

*Suppression 2015*  
10 million acres  
\$ 2 billion

***Mitigation***  
thinning  
prescribed fire  
mowing, grazing  
herbicides  
natural fire

WILDFIRE  
MANAGEMENT

*Public Understanding  
and Response*

***Post-fire  
Restoration??***

**The single biggest problem with communication is the illusion that it has taken place.**

**- George Bernard Shaw**

In order to build trust, the emphasis from the beginning should be for agency personnel to listen first, then address specific concerns. Often, all people need is to be heard and to have their fears and concerns acknowledged.

agency practitioner—Canada