Civic Engagement Framework

**PROJECT OR ISSUE**

City Department:

**Goal:**

**Scope:**

**Decision-making benchmarks / calendar:**

**Overall project timeline:**

**INFORMATION (ORGANIZING, GATHERING, UNDERSTANDING)**

**ACCESSIBLE AND INFORMED PARTICIPATION**

**CIVILITY**

**EARLY INVOLVEMENT**

**INCLUSIVENESS AND EQUITY**

**MEANINGFUL ENGAGEMENT**

**MUTUAL ACCOUNTABILITY**

**SUSTAINED COOPERATION**

**TRANSPARENCY**

**REALISTIC PRINCIPLES**

**DEVELOP AND EVALUATE OPTIONS**

**ACCESSIBLE AND INFORMED PARTICIPATION**

**CIVILITY**

**EARLY INVOLVEMENT**

**INCLUSIVENESS AND EQUITY**

**MEANINGFUL ENGAGEMENT**

**MUTUAL ACCOUNTABILITY**

**SUSTAINED COOPERATION**

**TRANSPARENCY**

**RECOMMENDATIONS**

**ACCESSIBLE AND INFORMED PARTICIPATION**

**CIVILITY**

**EARLY INVOLVEMENT**

**INCLUSIVENESS AND EQUITY**

**MEANINGFUL ENGAGEMENT**

**MUTUAL ACCOUNTABILITY**

**SUSTAINED COOPERATION**

**TRANSPARENCY**

**IMPLEMENTATION & MAINTENANCE**

**ACCESSIBLE AND INFORMED PARTICIPATION**

**CIVILITY**

**EARLY INVOLVEMENT**

**INCLUSIVENESS AND EQUITY**

**MEANINGFUL ENGAGEMENT**

**MUTUAL ACCOUNTABILITY**

**SUSTAINED COOPERATION**

**TRANSPARENCY**

**RELEVANT PRINCIPLES**

**ACTIONS:**

- Define the issue to be explored
- Identify various stakeholders in the issue
- Set project expectations
- Schedule work session or other public event to discuss/mark movement to next phase

**ENGAGEMENT TOOLS:**

- Community Meetings: one or more meetings focused on this issue, typically small group discussions with emphasis on information gathering from participants
- Participation in other community-wide events (such as Earth Day or farmers market)
- Surveys: mailed, online, or self-selected to statistically solidify understanding of stakeholders (or groups of stakeholders)
- Social networking tools: Facebook, online, etc.
- Social networking events: bulletins, meetings, online videos, etc.
- Door-to-door: flyers, door knocking & face-to-face discussions
- News media: if verbal before in previous phase/expert analysis
- Status reports

**OFFICIAL PUBLIC TOOLS:**

- Public hearing
- Q&A Forums

**Minimum/maximum # of meetings:**

Up to 3 community meetings. The phase may conclude with a report to Council or relevant board or commission (such as Parks and Recreation Commission, Planning Commission, etc) marking transition from the phase to next.

**Review project specific indicators for moving to the next phase:**

Ensure that phase has adhered to community engagement principles

**RELEVANT PRINCIPLES**

**ACTIONS:**

- Develop options
- Conduct discussions
- Draft options: be transparent about the step
- Shareholder development options and T&D to city
- Present best practices (perhaps have a public call for other options)

**ENGAGEMENT TOOLS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**Minimum/maximum # of meetings:**

Up to 3 community meetings. The phase may conclude with a report to Council or relevant board or commission (such as Parks and Recreation Commission, Planning Commission, etc) marking transition from the phase to next.

**DEVELOP AND EVALUATE OPTIONS**

**RELEVANT PRINCIPLES**

**ACTIONS:**

- Development of initial recommendations
- Staff prepare and release final draft plan/report
- Develop project specific indicators for moving to the next phase

**ENGAGEMENT TOOLS:**

- Community Meetings: featuring activities to facilitate community evaluation of options
- Online engagement activities to facilitate community understanding and evaluation of options
- Social networking to get word out about the options and the opportunities to evaluate them
- News media: if verbal before in previous phase/expert analysis
- Status reports

**OFFICIAL PUBLIC TOOLS:**

- Public hearing
- Q&A Forums

**Minimum/maximum # of meetings:**

Up to 2 community meetings. The phase may conclude with a report to Council or relevant board or commission (such as Parks and Recreation Commission, Planning Commission, etc) marking transition from the phase to next.

