

After the group activity, participants were asked to respond individually to the following four questions:

- How will you contribute to making the civic engagement initiative successful?
- List three things that will demonstrate this process is different than the past.
- What will be the two most important measures of success?
- List ways in which City government can be held accountable. List ways in which community members can be held accountable.

1. How will you contribute to making the civic engagement initiative successful?

- I will participate in person and online, and encourage others in our community to become informed, share their opinions, and help provide feedback.
- Showing up (either online or in person; live or asynchronous). If I don't feel heard or feel like I have the opportunity to be heard in one format (e.g., a live meeting), I will pursue something else (e.g., writing to council members).
- Continue to stay engaged, encourage my friends and neighbors who don't participate now to start doing so. Follow the City leadership and staff's efforts to track and report success. Communicate with City Council!!!!
- I'm still a bit unclear the best way to help contribute other than to be vocal to my fellow citizens that this initiative is happenings and volunteer my time to help with whatever is asked.
- Attend meetings, offer feedback and comments on issues that are important to me and groups that I am a part of. Demand that others who participate show respect for everyone's opinions and contributions.
- By remaining involved, tracking ongoing developments.
- Inform peers and professional network about opportunities. Make sure organizations are aware of projects.
- Attend occasional meetings, read communications, work with city staff on possibility of community deliberative polling.
- Organize youth and parents to participate and encourage effective youth/adult partnerships.
- Share process with others
- Buying into the process as it is resolved. Listening and keeping an open mind.
- I will participate in civic associations and in nonprofit organizations that perform services beneficial to the city.
- I will never complain unless I can offer an alternative solution.
- Listen, participate constructively and encourage neighbors to get involved.
- Talk to SGA. Talk to Government class.

- Come to meetings and events. Ask questions and pose solutions. Encourage those that are not as involved to participate.
- Continue to participate in the process. Be active, engaged. Act, do something. Include others, get more people involved.
- Involve new people and make sure information is distributed. Nag! Till they get it right. Nicely, of course.
- Research issues. Outreach to community. Establish process.
- Continue to actively engage in various civic activities. Continue to actively engage and provide input to the What's Next process. Embrace the principles.
- Currently undetermined at this point, but most likely related to assisting in promotional awareness campaigns, especially with multi- and visual media and recruit others for their feedback.
- Informing my fellow community members and helping those who may not speak English find a proper channel.
- Remain engaged in the development of this process; provide my best thoughts.
- Help work on including voices, viewpoints of underrepresented and immigrant groups.
- Participate in events (in person and online). Give feedback (specific). Encourage others to participate.
- Talk to the SGA. Talk about this on Morning Announcements at T.C. Talk to Government teacher.
- Speak up to make sure these principles and framework are followed. Go the extra mile to ensure there is broad outreach.
- Sharing information.
- Commit to attending public hearings on the next public project I'm aware of.
- Getting the information out into the city.
- If I know something tell more people so they can get involved.
- Be informed and share with neighbors. Attend more community meetings.
- Outreach and participation.
- Being present and stay involved.
- Commit to open dialogue with City staff, elected officials, and other citizens. Inform friends, neighbors about issues within the city.
- Attend meetings. Educate oneself on issues. Speak/write. Be an advocate for the voices previously not heard – identify groups.
- Disseminate information to others. Feedback to the organization.
- I will bring information about the initiative to the groups with which I affiliate and encourage others to become involved.
- Show up, starting at the beginning of the process. Be informed. Run fair meetings where everyone can speak and all are respected and their views considered.

