ACCESSIBLE AND INFORMED PARTICIPATION

"More options for participation, including online"

"Providing information online in a timely manner"

"Live streaming for all public meetings and hearings"

"Meetings should be transit accessible"

"Continued effort to inform [themselves] on a broad range of issues and bring that knowledge to the table"

"Dedicate the time to become well-informed, to listen to others, and to actively participate"

"Stakeholders need to be given informed options to research and protect their interests"

Notes (initial thoughts to achieve principle):

- Ways for people with similar interests to meet.
- Full accessibility for people with different physical abilities.

- SIMILAR INTERESTS MEETING UP
- PHYSICAL ACCESSIBILITY
- TRANSIT ACCESS
- DATA ACCESS AND RESOURCES
- ASYNCRONOUS / OFFLINE INPUT
- RESPECTFUL OF TIME AND SCHEDULES, WORK, CHILD CARE
- MAXIMIZE PARTICIPATION REGARDLESS OF TIME OR LOCATION
- MAKE INFO AVAILABLE AND ALLOW PEOPLE TO CONTRIBUTE

PRINCIPLE STATEMENT:

Alexandria should provide its citizens with data and the flexibility to provide our perspective and input at any time and in any place.

Directions:

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Step 3: Discuss your category and create and write a Principle Statement that will define and promote healthy and productive civic engagement. Feel free to use the provided "notes" space to gather your initial thoughts.

ACCESSIBLE AND INFORMED PARTICIPATION

1 *"More options for participation, including online"*

2 *"Providing information online in a timely manner"*

3 *"Live streaming for all public meetings and hearings"*

4 *"Meetings should be transit accessible"*

5 *"Continued effort to inform [themselves] on a broad range of issues and bring that knowledge to the table"*

6 *"Dedicate the time to become well-informed, to listen to others, and to actively participate"*

7 *"Stakeholders need to be given informed options to research and protect their interests"*

Notes (initial thoughts to achieve principle):

- information access - not everyone on line
- different + language

information accessability
- ↳ what does it mean to be informed

"do your homework"
- ↳ make background accessible in a timely manner

give and take
- ↳ people want info related to them
- ↳ want feedback from broader population
- ↳ can't have info overload ⇒ have it parsed

PRINCIPLE STATEMENT: Promote informed participation thru open, free, and readily accessible ~~[redacted]~~ government and ~~[redacted]~~ partners in the community

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CIVILITY

"The process should ensure that everyone is civil and supportive of each other's right to express their position"

"Government and community need to be respectful, honest, open and unguarded, non-judgmental and inclusive"

"Even if my ideas are not accepted I will leave the room supporting the decisions of the group"

"Active in participation, using facts to support opinion, and honoring the process"

"Loudest voice should not dominate the dialogue"

"Open and respectful consideration of all points of view"

"Informed, objective, respectful exchange of ideas with no pre-conceived notions"

"Needs structure and ground rules to be sure people aren't intimidated by citizens who dominate"

"If all of the above plays out, once City Council has voted, no one should be allowed to sue in court or obstruct the decision in any way."

"'Ought-to-haves' need to be grounded by budgetary and development/growth realities. Tough talk may be needed when the private, petty needs of a vocal few conflict with real, lasting solutions."

"At the end of the process there will always be someone who says they were not told, heard or included. As long as everyone has tried to follow the rules this person can't be allowed to stop a decision"

Notes (initial thoughts to achieve principle):

PRINCIPLE STATEMENT:

PARTICIPANTS IN PUBLIC DIALOGUE SHOULD DEMONSTRATE RESPECT IN WORDS AND ACTIONS REGARDLESS OF DIFFERENCES.

