

**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.
- 

**Question 1: How will we as a community contribute to making the civic engagement initiative successful?**

- Communication - Talk about it! Get the word out! Go find them!
- Make it applicable in everything we do
- People not only involved but invested
- Actively participate in consultations/dialogue with the city
- Speak up and commitment to use framework and principles
- Get info out that city is considering a project early before decisions are made
- Get info out to everyone
- Need to frame the debate – explain the why – state rationale
- City needs to explain why taking action – make an opening statement what is the basis?  
Who is doing the gathering of info?
- Procedural requirement to understand dynamics and context for the project
- Community organizing –engage people and what matters to them.
- Be present
- Consistent and persistent
- Manage time
- Stay informed
- Understand the process. Learn the process.
- Propose a solution – if you come in opposition
- All parties – be clear in your objections
- Be specific in your ask
- Involve community/boards early
- Educate community/boards on public involvement
- Have boards and community have public hearings before going to council with recommendations
- Attend meetings
- Bring youth and parents to meetings
- Train youth and adults to work together
- Will not testify in front of council for 3 min (not productive); hopefully this process will lead to a more productive means of discussion and understood by stakeholders
- Urge others to get in early
- Look at best practices in other cities and our own community and boards

- Feel welcome – this is how you get involved
- Simplicity
- Asking questions
- Gentrification
- Spread the word- talking to neighbors
- Listen
- Check website, get emails.
- We need to bring in new demographic, mobilize civic associations, invite diversity and youth
- Engage those with an interest in the specific issue - Explain implications of initiatives and why are they important
- Engage/reach out to faith based communities
- Offer different levels for people to engage – different opportunities to ‘weigh-in’
- Use different channels of communication
- Need citizen representatives that represent the residents/population of the city, such as demographics of age, socio-economic status, business community, faith-based community (the people who will be affected by the process).
- The most vulnerable populations are often afraid to engage in the process because of a perception that they will receive negative backlash for speaking up about problems (e.g., renter may fear retribution from the building owner; displaced residents need to be recognized and organized – advocates for homeless represented, tenants and workers united here is a good sign)
- Transparency, good communication, demonstrated value for input with no retribution will all lead to better participation
- When people are directly affected, they are more likely to become engaged
- Many religions organizations come together to engage in civic action (e.g., ALIVE)
- Tell others as you are interacting together, especially when people see groups acting together... demonstrated action together is a good way to communicate what’s happening and wider participation to others
- Future development could disturb Online, brochures and multiple approaches to communication
- 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. (The community learning new ideas and taking ownership of ideas.)
- Tener los mismos derechos, una comunidad neutral. (We have the same rights, a neutral community.)
- Escuchar las necesidades de la comunidad Latina; no ignorarnos. (Listen to the needs of the Latina comunidad; don’t ignore us).
- More playgrounds for kids.
- 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 their own development.)

- Que este proceso da lugar a la democracia pero para participar necesitamos más información y notificación por medio de canal tv noticiaron Univisión, la radio el sol. (This process leads to democracy, but to participate we need more information via radio or television.)
- 

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

- No winners or losers
- Different mindset
- Proactive vs. reactive
- Communities should have more access to information from these meetings – more assistance with interpreters; community (neighborhood) dialogue and learn the results of the meetings
- Better outreach to all community
- Summaries – record how action came to be – to know what city proposed and why, variables: why –issues; dynamics; conclusion
- Don't move from one phase to next without completing prior phase
- Consensus = progress? Not always.
- Success can be measured
- Better notification
- Value participation through different means equally, and demonstrate it (e.g., at Council meetings vs. not).
- Broader participation
- Success includes diversity of participants
- Wider stakeholder participation
- Comments are viewed online
- Opportunity has been given
- Voice has been recorded
- Great emphasis on planning, thinking,
- Ideas get into the staff report
- Actually see how input impacts process, provide time for 'processing'
- Synchronized master plans, integrated
- City applies standards and codes without the need for pushing for it
- OMBUDSMAN
- No surprises
- No consultants
- Provision for facilitation of communication
- Critical, independent analysis by city staff (not consultants) and commissions and boards
- The annual report widely distributed, dissent invited
- Repeatedly, regularly involve community before projects are developed
- Monthly enews
- Regular review and evaluation of city goals, with community member input