- More information (ex, radios, TVs, computer, newspaper)
- I will participate in meetings of the community.
- More information.
- Possibly involve developers in civic association discussions – How will they work with present homeowners to make them feel positive; how can present homeowners work with underserved tenants who fear what the city and/or developers are proposing? (But I don't know what to do with that information. How do you make people understand that we DO value them when it's clear that developers don't?)
- Participate in meetings.
- Participar en las reuniones. (Participate in the meetings.)
- Estar presente en todas las reuniones de la ciudad de Alexandria. (Be present in all the City of Alexandria meetings.)
- Queremos que los presten más atención en nuestra comunidad con las necesidades de nuestros problemas que atraviesa nuestra comunidad. (We want more attention to the needs/problems facing our community.)
- Queremos que nos escuchen queremos nuestros parques. (We want to be heard – we want parking.)
- Participar activamente en las reuniones de diálogos con la ciudad. (Participate in community meetings with the City.)
- Ayudar a difundir la información a la comunidad/educar. (Help disseminate information to the community and educate.)
- Dando ideas. Participar con en actividad pública. (Giving ideas. Participate in public activities.)
- Participando en eventos públicos, aportar opiniones, voluntario a campanas de comunidad. (Participate in public events, provide opinions, volunteer in community campaigns.)
- Participación activamente en reuniones de dialogo con la ciudad. (Actively participate in dialogue meetings with the city.)
- Yo te quiero platicar con los concejales. (I want to talk to the city council.)
- Invitar a los concejales y que nos hagan una reunión. (Invite city council to meet with us.)
- Yo invitare a nuestros concejales. ACHC Alexandria para platicar con ellos. (I will invite city council to talk with us at ACHC.)
- Conocer a nuestra concejales invitarla a polandir ACHC. (Know our City Council and invite them to meet with ACHC.)
- Yo lo que quiero es conocer a los concejales y los invitara a nuestra comunidad de CHAC. (I want to meet our City Council and invite them to ACHC.)
- Ser escuchando por la ciudad de Alexandria y conocer los concejales. (Listening to the City of Alexandria and getting to know our Council.)

- Conocer a nuestros concejales y que nos vengan a visitar. (Getting to know our City Council and having them come to visit us.)
- Tomando en cuenta y escuchando todas las necesidades de la comunidad. Demandando lo que necesito y afecta a mi vecindario. (Taking into account and listening to the needs of the community. Demanding what I need and what affects my neighborhood.)

2. **List three things that will demonstrate this process is different than the past.**

- Broader interest (more individuals/neighborhoods become engaged); input received is different from that we're accustomed to receiving (fresh perspectives).
- Establishment of a process so that citizens can understand the steps that will be taken and can engage throughout decision-making; communications by decision makers that informs and educates about alternatives considered; participation levels and quality increase
- Larger number of participants; more diversity of participants; use of technology to enhance participation options.
- New faces at meetings and events!; less negative discourse in local papers and online (is that possible??); more options, like livestream, polling, etc. for participation in meetings and decisions.
- A sustained effort to solicit feedback from participants; improved diversity – in cultural background, but more importantly in age, neighborhood representation, income levels, and in expertise; an effort to host meetings at new times (and possibly venues) to capture a different cross section of the civic population.
- It becomes common knowledge amongst all the community that the city is pursuing a community engagement strategy; last minute roadblocks (e.g., sudden community outrage) to initiatives and projects are eliminated; objectives for community projects are clear at the outset and when a project completes, an effort to assess how well the project performed occurs.
- The civic framework will be laid out at the beginning of the process in a transparent way; framework will be flexible throughout and open to changes as the process unfolds; many ways to participate and that all feedback offered is taken into consideration.
- When plans are built during the actual planning process, not just presented at the first or second meeting of the group; when city actually enforces the plans it adopts.
- Transparent and open process that is easily accessible; adoption by city government and commissions; more opportunities and more interactive approach to public input.
- City emails to all city residents who have email; succinct handout/ mailing to all new residents; establishment of corps of neighborhood ambassadors with city staffer holding them accountable.