Directions:

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EARLY INVOLVEMENT

"Involve the stakeholders from the beginning and let the group shape the process"

"The community should have early involvement in framing issues"

"Do not want issues or topics presented in a pre-planned menu of choices as those may not reflect the issues and topics most important to citizens"

"No predetermined agendas...no fast moving train"

"Funding/Budget for civic projects should be identified early in process"

"Those affected most by civic projects should be identified early"

Notes (initial thoughts to achieve principle): EARLY INVOLVEMENT IN WHAT? HOW DO WE DETERMINE PRIORITIES? HOW DO WE GET INVOLVED IN ON-GOING ACTIVITIES? HOW DO WE INFORM PEOPLE, HOW DO WE REACH OUT EFFECTIVELY? HOW DO WE MAKE THE PROCESS - FROM SELECTION TO IMPLEMENTATION - TRANSPARENT AND INCLUSIVE? HOW DO WE REACH NON-ENGAGED CITIZENS? HOW DO WE GET THE WORD OUT THERE? HOW DO WE INFORM CITIZENS ENOUGH + EDUCATE THEM SUFFICIENTLY SO THEY? INPUT OPTION IN SELECTION OF PRIORITIES? - AND FEEDBACK ON DATA-DECISION-FRAME ISSUES IN A CLEAR WAY? HOW DO WE MOBILIZE CITIZENS TO INCREASE THEIR SENSE OF OWNERSHIP + RESPONSIBILITY?

SO EVERYONE CAN BE INVOLVED

OVERALL PROCESS NEEDS TO BE UNIFORM

WHO ARE THE STAKEHOLDERS WHO NEED TO BE INVOLVED

AND INFORMED

CONSISTENT COMMUNICATION

TRANSPARENT PROCESS

LATE INVOLVEMENT - HOW DO YOU BRING PEOPLE UP TO SPEED?

PRINCIPLE STATEMENT: EARLY INVOLVEMENT IS A MUTUAL RESPONSIBILITY OF THE CITY AND ITS CITIZENS, GROUNDED IN A TRANSPARENT + CONSISTENT PROCESS SUPPORTED BY A CLEAR + TAILORED COMMUNICATION THROUGHOUT THE WHOLE PROCESS.

Directions:

Step 1: Review the Principle Category and list of *verbatim* participant feedback and poll comments from the first meeting below.

Step 2: Assign a table Scribe

Step 3: Discuss your category and create and write a Principle Statement that will define and promote healthy and productive civic engagement. Feel free to use the provided "notes" space to gather your initial thoughts.

INCLUSIVENESS AND EQUITY

"Broad, diverse and effective community involvement from beginning to end"

"Engage the unengaged"

"All views [should be] represented and heard equally and should have an impact "

"Inclusive of all perspectives and voices"

"Meetings should be organized so that everyone has an equal opportunity to contribute"

"Combine community dialogue approach with scientific surveys so that the voice of the entire community is heard and vocal people do not dominate"

"Respect for the working class"

"A willingness of City Staff and City residents to see other points of view and a willingness to change their point of view after dialog and discussion. Participants should not come to the table with"

"Business owners often feel that planning efforts are guided by and tailored to residents, but business owners are also stakeholders and need to be active participants in the

Notes (initial thoughts to achieve principle):

- evidence-based
- inclusive/inclusion
- opportunities
- one # to call for citizens' assistance

(2) engage the unengaged are engaged

(1) All views equally heard,
- inclusive/equity

PRINCIPLE STATEMENT: All community members citizens ~~feel their~~ views are equally heard, & those unengaged ~~are~~ are informed engaged & empowered who haven't been

(See reverse side →)

Directions:

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Step 3: Discuss your category and create and write a Principle Statement that will define and promote healthy and productive civic engagement. Feel free to use the provided "notes" space to gather your initial thoughts.

MEANINGFUL ENGAGEMENT

"To have our time and efforts appreciated"

"To have our ideas and opinions considered and respected"

"The progress made or goal achieved reflects the input of the participants"

"Actually listening (active)"

"Know that you are heard and that you can make a difference"

"There is mutual trust"

"I expect my ideas to be acknowledged (but not necessarily accepted)"

"Honor the input and trust the input of the community members"

"Feel heard and respected, and to see the impact of our effort"

"Commit toward moving forward. Too often, NIMBYism takes over attempts at being involved. All participants, whether members of the government or citizens need to be committed to the fact that things will change"

Notes (initial thoughts to achieve principle):

Provides opportunities for all citizens to participate in an open and unbias process on matters that have not yet been resolved.

