

402 Building a Contact List

Throughout the life of a plan or project, there will be occasions when the Department needs to communicate with the public, including direct mailings about public meetings. A comprehensive contact list is essential to timely and efficient distribution of Department communications.

Content and Organization

A first consideration for building a contact list is to determine what types of information to collect for the list. The table below provides an example of typical information included in a contact list. For communications that must be distributed to certain contacts via physical mail, a complete mailing address will be needed. For all other contacts, including elected and appointed officials from stakeholder agencies, department communications may be distributed using email addresses.

To organize and store contact information, use a spreadsheet or contact management tool that is easy to update and can automate envelope addressing or email distribution.

Example Contact Information Fields

Information Type	Information Fields	
Contact	First name	Email address
	Last name	Telephone number
	Affiliation/title	Mobile Telephone number
Mailing Addresses	Owner address	Parcel address
	City	City
	State	State
	Zip code	Zip code
Miscellaneous	Updates request	Meeting attendance



Collecting Contact Information

The extent of a contact list can vary by the phase or complexity of the transportation action under consideration, including the level of community interest. Generally, a contact list will start off with a defined set of property owners and tenants and certain stakeholder groups. The contact list will grow over time as other affected/interested persons and groups are identified, typically through public outreach and involvement activities.

For projects that had a prior phase, a contact list may have been created that could be built upon for the current list. Be sure to verify that the information is accurate. Update as necessary to account for changes in property ownership and stakeholder group representatives (e.g., new elected officials).

Property Owners and Tenants

Property owners and tenants with potential to be directly affected by a transportation action must receive certain Department notifications by physical mail (e.g., public hearing notices). The geographic starting point for identifying these property owners/tenants consists of properties located, in whole or in part, within the 300-foot radius from the centerline of any project alternative. If it is evident that owners/tenants of properties located beyond the 300-foot radius could be directly affected by the action, these property interests must also be included in the contact list to ensure receipt of required notifications by physical mail. Reference: [Chapter 339.155, FS](#).

Ownership information for properties within the project area is available from the county property appraiser's office located in all Florida counties. Address information includes a physical address for the property and a mailing address for the property owner. When the property address and the owner's mailing address differ, this is an indication that the property may

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be occupied by a tenant. When this occurs, notifications should be sent to the owner's mailing address and the property's physical address to ensure that both of these stakeholders receive notification.

Stakeholders Groups

A contact list also includes representatives of stakeholder groups that could be affected by or otherwise have an interest in the outcomes of a transportation plan or project. These stakeholders typically include members of elected and appointed governing boards, government agencies and advisory bodies, community organizations, and industry groups. The table accompanying this section of the guide provides a listing of stakeholder groups that may apply to your contact list.

Considerations by Phase

The table on the next page provides phase-related considerations for building a contact list.

Contact List Maintenance




A contact list is a dynamic document that should be regularly updated to reflect the best available data at a given point in time. Accurate contact information is critical for mailings. An aged contact list can result in more returned mail and, as a consequence, uninformed stakeholders.



Additionally, the contact list should be updated to include people who have requested to be added to the list, such as through a website form, comment card, or public meeting registration/sign-in sheet. Be sure to promptly update the contact list with these new additions so everyone expecting updates receives the information in a timely manner.



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Contact List Considerations by Project Phase

	Consideration	Condition or Source
Planning Phase 	Geographic area for collecting contact information	<ul style="list-style-type: none"> • Undefined • Informed by effects assessment and public input
	Prior effort contact lists	<ul style="list-style-type: none"> • MPO/TPO/local governments (if available)
	Considerations	Condition or Source
Project Development and Environment (PD&E) Phase 	Geographic area for collecting contact information	<ul style="list-style-type: none"> • Somewhat defined • Informed by environmental evaluation and public input
	Prior effort contact lists	<ul style="list-style-type: none"> • Planning phase contact list • MPO/TPO/local governments (if available) • County property appraiser parcel data • Community organizations
	Considerations	Condition or Source
Design Phase 	Geographic area for collecting contact information	<ul style="list-style-type: none"> • Somewhat defined • Informed by effects assessment and public input
	Prior phase contact lists	<ul style="list-style-type: none"> • PD&E phase contact list • MPO/TPO/local governments (if available) • County property appraiser parcel data • Community organizations • Field verification of property uses and neighborhoods

	Considerations	Condition or Source
Construction Phase 	Geographic area for collecting contact information	<ul style="list-style-type: none"> • Defined • Subject to findings of environmental evaluation and public input
	Prior phase contact lists	<ul style="list-style-type: none"> • Design phase contact list • MPO/TPO/local governments (if available) • County property appraiser parcel data • Community organizations • Field verification of property uses
	Considerations	Condition or Source
Operations and Maintenance Phase 	Geographic area for collecting contact information	<ul style="list-style-type: none"> • Defined depending on nature the activity • Direct communication is not typical
	Prior phase contact lists	<ul style="list-style-type: none"> • County property appraiser parcel data • Field verification of property uses