- Diverse representation; discussion vs. decision – focus on ??
- More/different people are engaged – a broader section of the community; problems/issues are solved/resolved in new ways; people feel heard and part of the process – there is ownership/feeling of responsibility
- Greater citizen and resident participation; greater respect for persons who disagree with you; greater citizen acceptance of the process and the decisions.
- Greater participation of citizens in civic associations and functions; more publicity in all media forms about city events and problems; ‘town hall’ type meetings on a regular basis.
- Greater communication; better understanding between diverse groups of people; constantly work to turn words into action.
- Open involvement in discussions; opportunity to voice concerns; implementation of community contributions in principle statements.
- Youth involvement
- Increased participation; reasons for not participating doesn’t include “I didn’t know” now becomes “I didn’t go”; sense of more transparency – changes in outputs.
- More inclusive; more comprehensive, more than one meeting held over the course of a year(s); communication, keeping the community informed and updated as things evolve.
- Participants go home feeling they have been heard; council members and commission members feel they have learned something new; citizen feelings of ownership.
- No more surprise developments (i.e., citizens involved at the beginning); city staff demonstrates that all applicable master plans, small area plans, etc., have been reviewed and complied with (or why not); citizens show up informed before they speak.
- Participation (#s attended, demographics, returnees)/Accessibility; annual report; more outreach to community
- Implementation that restores trust in the process and produces better decisions; empowering broader audiences/city cohorts; city residents begin to speak of this process as a useful, trusted tool; need to align the process with strategic ends specifically.
- It informs or summarizes work of existing commissions and committee – does not duplicate their work; engagement is early in decision-making process.
- More citizens from diverse communities will be involved early in the process; we, the citizens, will know how and why important decisions are made (transparency); generate involvement of students in this process (TC Williams)
- Youth being involved in decision-making.
- A clear outreach strategy at the start; not moving from a phase until it is completed; honest evaluations after a process is concluded.

- Useful and necessary info has been submitted to the public to make an informed decision; summaries of actions are available; departments have responded with additional requested info.
- Higher numbers of participation (online and at public forums); than we've seen so far; more evidence of outreach around town - equally dispersed among Alexandria's neighborhoods and communities.
- Better way of informing the community; why is such things being proposed in the city; being able to complete a stage without moving to the next.
- Post things on social networks; tell neighbors/friends; try to post stuff in local stores.
- Participants reflect the diversity of the community; background/summaries – problem – why?; public education campaign on where information can be found.
- Transparency and sharing of information; meaningful citizen participation; active respectful listening by both citizens and city
- More people involved.
- Engaging a representative cross-section of the Alexandria population (i.e., not all old rich white guys); utilization of new, social and multi-media to engage the young and ?? of the community; effective measurable indicators of both how feedback is incorporated and to ? results.
- Alternatives are brought forward if disagreement is presented; broader participation by more citizens; I want to see good faith effort made during the process of deliberation.
- Have clear government ombudsman for citizens (Citizen's assistance used to serve this role.).
- Citizen demographic-specific surveys reveal satisfaction. (Most important.)
- Improved desire to engage with community; emphasis on transparency; desire to act on suggestions or feedback.
- More public hearings conducted in communities most affected by proposed policy recommendations; more nonmembers attending commission meetings; posting agenda for commission meetings two weeks in advance of meeting.
- More people taking part; less litigation about decisions; fewer and less nasty letters to the editor.
- Getting involved with the community of Alexandria; getting to know the people that represent us; take us in to account and hear what we have to say about the changes/projects - take collaboration in whatever change you make.
- Communication; more information; inform in advance.
- Somos una comunidad muy trabajadora y pagamos impuestos como todo suida daño; creo que los mereceros ser escuchados cuando pedimos ayuda a la cuidad; pedimos atención. (We are a hard working community and pay taxes as everyone else does; I believe we should be heard when we ask for help from the City; we ask that we be heard.)