PRINCIPLE STATEMENT:

Directions:

Step 1: Review the Principle Category and list of ***verbatim*** participant feedback and poll comments from the first meeting below.

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Step 3: Discuss your category and create and write a Principle Statement that will define and promote healthy and productive civic engagement. Feel free to use the provided "notes" space to gather your initial thoughts.

MUTUAL ACCOUNTABILITY

"Progress made toward solving the problem/issue"

"Real impact on issues"

"Follow through with proposals or explain why they've stalled"

"Reach consensus on discourse/involvement without alienating others"

CONSENSUS DOES NOT ALWAYS LEAD TO BEST OUTCOME

"A willingness to accept outcome of fair process"

"Be honest and respectful and accountable"

"Measurable progress towards a better community, follow-up regarding our community policies and priorities, [and] integration of input into actions/outcomes"

COMMUNICATION

CLOSURE

"See progress resulting in a local government that works"

"Outcome [that] reflects the participation and input of the participants"

"Both citizens and city staff and representatives should appreciate that today's initiatives have a foreseeable lifespan, and that the benefits, burdens and nature of each will change during that span."

"Focus on process may lead to a consensus and not the solution to the problem. Process is fine but substance will insure that the process leads to correct technical solutions"

"The future is not something we inherit -- it is something we create. We cannot rely on past success to insure future success, and we cannot take the future for granted. Successful communities don't just happen: they are built by dedication and hard work. Members of a community recognize a mutual interdependence; a reciprocal stake in each other."

DID WE ACHIEVE WHAT WE EXPECTED?

"Projects should all be concluded with a lessons learned session hearing praise and complaints for how the project was handled and identification of any issues which may be mitigated for future project"

Notes (initial thoughts to achieve principle):

PRINCIPLE STATEMENT: MEASURABLE PROGRESS AND OUTCOMES THAT REFLECT THE PARTICIPATION OF THE PARTICIPANTS WITH IMPACTFUL FOLLOW-UP + COMMUNICATION.

Directions:

Step 1: Review the Principle Category and list of ***verbatim*** participant feedback and poll comments from the first meeting below.

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Step 3: Discuss your category and create and write a Principle Statement that will define and promote healthy and productive civic engagement. Feel free to use the provided "notes" space to gather your initial thoughts.

SUSTAINED COOPERATION

"Foster partnerships"

"Establish a culture of community-wide engagement and develop relationships that last beyond the meetings"

"Collaboration between leaders and community members" ✓

"Collective good"

"Demonstrate the value of participation for individuals as well as the community"

"Encourage other community organizations to work together to increase feedback"

"Sustained, continuing, informed participation" ✓

"Stay engaged over time"

"Citizens and government are part of the solutions"

"Citizens' efforts and opinions are welcome and recognized" ✓

"Collaboration means that people that may not have the same ideas or positions are working together toward a common over arching goal of improving our city" ✓

"Citizens working with staff prepare meeting agenda. Agenda should focus on measurable goals. Often meetings devolve into a public briefing by staff."

Notes (initial thoughts to achieve principle):

PRINCIPLE STATEMENT: Insure ongoing, open + respectful collaboration between citizens, community groups, city leaders + staff.

(Insure ongoing, open + respectful collaboration between citizens, community groups, city leaders + staff.)

Civic Engagement Principles

Directions:

Step 1: Review the Principle Category and list of ***verbatim*** participant feedback and poll comments from the first meeting below.

Step 2: Assign a table Scribe

Step 3: Discuss your category and create and write a Principle Statement that will define and promote healthy and productive civic engagement. Feel free to use the provided "notes" space to gather your initial thoughts.

