

Goal: Participants were asked to have an open conversation with everyone at their table about what they thought was necessary to have a successful civic engagement process for city projects by answering these questions:

- How will we as a community contribute to making the civic engagement initiative successful?
 - What specifically will demonstrate that things are different?
 - What will be the most important measures of success?
 - List ways in which City government and community members can be held accountable.
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Question 1: How will we as a community contribute to making the civic engagement initiative successful?

- Be informed, participate, engage others in the community
- Educate and involve community/boards on public involvement
- Invite diversity – cultural, age, economic status
- Be part of the solution, not the problem.
- Offer different levels of involvement for people to engage/weigh-in
- Use several different channels of communication, including radio, tv, churches, schools, civic groups, etc.
- Unidos y que nos dan participación compromiso de la comunidad. (Unite and participate as a community.)
- La comunidad en riqueza de ideas de aprendizaje toma posesión de ideas. (As a community, learn new ideas and take ownership.)
- Este proceso da lugar a la democracia y la democracia da lugar a que la comunidad participe y se involucre en su propio desarrollo... (This process leads to democracy and democracy results in community participation and involvement in our own development.)

Question 2: What specifically will demonstrate that things are different?

- Better outreach to all in the community; broader/diverse participation
- Transparency; outline processes and objectives at the start
- Better early notification; don't move from one phase to next without completing prior phase
- Regular communication from city
- Evidence that all sectors of the population have been engaged early on and their voices have been heard
- Value participation through different means equally, and demonstrate it (e.g., at Council meetings vs. not).
- Actually see how input impacts process, provide time for 'processing'
- Having an ombudsman; critical, independent analysis by city staff Framework is followed consistently – leads to community input – show progress

- Avisar con tiempo (anticipado 2 semanas) de los cambios, actividades proyectos que van a empezar (Give more notice, at least two weeks, of changes - project activities that are happening.)
- El proyecto que afecta a residentes, vecinos se les dé la oportunidad de hablar escuchando sus opiniones. (For projects affecting residents/neighborhood we are given the opportunity to voice our opinions.)
- Que las comunidades tengan más acceso a la información de estas reuniones. (The community has more access to information about the meetings.) Comunicación e información por diferentes medios (escuelas, centros, etc.) (Communication and information through different means, i.e., schools, centers, etc.)
- Que la comunidad hable y conozca acerca del resultado de las reuniones. (The community is told the results of the meetings.)
- Que toda la información en inglés sea traducida al español todo el documento. (All information in English is translated – the entire document.)

Question 3: What will be the most important measures of success?

- Repeat participation
- Implementation
- Framework is used correctly and regularly
- Increased diverse participation
- Responsive communication - information by different means (schools, centers, etc., that information in English be translated into Spanish-complete documents).
- Citizens who show up feel heard and opinions/positions considered.
- Dedicated funding for citizen outreach.
- Trust - Stakeholders believe the process was fair, accountable, etc.
- Independent analysis
- Number of projects developed demonstrating community input; Staff reports are circulated and capture comments
- Minutes from meetings demonstrating order followed
- Survey citizen satisfaction. We may never get to 100% but we have to see the statistics improve over time (quantifiable results).
- People still feel heard even if they don't get desired outcome.
- Prestamos para abrir nuevos negocios (Loans to start new businesses.)
- Mejores condiciones en las calles (nevado y mantenimiento) (Better street conditions; snow and maintenance.)

Question 4: List ways in which City government and community members can be held accountable:

City government:

- Training, coaching, surveys to gauge impact
- Assessment – lessons learned and give citizens opportunity to comment; everyone should know what/how input was used
- Ombudsman report out

- Annual report out on progress with clarifying on roles and responsibilities
- Succinct clear ‘plain speak’ English (for council agenda discussions, for example)
- Transparency - list upcoming projects, where is the beginning, how are things approved
- Follow-up with participants to update on progress
- Posted minutes (consistent rules and procedures)
- City government and citizens play equal role in getting the word out.
- Public review of the process (factual systematic, without an emotion-laden reaction after the fact)
- Comunicación directa pagamos impuestos entonces que responden con las promesas – nunca cumplen; mandar invitaciones de manera mejor y que nos siguen invitando que venga a visitar después de las 8pm (We pay taxes – communicate with us directly and then keep promises you make; send invitations in a better way and meet with us after 8pm.)
- Escuchar necesidades/participar (Listen to our needs/participate.)
- Informarse darnos el espacio para poner nuestros puntos de agenda voluntariado. (Give us the space/opportunity to list our points on the agenda.)

Community:

- Reach out/Energize rest of the community through various means; reporting back; bringing ideas of community to table
- Active participation, look for information, volunteering.
- Do your homework – individual responsible to be informed
- Reach out to elected officials
- Oversight of community ambassador from city staff
- We must be informed before we open our mouths; we need to pay attention before ‘the work is at the door’; know how to get involved; demonstrate initiative
- Accountable to bring ‘voice’ to the process; participate in the voting and civic engagement process; present ‘data’ examples of problems and solutions as a starting point for measuring and addressing; look at the caption of accountability for community.
- Venir a eventos con esta para contribuir ideas y lugares donde se debe de poner los anuncios. (Come to events like this and contribute ideas and suggest places to put ads.)
- Comunicar nuestras necesidades más específicamente (Communicate our needs more specifically.)
- Queremos participar y proponer proyectos nuevos que beneficie o deje de afectar a nuestro vecindario. (We want to participate and propose new projects that benefit or affect our neighborhood.)