- Queremos ser escuchados y beneficiados; los hispanos no solos residentes; hi que tomen nuestras opiniones. (We want to be heard and have benefits; Spanish-speaking people are not only residents, we are citizens and want our opinions to be heard.)
- Que las comunidades tengan más acceso a la información de estas reuniones; mas asistencia de intérpretes; que la comunidad hable iconosca ha cerca del resultado de las reuniones. (Communities should have more Access to the information related to these meetings; more interpreters; the community should have more Access and be informed of the meetings' results.)
- Mas evidencia de difusión de la información; más participación de la comunidad; apoyo do organizaciones en promover estas actividades. (More evidence of the information broadcasted; more participation from the community; support from the organizations that promote these activities.)
- Acceso a más información sobre estos reuniones; mejor asistencia interpretes; dialogo y conoce los resultados de estos reuniones. (More information about these meetings; more interpreter assistance; know the results of these meetings.)
- Participación comunitaria; acceso a las reuniones; reuniones en español participación de intérpretes. (Community participation; Access to the meetings; meetings in Spanish / interpreters participation.)
- Que los comunidades tengan más acceso a la información de estos reuniones; mas asistencia de intérpretes que al comunidad hable y conoce hacer de resultado de las reuniones. (Community should have more Access to the meeting information; provide more interpreters; the community should have access to the meeting results.)
- Más parque; que nos sigan invitando a estos eventos. Mas enlace con la comunidad; que hablan personalmente con migo. (More parking; that we continue to be invited to these events; more engagement with the City; that the City speaks personally with me.)
- Antes yo era más feliz porque tenía parqueos y ahora no tenemos; invitar nos a estos eventos; yo que sería practicar personalmente con ellos. (Before I was happy because I had parking and now we don't have it; invite us to these events; I will talk personally with the City Council.)
- Más porque; que nos sigan invitando a esta evento; que vemos hablas personalmente con ellos. (More parking; more invitations to these events; speak personally to City Council.)
- Parqueos es muy problema (parking is a problem)
- Tener igualdad con nuestros parqueos (We have equality with our parking).
- Tener más parqueo; tener más invitaciones; tener acceso a mi concejal. (We have more parking, more invitations and more access to City Council.)
- Que están tomando en la cuenta la opinión de la comunidad y sus demandas; como residente de Alexandria no sabemos cómo era el proceso antes; que el proceso que se siga no beneficie solo a la ciudad sino también a los residentes. (That they are taking

into account the opinion of the community and their demands; that residents of Alexandria don't know what the process is before; that the process that is followed doesn't only benefit the city without also benefitting the residents.)

3. **What will be the two most important measures of success?**

- Citizen participation will reflect the demographics of the area to be affected.
- No law suits; people who are full engaged remain engaged, rather than burn out, give up and then disengage; respectful communication from citizens.
- Overall public satisfaction with both the process and its results.
- Increased participation levels and quality of participation; new forms of documentation that provide a record of our engagement process for each project.
- Number of participants (people who show up); number of incidents of participation (voices heard, surveys completed, comments sent, etc.).
- Poll results on civic satisfaction of the City's decision-making process; diversity of citizens (neighborhood, age, length of living in the City, race, owner/renter, etc.) thoughtfully participating and engaged (challenge: setting the baseline for today).
- Though I don't pretend to know how we can capture this (other than feedback), I think that one way to measure success is the sense of ownership citizens feel for the quality of life in their community. Do they feel totally distanced from city life: Do they fear engagement? Are they confused by city processes and how to voice concerns or requests?
- Transparency in stating the objectives of civic engagements, and the steps being taken to achieve those same objectives. This once again will probably rely on feedback, but we need to ensure people feel that there are no closed-door discussions about what's going on, what is being planned, who is involved, etc. I applaud the city for its efforts to get the word out via social media (in fact that is how I learned about tonight's live event!) and make the city transparent in that regard.
- The first is the most measurable – these are evaluations of how well projects perform in meeting their intended objectives. The thought here being that an involved community will help shape the objectives to meet exactly the needs of the community and ensure the outcomes meet those objectives.
- Though less measurable, if high numbers of citizens understand what initiatives are taking place in Alexandria, and even better what the issues therein are, then community engagement is sufficient. People who want to be actively involved will be, but the community at large should be knowledgeable/informed regardless.
- Community satisfaction with the city's public engagement strategy.
- Seeing public comments actually change plans.
- Participation; implementation of plan.
- Diverse representation of those involved/engaged; a more curious community (not really measurable).
- More engaged citizens/community members; citizens/community members feel included/heard and take ownership.
- Larger numbers of citizens participating in Alexandria activities. Fewer people complaining that they were 'left out' of decision-making process.