TRANSPARENCY

"Clearly stated expectations"

"Making it clear what issues are on the table and how community input will be used"

"Providing project timelines"

"Explanation of decisions"

"Transparent communication regarding end results, products and outcomes"

"Open and respectful consideration of all positions, concerns, and perspectives"

"Measured consideration of dissenting opinions"

"Evidence that ideas/comments are being addressed"

"Individuals in city government or leadership positions with personal agendas or ties to certain issues should recuse themselves from involvement in those issues"

"Decision makers and others of influence should represent themselves with honor and integrity with full disclosure of conflicts of interest (especially financial) to foster trust"

"Each idea should be recorded in a public database and available online including the decision to pursue and reasons why or why not to prevent serial 'ideas'"

Notes (initial thoughts to achieve principle):

PRINCIPLE STATEMENT:

Clearly defined purpose + objectives + expectations to achieve an agreed upon objective

Clear, accessible

Clear, accessible, trustworthy, timely and accountable access to the information that is collected, presented and employed by all parties, from the beginning to the end of the decision-making process and to the reasoning that leads to and supports the policy conclusion.

Directions:

Step 1: Review the Principle Category and list of *verbatim* participant feedback and poll comments from the first meeting below.

Step 2: Assign a table Scribe

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ACCESSIBLE AND INFORMED PARTICIPATION

"More options for participation, including online"

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"Meetings should be transit accessible"

"Continued effort to inform [themselves] on a broad range of issues and bring that knowledge to the table"

"Dedicate the time to become well-informed, to listen to others, and to actively participate"

"Stakeholders need to be given informed options to research and protect their interests"

Notes (initial thoughts to achieve principle):

→ On line ? only radio / language accessible meetings

Language posted where stakeholders are, use church, laundromates

Community members need to have more options for participation that are including only radio, flyes in ~~their~~ other languages and in proximity to where they live and work.

PRINCIPLE STATEMENT: Community members need to have more options for becoming informed and participating in civic decisions including on line, radio, ~~[illegible]~~ in print in many languages and in proximity to where they live and work.

Directions:

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INCLUSIVENESS AND EQUITY

"Broad, diverse and effective community involvement from beginning to end"

"Engage the unengaged" I

"All views [should be] represented and heard equally and should have an impact "

includes *"Inclusive of all perspectives and voices"* (including hx excluded groups)

"Meetings should be organized so that everyone has an equal opportunity to contribute"

"Combine community dialogue approach with scientific surveys so that the voice of the entire community is heard and vocal people do not dominate"

"Respect for the working class"

"A willingness of City Staff and City residents to see other points of view and a willingness to change their point of view after dialog and discussion. Participants should not come to the table with"

"Business owners often feel that planning efforts are guided by and tailored to residents, but business owners are also stakeholders and need to be active participants in the

Notes (initial thoughts to achieve principle): (Equity)

Include ~~broad~~, All diverse community involvement from the very beginning. A transparent proc where all sh are equally heard & where the impacts are = cons.

PRINCIPLE STATEMENT: Include all community involvement from the very beginning. A transparent process where all stakeholders are equally heard & where the impacts are equally considered.

Directions:

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"Projects should all be concluded with a lessons learned session hearing praise and complaints for how the project was handled and identification of any issues which may be mitigated for future project"

Notes (initial thoughts to achieve principle):

establish measurements for all principles to allow for
- refinement of process
- staff performance assessment.

PRINCIPLE STATEMENT:

With honesty & respect, team will establish measurements for all principles to allow for refinement of process and assessment of staff performance.

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CIVILITY

"The process should ensure that everyone is civil and supportive of each other's right to express their position"

"Government and community need to be respectful, honest, open and unguarded, non-judgmental and inclusive"

"Even if my ideas are not accepted I will leave the room supporting the decisions of the group"

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"Needs structure and ground rules to be sure people aren't intimidated by citizens who dominate"

"If all of the above plays out, once City Council has voted, no one should be allowed to sue in court or obstruct the decision in any way."

"'Ought-to-haves' need to be grounded by budgetary and development/growth realities. Tough talk may be needed when the private, petty needs of a vocal few conflict with real, lasting solutions."

"At the end of the process there will always be someone who says they were not told, heard or included. As long as everyone has tried to follow the rules this person can't be allowed to stop a decision"

Notes (initial thoughts to achieve principle):

- thinking of others
- listen to others
- people say their piece
- courtesy
- open mindedness
- NO WALLS
- trust in process
- how you engage

PRINCIPLE STATEMENT:

We value a process of engagement where every participant feels respected, comfortable expressing their opinion, ~~feels respected,~~ is treated with courtesy AND approaches decisions with open mindedness.

