workshop.

## **SELECT TRAINING EXPERIENCE**

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**Communication and Conflict Resolution Trainings (2014 - present)** Andrea and The Langdon Group develop and deliver several training modules that can be tailored and customized to the needs of clients. These trainings are designed to enrich participants with the concepts and best practices of effective communication, conflict resolution and public involvement. In the end, participants walk away with newfound confidence and skills to foster effective relationships and solve tough problems.

**Public Involvement Training Development and Delivery | Idaho Department of Transportation (2015)** Andrea worked with the Idaho Transportation Department office of Planning/Program Management to develop and deliver a statewide Public Involvement training program. The training development included:

- In-depth review of current state and federal public involvement requirements
- Development of training delivery, complete with lecture, case studies and discussion sessions
- Content development and graphic design of manuals (student and trainer) and other training collateral
- Facilitation and delivery of training across Idaho (Boise, Moscow, Shoshone and Pocatello)
- Training evaluation and summary report

Through this program, ITD was able to train nearly 100 transportation officials across the state. The insight and information gathered from the interactive portions of the training were used to update the Department's Public Involvement Process Plan.

## **OTHER PROJECT EXPERIENCE**

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### **Idaho**

- US 91: Park Lawn to Siphon Transportation Improvements | Chubbuck, Idaho | Idaho Transportation Department (2023 - present)
- Southeast Idaho Phosphate Resource Area Community Engagement | Department of Environmental Quality (2022 - present)
- South St. Anthony Interchange | St. Anthony, Idaho | Idaho Transportation Department (2022 - present)
- Garrett Way to Yellowstone Transportation Improvements | Pocatello, Idaho | Idaho Transportation Department (2022 - present)
- City of Jerome Comprehensive Plan Update | Jerome, Idaho (2022 - 2023)
- Metropolitan Transportation Plan Updates | Pocatello, Idaho | Bannock Transportation Planning Organization (2019 – 2020, 2022 - present)
- Caribou County Comprehensive Plan Update | Caribou County, Idaho (2021 - 2023)
- West Blackfoot Transportation Improvements | Blackfoot, Idaho | Idaho Transportation Department (2021 - present)
- Eastern Idaho Regional Wastewater Authority Public Outreach | (2020 - present)
- US 20/26 Public Outreach | Boise, Idaho | Idaho Transportation Department (2018 - 2019)
- Garrett Way to Yellowstone Traffic Analysis | Pocatello, Idaho | Idaho Transportation Department (2018)
- Yellowstone Avenue Median Improvements | Pocatello, Idaho | Idaho Transportation Department (2017)
- Great Western Canal Bridge Replacement | Bonneville County, Idaho (2016-2017)





- South 2<sup>nd</sup> West Bridge Replacement | St. Anthony, Idaho (2016-2017)
- Filer Water Bond Election Public Outreach | Filer, Idaho (2016)
- US 93/100 South Design Improvements | Twin Falls, Idaho | Idaho Transportation Department Idaho (2015-2016; 2018)
- Jerome Bridge Design Improvements | Jerome, Idaho (2015 - 2016)
- Three Creeks Highway District Transportation Master Plan | Rogerson, Idaho (2015)
- Kimberly Bond Election Public Outreach | Kimberly, Idaho (2015)
- Twin Falls Main Avenue Redesign Project and Utility Design | Twin Falls, Idaho (2014-2015)
- Department of Motor Vehicles Modernization | Idaho Transportation Department (2014 – 2015)
- Oneida Road Reconstruction | Preston, Idaho (2012-2013)
- Rose Interchange Public Involvement | Blackfoot, Idaho | Idaho Transportation Department (2013)
- Hazelton Transportation Master Plan | Hazelton, Idaho (2012)

#### Utah

- Cache County Water Master Plan | Cache County, Utah (2015)
- Cache County Emergency Watershed Protection | Cache County, Utah | National Resources Conservation Service, Logan City & Cache County (2012 - 2014)
- Dowel Bar Retrofit Construction | Box Elder County, Utah | Utah Department of Transportation (2013)
- Logan 200 East Environmental Assessment | Logan, Utah | Utah Department of Transportation (2011 - 2012)
- 700 East Construction | Sandy, Utah | Utah Department of Transportation (2010 - 2011)
- Bangerter 2.0 Highway Upgrade | Salt Lake County, Utah | Utah Transportation Department (2011–2012)
- 7800 South Roadway Improvements | West Jordan, Utah | Utah Transportation Department (2011-2012)
- Bangerter Highway Design-Build Project | West Jordan, UT | Utah Department of Transportation (2010-2012)
- SR-111 & 8200 South Traffic Signal Installation West Jordan, Utah | Utah Department of Transportation (2010)

#### AWARDS

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##### 2019

- Top 20 under 40 Young Professionals, Idaho State Journal

##### 2016

- American Planning Association - Idaho Chapter, 2016 Public Outreach Award

##### 2014

- American Planning Association - Idaho Chapter, 2014 Gem Award
- Idaho Transportation Department, 2014 Excellence in Transportation, Transportation Planning, 1st Place

##### 2013

- Idaho Fish and Game (Southeast Region) - 2013 Distinguished Service Award
- American Council of Engineering Companies - Idaho, 2013 Excellence Awards, Studies/Research/Consulting, 1st place
- American Council of Engineering Companies, 2013 Excellence Awards, Studies/Research/Consulting, National Recognition Award
- Capital City Communicators, 2013 Honorable Mention, Interactive Media Design for a Website
- Idaho Transportation Department, 2013 Excellence in Transportation, Public Participation, 1st Place

#### CONFERENCE/UNIVERSITY PRESENTATIONS

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*2013 Association of Idaho Cities (AIC) Conference | Boise, Idaho: "Planning for Public Involvement with the Public Outreach Planner (POP)"*

*2022 University of Utah Guest Lecture | Salt Lake City, UT: Informed Decision Making in Organizations and the Public Sector*



*2015 American Public Works Association Conferences, Rocky Mountain and Utah Chapters | Pocatello, ID & Sandy, UT: "Managing Conflict at Work, at Home and with the Public"*

*2015 Mine Design, Operations and Closure Conference | Fairmont Hot Springs, MT: "Negotiating for Success"*

*2015 Association for Idaho Cities Conference | Boise, ID: "Managing Conflict at Work, at Home, and with the Public"*

*2014 Western Association of State Highway and Transportation Officials Conference | Albuquerque, New Mexico: "Engaging Technologies in Public Involvement Practices"*

*2014 Association of Idaho Cities (AIC) Conference | Boise, Idaho: "From Funding to Ribbon Cutting: Downtown Revitalizations"*

*2013 Association of Idaho Cities (AIC) Conference | Boise, Idaho: "Working Together To Get More Done" & "Public Input to Improve Your City"*

*2013 Idaho Transportation Department Project Development Conference | Boise, Idaho: "Public Outreach Planner for the Idaho Transportation Department"*

*2013 International Association for Public Participation North American Conference | Salt Lake City, Utah: "The Public Outreach Planner: Quick, Easy and Effective Public Involvement Planning"*

*2012 Association of Idaho Cities (AIC) Conference | Boise, Idaho: "3P Visual & GIS Asset Management"*

*2011 American Public Works Association – Utah Chapter Conference | Salt Lake City, Utah: "The Next Generation of Public Involvement"*