- Results of surveys, polls, etc.
- Establish a threshold and measure against that; level of response to proposals; appointment of community ambassadors; issuing a welcome package to all new residents and requiring them to respond receipt.
- Article in school newspapers.
- Stronger sense of community; increased participation.
- To see some actual tangible results. To get some measure that something was actually achieved. Example: in 2012 the parks department wanted to remove some old playground equipment in the Holmes Run Park. The nearby residents protested, met with parks personally, and discussed other options. Based on our input, the Parks department modified their plans and kept and/or fixed up equipment that was going to be removed. A tangible result and a win/win.
- Citizen input in staff reports. More participation by minorities.
- City listening to people instead of implementing preordained for
- More diverse group of citizens, particularly younger ones, willingly participate because they can see it makes a difference, i.e., they can have an impact; measurable, quantifiable, objective cost-benefit analysis. Increasing level of citizen participation from regained trust and confidence in the city's processes.
- Tracking participation; community involvement/feedback put into practice once draft is complete. Implementation!
- Trust in city government is restored and maintained. Degree of representation and level of constructive input increases noticeably.
- People trust the process. Input and interest from many quarters included.
- Number of voices heard in the development process within the city; less pushback after decisions are made.
- Having an article or 2 in the school newspaper; having high school students come out.
- Broader participation; everyone knows how their input was used.
- Actions are tied to city's overall improvement – economically or quality of life
- Again, high numbers of participation engaging in debate over projects – especially from communities that may previously registered low engagement.
- The people's ideas being heard; informing students/adolescents what's going on.
- Letting people know; giving feedback.
- Participants reflect the diversity of the community.
- Consistent and established procedures to provide information to as many citizens as possible; dedicated funding sources for citizen outreach.
- If the city and community dialogue continues, citizens continue to participate.
- Citizen satisfaction – to be certain it is not just one sector satisfaction, e.g., business or developers.
- Increased participation from community; open communication, increased transparency.
- Polls show that community believes the city values civic engagement; greater and more diverse population participate in civic engagement week each year.
- Attendance and participation.
- Involve us; give out more information.
- Make time to attend meetings and listen to residents about their ideas.

- People will feel they were heard and more importantly, esteemed as a person. It's more than frustrating to speak, write, etc., and feel that comments fall on deaf ears – with little or negligible results.
- Pedimos al alcalde de Alexandria y sus concejales ayuda. (We ask the Mayor and city council for support.)
- En nuestros apartamentos para un mejoramiento para toda comunidad hispana hi un mi soy futuro. (For the Spanish-speaking community, improvements to our apartments and a better future.)
- Comunicación e información por diferentes medios escuelas, centros, etc.; que toda la información sea traducida al español todo documento. (Communication and information through different means, such as schools, centers, etc.; and the information to be translated into Spanish.)
- Presence; conocimiento de la comunidad en general será del proyecto. (Presence; general knowledge of the project by the community.)
- Comunicación y información por la diferentes medios. (Communication and information through different means.)
- Escuchen las necesidades tomen acción para resolver nuestros problemas parqueos, jardines, basura, etc. (Listen and take action to solve our problems with parking, gardens, trash, etc.)
- Comunicación y información por diferentes medios escuelas centros y más que toda la información de estos documentos y otros sea traducida al español completo. (Communication and information through schools and centers and all information is translated into Spanish.)
- Cumplir con las promesas. (Fulfill promises.)
- Cumplas con las promesas que dicen. (Keep promises that you make.)
- Que cumplan con la promesa. (Keep promises.)
- Queremos más representación como comunidad latino. (We want more Latino representation for the community.)
- Cumplir con los proyectos que beneficien a la mayoría, independiente 'de la raza' blancos o hispanos. (Have projects that are most beneficial to all people, independent of race.)

4a. List ways in which City government can be held accountable:

- Continuous assessment.
- Hire an ombudsman (independent); provide critical independent analysis; not treat residents as impediments to preconceived plans.
- Increased consistency and transparency in not only ?? but implementing suggestions received from the public.
- Get feedback – evaluations from citizens after process or citizen engagement is over.
- Position information in more understandable form by the average citizen
- Documentation of alternatives considered and reasoning/justification for the options ultimately chosen.
- Including information about alternative participation if staff presentations for projects.