- City staff would regularly demonstrate understanding of relevant strategic plans
- Application of consistent rules of order for all meetings
- Demonstrate respectful communication
- City actively engages civic associations
- Common process – info is presented in multiple ways
- Measure of consensus
- Framework is followed consistently – leads to community input – show progress
- Demonstrated openness to this process than the future.
- It doesn't seem like a political process; citizens are coming together; citizens/stakeholders are being involved early in the process
- Think about ways to embrace the new development and bridge to existing communities, which have many strengths
- Evidence that all sectors of the population have been engaged early on and their voices have been heard
- Outline the process at the start. Be transparent about objectives.
- Nos han quitado el estacionamiento (chirilagua/arlandria/cooperative) (Parking has been removed.)
- Estamos por que antes retornando (We need to return to what we had before.)
- El cooperative de bajo rearsos tiene menos estacionamiento +20 anos (The coop has less parking than in the last 20 years)
- Hemos demostrado que podemos sus tener un edificio grande de 284 departamentos (We have a large building with 284 apartments.)
- Repartir anuncio en el periódico (Distribute ads in the newspaper), con los niños
- Vivencia justa (Fair experience)
- Avisar con tiempo (anticipado 2 semanas) de los cambios, actividades proyectos que van ha 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 ser escuchando sus opiniones. (For projects affecting residents/neighborhood we are given the opportunity to voice our opinions.)
- Reuniones con participación de todos los afectos. (Meet with all who are affected.)
- Que las comunidades tengan más acceso a la información de estas reuniones. (The community has more access to information about the meetings.)
- Más asistencia de intérpretes (More interpreters.)
- Que la comunidad hable y conozca ha cerca del resultado de las reuniones. (The community is told the results of the meetings.)
- Comunicación e información por diferentes medios (escuelas, centros, etc.) (Communication and information through different means, i.e., schools, centers, etc.)
- Que toda la información en ingles 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
- Increased diverse participation
- Communication and information by different means (schools, centers, etc., that information in English be translated into Spanish-complete documents).
- People involved look like demographics of people – specific to people who are affected
- Inform students and tell them what's going on
- Citizens who show up feel heard and opinions/positions considered.
- Dedicated funding for citizen outreach.
- Better more inclusive and comprehensive calendar of events
- Want to get info from association members and not only pushing it our
- Trust believe what we are told and that we've been heard
- Stakeholders believe the process was fair, accountable, etc.
- Really need to engage civic organizations – to engage their members
- What do we need to do if we can't get the diversity we need
- Measure of success across different groups of participants
- Use different methods of informing
- Updating community perhaps quarterly about issues, meetings, etc.
- Mail or receive information for new citizens to reach all residents.
- Systematically asked to join an email list (diverse population)
- \*Ambassadors (church, civic associations) – zip code
- \*Public hearing online, attendance for public meetings (data showing improvement)
- \*Greater diversity attending meetings
- RFPs offered for input and Q&A
- Measurable, quantifiable benefits vs. cost (cost/benefit analysis) in decision-making
- Independent analysis
- Number of projects developed with community input
- Minutes from meetings demonstrating order followed
- % of diverse groups participating
- Revised plans, demonstrating input from community
- Staff reports are circulated and capture comments
- No one says s/he was left out
- When the plans represent the citizen input from meetings
- Tangible results from the planning process...not just constant review and rehashing of the same problems; another tangible result could be a response to citizen input that leads to cancellation of a project.
- Survey citizen satisfaction. We may never get to 100% but we have to see the statistics improve over time (quantifiable results).
- Responsive communication throughout the various phases of the process
- Open debate in the community – participation and active engagement are a good sign (i.e., taking time to respond and survey...consider other input methods – phones poll during intake process for SNAP.)
- Different ways/times to engage that are not so time consuming – less weekends/evenings

- Greater involvement of a larger cross-section of the population-diverse
- Framework is used correctly and regularly
- Feedback through different channels
- 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, run similar surveys to gauge impact
- Listen to our needs and take prompt action to solve our problems. Give our community the opportunity to add points in the city meeting's agenda
- Assessment and end of each project – lessons learned and give citizens opportunity to comment; everyone should know what/how input was used; rate process 1-10 with 2 or 3 questions.
- Both parties openly hold each other accountable
- Succinct clear 'plain speak' English (for council agenda discussions, for example)
- annual report out on progress with clarifying on roles and responsibilities
- Project development: list of upcoming projects, where is the beginning, how are things approved
- Follow-up with participants to update on progress
- Posted minutes (consistent rules and procedures)
- Synchronized master plans
- Ombudsman report out
- Everyone plays a role in the process
- Don't get bogged down
- 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); the view of the city government is one of distrust but this process can help build trust
- 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:**

- Energize rest of the community; reporting back; bringing ideas of community to table
- Active participation, look for information, volunteering.
- make flyers to post at gathering locations
- Morning announcements at school
- Folks who are always involved need to recruit others, too.
- Google group – put notices at city activities – email blasts – people respond
- Reach out to community members; barber shops, churches
- Facebook/twitter/email
- Bulletin boards – Safeway, laundry mat, barbershop, DQ
- Do your homework – individual responsible to be informed
- Reach out to elected officials
- Tax/fine citizens for not responding or being a part of the process
- Oversight of 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.
- How to engage the make them feel important part of process and they are needed.
- Pagando impuestos que ya estamos pagando (We already pay taxes.)
- 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.)
- Estamos demandando parqueos y creemos que este es el momento para que seamos atendidos (We are demanding parking and we believe this is the time for us to be addressed.)
- Participar activamente en las reuniones de dialogo con las ciudad. (Participate in these City meetings.)