**RECOMMENDATIONS**

**ACTIONS:**

- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**ENGAGEMENT TOOLS:**

- Community Meetings: featuring activities to facilitate community understanding and evaluation of options
- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**IMPLEMENTATION & MAINTENANCE**

**ACTIONS:**

- Continued discussion
- Monitor and report progress
- Staff prepare and release final draft plan
- Review project specific indicators for moving to the next phase

**ENGAGEMENT TOOLS:**

- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**OFFICIAL PUBLIC TOOLS:**

- Public hearing
- Q&A Forums

**Minimum/maximum # of meetings:**

Up to 3 community meetings, plus public hearings

**RELEVANT PRINCIPLES**

**ACTIONS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**ENGAGEMENT TOOLS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**Minimum/maximum # of meetings:**

Up to 3 community meetings. The phase may conclude with a report to Council or relevant board or commission (such as Parks and Recreation Commission, Planning Commission, etc) marking transition from the phase to next.

**DEVELOP AND EVALUATE OPTIONS**

**RELEVANT PRINCIPLES**

**ACTIONS:**

- Development of initial recommendations
- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**ENGAGEMENT TOOLS:**

- Community Meetings: featuring activities to facilitate community evaluation of options
- Online engagement activities to facilitate community understanding and evaluation of options
- Social networking to get word out about the options and the opportunities to evaluate them
- News media: if verbal before in previous phase/expert analysis
- Status reports

**OFFICIAL PUBLIC TOOLS:**

- Public hearing
- Q&A Forums

**Minimum/maximum # of meetings:**

Up to 2 community meetings. The phase may conclude with a report to Council or relevant board or commission (such as Parks and Recreation Commission, Planning Commission, etc) marking transition from the phase to next.

**RECOMMENDATIONS**

**ACTIONS:**

- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**ENGAGEMENT TOOLS:**

- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**OFFICIAL PUBLIC TOOLS:**

- Public hearing
- Q&A Forums

**Minimum/maximum # of meetings:**

Up to 3 community meetings, plus public hearings

**IMPLEMENTATION & MAINTENANCE**

**ACTIONS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**ENGAGEMENT TOOLS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**Minimum/maximum # of meetings:**

Up to 3 community meetings. The phase may conclude with a report to Council or relevant board or commission (such as Parks and Recreation Commission, Planning Commission, etc) marking transition from the phase to next.

**RECOMMENDATIONS**

**ACTIONS:**

- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**ENGAGEMENT TOOLS:**

- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**OFFICIAL PUBLIC TOOLS:**

- Public hearing
- Q&A Forums

**Minimum/maximum # of meetings:**

Up to 2 community meetings, plus public hearings

**IMPLEMENTATION & MAINTENANCE**

**ACTIONS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**ENGAGEMENT TOOLS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**Minimum/maximum # of meetings:**

Up to 3 community meetings. The phase may conclude with a report to Council or relevant board or commission (such as Parks and Recreation Commission, Planning Commission, etc) marking transition from the phase to next.

**RECOMMENDATIONS**

**ACTIONS:**

- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**ENGAGEMENT TOOLS:**

- Staff prepare and release final draft plan
- Develop project specific indicators for moving to the next phase

**OFFICIAL PUBLIC TOOLS:**

- Public hearing
- Q&A Forums

**Minimum/maximum # of meetings:**

Up to 3 community meetings, plus public hearings

**IMPLEMENTATION & MAINTENANCE**

**ACTIONS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**ENGAGEMENT TOOLS:**

- Make sure there is broad outreach in understanding of community preferences
- Continue education about the options
- Establish decision-making criteria
- Provide options in different proposals, including budgetary impacts
- Provide in-person and online mechanism for stakeholders to participate in evaluating options

**Minimum/maximum # of meetings:**

Up to 3 community meetings. The phase may conclude with a report to Council or relevant board or commission (such as Parks and Recreation Commission, Planning Commission, etc) marking transition from the phase to next.