- Production a scorecard and then reporting on it; city council and manager keeping these principles in the forefront of each ‘public process.’
- In diversifying means of communication and engagement with the community. For example, hosting events using web-based tools, varying the times of events (morning/evenings; weeknights/weekends) and providing some kind of record of the feedback citizens give. The feedback is critical because folks should feel that their comments are being recorded – and therefore will require a response or at least are there as a measure of success/failure for the city to take action on the comments of its community. Either an online forum or record that people can submit and return to would be great.
- No pre-determined outcomes; meetings are held at times and in locations that are convenient and accessible to large segments of the community; all meeting locations will be easily accessible via mass transit, walking, biking, etc.; decision makers will be present and engaged throughout the entire planning process; city will communicate to citizens what is at stake in the decision making process.
- Giving sufficient time for citizens to be informed and be active participants before a plan is adopted. An example of not doing it right is the affordable housing master plan. There were 2 public meetings followed by adoption at city council. Not enough for an important topic.
- Attend meetings and be engaged in process; get trained and coached on CE process.
- Require city councilors and/or staff to reach out to under-represented populations whether by holding coffees, attending neighborhood meetings, church gatherings, etc., but don’t expect residents to come to you (e.g., inviting residents to monthly coffee) – go to the residents where they live, work and associate.
- Organize diverse groups to participate; don’t have set agenda
- Be open minded and respectful; look for different ways to communicate messages and information.
- Elected officials at the polls – in addition, public notes of criticism such as letters to the editor of publications for staff and board members by ? input in advancement of staff and reappointing board members.
- Surveys to measure effectiveness; focus groups
- By listening to the community; by promising to act or not to act on suggestions and keeping their promise.
- Censure and removal from office after repeat failures to deliver.
- Citizens call them out on lack of
- Follow the guideline/framework identified.
- Have them justify or prove the rationale for the decisions they are proposing. No more ‘just because’ we said so; get real cost analysis for projects – what things really cost and why.
- Report on meeting demographics; post all power points and meeting materials prior to meetings.
- Factual, objective, annual assessments of outcomes from every Board and Commission; consistent process for public input at every Board and Commission, similar to City Council process.

- Elected officials should share the demographics of the voices they hear from to know from who they are hearing.
- Better use of city commissions, boards, etc.; specific measures of accountable actions.
- Publish more regular updates on the development and engagement process; be more transparent re: decisions.
- Having the citizens speak their opinions when things are going wrong.
- Improve information so it is easy to know what's going on at any time.
- Agencies can be graded.
- Consistent posting of community – provided opinions at various stages of a project.
- Everyone should know what/how input was used.
- Discuss ideas; make sure the community is involved; post in local stores and shops.
- Elections; elected officials publicly identify demographics of constituents who influenced their decision.
- Don't hold key information at any time during the public deliberations.
- Recognize not all citizens have access to internet – use additional avenues to get info out, i.e., library notice boards, farmers markets, churches, civic associations. Surveys? If only via internet/online not every demographic reached.
- Measure citizen satisfaction with every principle on all major projects affecting sectors of our city – demographics by each group.
- Public accountability; constructive criticism; demand explanation for their failure.
- Establish a 'civic engagement' week annually
- Measure number of participants; make commission/council members email addressed more readily available to the public.
- They take action without letting us know and without knowing our opinions.
- Know the government; know the address; know the telephone numbers
- Escuchar nuestras necesidades de los parqueos. Darnos la oportunidad o el espacio para poner nuestros puntos de agenda. (Listen to our parking needs. Give us the opportunity or space to list our points on the agenda.) (5 participantes)
- Poner más información en escuelas, buses, diarios, post correo, etc. (Put more information in schools, buses, newspapers, post office, etc.)
- Escuchar nuestras necesidades darnos la oportunidad o el espacio para propender puntos de agenda especialmente en nuestros vecindarios de Arlandria Chirilagua. (Listen to our needs and give us the opportunity to propose some ideas especially in our Arlandria-Chirilagua neighborhood.)
- Comunicarles las necesidades de nuestra comunidad. Que los regresa nuestros parqueos. (Communicate the needs of our community. Return our parking.)
- Conocer nuestros concejales e invitarlos a Arlandria/Chirilagua ACHC. (To know our City Council and invite them to Arlandria/Chirilagua ACHC.)
- Hacer cambios sin comunicar al vecindario. (Make changes without communicating to the neighborhood.)

