# Civic Engagement Framework

## Phase 1: Information (Organizing, gathering, understanding)

### Key Principles:
- Meaningful Engagement
- Mutual Accountability
- Early Involvement
- Easy Participation
- Inclusiveness and Equity

### Engagement Activities:
- Facilitated public meeting(s) with constructive exercises
- Public information gathering and research
- Community education (online and in-person)
- Extensive call for public participation (phone calls, door knocks, flyers, social networking)

### Tools:
- Online engagement (surveys, feedback, social media publications/conversations)
- Mapping

### Deliverables:
- (Prior to start) Community engagement strategy
- Preliminary report with project scope, timeline, expectations, costs, benefits, budget, etc.
- Concrete standards for moving on to each phase
- Community vision and community-identified issues and opportunities.

## Phase 2: Develop and evaluate options

### Key Principles:
- Sustained Collaboration
- Transparency
- Easy Participation
- Transparency
- Inclusiveness and Equity

### Engagement Activities:
- Facilitated public meeting(s) with constructive exercises
- Public education about options, including presentation of best practices
- Research of options and externalities

### Tools:
- Online engagement (surveys, feedback, etc.)
- Focus groups with local stakeholders

### Deliverables:
- Interim report with set of genuine options for achieving community vision. Will include process and criteria for decision making.

## Phase 3: Recommendations

### Key Principles:
- Transparency
- Easy Participation
- Sustained Collaboration
- Mutual Accountability
- Inclusiveness and Equity

### Engagement Activities:
- Facilitated public meeting(s) with constructive exercises
- Presentation of final options and selection process; show “how we got here”
- Public testimony followed by consideration, revision and approval by public officials

### Tools:
- Online engagement (surveys, feedback, etc.)
- Social media publications / conversations
- Focus groups with local stakeholders.
  - Public hearings

### Deliverables:
- Report of evaluated options and selected recommendation.
  - (Report will show how the community’s input and other evaluation criteria guided the selection of a recommended approach. Proposed implementation plan and timeline.)

## Phase 4: Implementation and maintenance

### Key Principles:
- Transparency
- Meaningful Engagement
- Sustained Collaboration
- Mutual Accountability
- Evaluation

### Engagement Activities:
- Offer site visits when applicable
- Evaluate implementation
- Designate a municipal “point person”
- Civic engagement based around specific implementation steps

### Tools:
- Interactive implementation timeline
- Public notifications

### Deliverables:
- Evaluation of the quality of the civic engagement that has occurred
- Regular progress reports published according to implementation timeline developed in the previous phase.