

Civic Engagement Framework

City Department:

Project:

Goal :

Overall project timeline:

Phase 1 Information (Gathering, Organizing, Understanding)

2 Options (Discuss and Evaluate Options)

3 Recommendations

4 Implementation and maintenance

Key Principles:

- Meaningful Engagement
- Mutual Accountability
- Early Involvement
- Easy Participation
- Inclusiveness and Equity

Engagement Activities:

- Hold public meetings that are well-organized and include group work to hear community opinions
- Collect research and identify community concerns
- Educate community on important issues about the project (online and in person)
- Reach out to the community to encourage participation (phone calls, door knocks, flyers, online)
- Visit a project location as a group

Tools:

- Offer online participation (surveys, forums, social media)
- Use graphics, maps, 3D models, & pictures to explain project

Products:

- Community engagement plan
A preliminary report that describes the project, schedule, tasks, and budget
- Clear goals for each step of the process that must be met before moving to the next step
- Community's list of issues to address and their view of what we should be working toward

Key Principles:

- Sustained Collaboration
- Easy Participation
- Transparency
- Inclusiveness and Equity

Engagement Activities:

- Hold public meetings that are well-organized and include group work to hear community opinions
- Provide information about options, including what has worked well in other places
- Research possible options and potential impacts

Tools:

- Offer online participation (surveys, forums, social media)
- Hold group meetings with people who are affected by project
- Use graphics, maps, 3D models, & pictures to explain project

Products:

- Short term report with realistic options for achieving the shared view
- Provide tools to help the community choose between the options

Key Principles:

- Transparency
- Easy Participation
- Sustained Collaboration
- Mutual Accountability
- Meaningful Engagement

Engagement Activities:

- Hold public meetings that are well-organized and include group work to hear community opinions
- Present final options and how/why they were selected
- Hold public hearings where community members can make statements for City officials to consider, revise, and/or approve

Tools:

- Offer online participation (surveys, forums, social media)
- Hold group meetings with people affected by project
- Hold meetings open to the public for elected officials to hear comments and make decisions

Products:

- Report with options that have been reviewed and chosen; Report will show how community ideas guided the final recommendation, and will include the proposed plan and schedule to complete the work

Key Principles:

- Transparency
- Meaningful Engagement
- Sustained Collaboration
- Mutual Accountability
- Evaluation

Engagement Activities:

- Offer visits to project sites as needed
- Evaluate how well the plan is being carried out
- Identify someone from the City who is responsible for the work and who citizens can call
- Involve the community in carrying out the plan in each phase of the process

Tools:

- Provide a schedule of project activities to carry out the plan
- Notify community about public meetings

Products:

- Use objective measurements to determine if the community engagement in the decision-making process was successful
- Provide regular progress reports