4b. List ways in which community members can be held accountable:

- Be informed; will reach out to their community
- Seek information on more issues; study information carefully; discuss issues with colleagues and neighbors
- When clearly communicated to participants, participation could be made part of the public record; also, rules for participation could be created so that engagement is constructive and respectful.
- Listen to fellow community members, let others be heard with respect and just participate somehow.
- You can't complain if you haven't participated!!!
- When members come up with questions or ideas, ask them to take the lead in researching or putting together an event. The goal is to not just have more people 'present,' but to have people willing to take action. Community members should be held accountable also, and we can do so by documenting participation levels, and having folks follow through with feedback when the city responds to their requests or concerns.
- Respect for all who participate in a process; community members keep an open mind and participate meaningfully in the process.
- Be informed, participate regularly.
- Participate in meetings; dialogue with other community members; publish something on specific project/process to let community members.
- City staff holds neighborhood ambassadors accountable.
- Organize diverse groups to participate; know neighbors who are different than you; set aside set agendas.
- Stay informed; ask for city to communicate in ways they receive information; be open minded and respectful.
- Through civic associations and actions; focus groups including all elements within population (i.e., owners, renters, business people, public employees).
- Fine/tax for not responding; require new residents to register with neighborhood ambassador for public communication.
- Write down next steps; city follows up.
- Personal accountability.
- Invest in your neighborhood; adopt something.
- Arrive prepared.
- Get informed; participate early.
- Knowing city council; attending city events (city council meetings, What's Next, etc.); letting other community members know about what's going on.
- Broader representation in dialogue.
- Be informed – seek information and be accurate; share information with neighbors; understand that being in Alexandria means that participation is expected.
- Have them write down next steps.
- Reach out to neighbors and friends to make sure they are informed.
- Speakers can be limited if off topic.

- Very hard to hold the public accountable, frankly. Best you can do is give them ample opportunity to participate.
- Create flyers to post around the community; morning announcements during school; reach out to community members, barber shops, churches, etc.
- Make flyers; post it in the newspaper or on tv; put it on announcements in school to let the students know what's going on.
- Public tracking of public comments or suggestions from individual neighborhoods affected by new plans/projects.
- Don't just say no. Bring alternatives to the table.
- Encourage community members to participate at the leadership levels, e.g., initial forums relied on citizen facilitators.
- Premature: credibility of city government performance must precede a statement of community member accountability.
- This is not the right caption.
- Ask latecomers to the process to read the materials that was prepared earlier in the process before they speak on an issue.
- Do appropriate research before speaking; provide education to others; provide forum for citizens to participate in process.
- Listen to the community; make time to assist meeting.
- Gather up information so we can assist in the meetings.
- While I hope all community members will act responsibly, I do not believe community members should or could be 'held accountable.'
- Voluntariado; asistencia a reuniones; más información. (Volunteer; help with the meetings; more information.)
- Asistir a las reuniones; informarse; opinar; voluntariado. (Help with the meetings; inform people; give opinión; volunteer.)
- Dar nuestro opiniones; buscar información; voluntariado.(Give our opinions; share information; volunteer.)
- Asistir a reuniones; participar en actividades; voluntariado de trabajo. (Help with the meetings; participate in activities; volunteer.)
- Asistencia de reuniones; información y voluntariado. (Help with the meetings; give information and volunteer.)
- No participar activamente en los cambios en el o los procesos que se heven a cabo (Don't participate in the changes or the process that arrive in the end.)