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EARLY INVOLVEMENT

"Involve the stakeholders from the beginning and let the group shape the process"

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"No predetermined agendas...no fast moving train"

"Funding/Budget for civic projects should be identified early in process"

"Those affected most by civic projects should be identified early"

Notes (initial thoughts to achieve principle):

1) Identify and involve ~~all~~ all stakeholders from the beginning, ~~making the process as~~ insure democratic process, to frame issues fairly ~~as possible from the early stage~~ The framework the city presents should be seen as a starting point, not the settled end result ~~citizen's opinions need to be~~ and consider all input seriously. recognizing that tension is always a part of teamwork.

Identify and involve all stakeholders from the beginning, insure a democratic process to frame issues fairly and consider all input seriously.

Continuous involvement and outreach.

PRINCIPLE STATEMENT:

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"There is mutual trust"

"I expect my ideas to be acknowledged (but not necessarily accepted)"

"Honor the input and trust the input of the community members"

"Feel heard and respected, and to see the impact of our effort"

"Commit toward moving forward. Too often, NIMBYism takes over attempts at being involved. All participants, whether members of the government or citizens need to be committed to the fact that things will change"

— input early on, effective advertised in many different formats

involves having clearly defined process

Notes (initial thoughts to achieve principle): — time, info, open-period

open loop system

- open-loop system — Material disseminated early
- Consulted early on, taken seriously
  - address & respond in a thoughtful way
- reason for disagreeing *Advertised ahead - ROVES "satellite city hall"
- Broadly advertise upcoming agenda
- Inform citizenry for intelligent decision; convenient places to meet
  - Quick response

- accessible my places
- "kinely fashion"

PRINCIPLE STATEMENT: The City ~~[illegible]~~ creates an open-loop system where it effectively solicits ~~[illegible]~~ ~~for~~ outside input. The City acknowledges, incorporates & effectively & ~~[illegible]~~ responds to citizens. Staff should effectively advertise meaningfully upcoming plan early on to solicit citizen inputs.

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SUSTAINED COOPERATION

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"Collective good"

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"Sustained, continuing, informed participation"

"Stay engaged over time"

"Citizens and government are part of the solutions"

"Citizens' efforts and opinions are welcome and recognized"

"Collaboration means that people that may not have the same ideas or positions are working together toward a common over arching goal of improving our city"

"Citizens working with staff prepare meeting agenda. Agenda should focus on measurable goals. Often meetings devolve into a public briefing by staff."

Notes (initial thoughts to achieve principle):

- Begin Statements with Active Voice
- Second Statement*
- Severe Lack community Participation (Must Change)
- Simple Language
- Last Statement - Community Based
- Know or Discuss Options of Moving forward

- TRANSPARENT
- Engagement is Key
- Key Stakeholder must Distribute info to All Comm.
- Few Young People involved

PRINCIPLE STATEMENT:

Establish A

15

- Establish a culture of Community engagement. Starting in advance of set agendas, identifying stakeholders groups and how to effectively touch them; Must use all available tools to communicate with the Comm. and develop relationships that last beyond and technology

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TRANSPARENCY

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"Measured consideration of dissenting opinions"

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"Decision makers and others of influence should represent themselves with honor and integrity with full disclosure of conflicts of interest (especially financial) to foster trust"

"Each idea should be recorded in a public database and available online including the decision to pursue and reasons why or why not to prevent serial 'ideas'"

Notes (initial thoughts to achieve principle):

- Clear, open; no hidden agenda's'
- Need for community engagement in gov't
- Value on input from citizens
- [redacted] A core principle of our representative city govt is transparency throughout the process. + engage all the community

PRINCIPLE STATEMENT: To ensure transparency our representative, city govt must act with integrity in all processes to include all citizens throughout the process.

- Showing respect for people's ideas and opinions
- Truthful, believable, honest with evidence
- Focus on integrity
- Frank effort to dissiminate information (multiple channels)