① ACTIVELY PARTICIPATE IN CONSULTATIONS/DIALOGUE WITH THE CITY

② COMMUNITIES SHOULD HAVE MORE ACCESS TO INFORMATION FROM THESE MEETINGS.

A ~~[illegible]~~ MORE ASSISTANCE FROM INTERPRETERS.

B COMMUNITY (NEIGHBORHOOD) DIALOGUE AND LEARN ~~O~~ THE RESULTS OF THE MEETINGS.

③ COMMUNICATIION AND INFORMATION BY DIFFERENT MEANS (SCHOOLS, CENTERS, ETC. THAT INFORMATION IN ENGLISH BE TRANSLATED INTO SPANISH-COMPLETE DOCUMENTS.

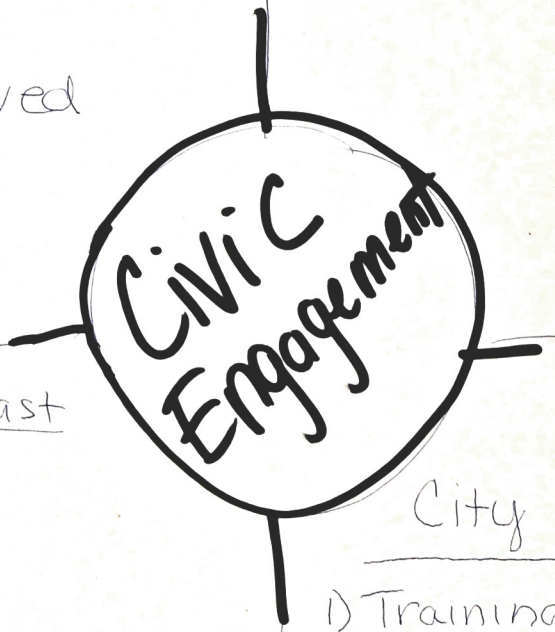
④ LISTEN TO OUR NEEDS AND TAKE PROMPT ACTION TO SOLVE OUR PROBLEMS.

City Govern

GIVE OUR COMMUNITY THE OPPORTUNITY TO ADD POINTS IN THE CITY MEETINGS AGENDA

~~[illegible]~~ ACTIVE PARTICIPATION, LOOK FOR INFORMATION, VOLUNTEERING.

Community Members.



Successful Civic Engagement

Communication

1) Talk about it! Get the word out! Go find them!
2) Make it applicable in EVERYTHING we do
3) People not only involved but invested

Measures of Success

1) Repeat participation
2) Implementation
3) Increased diverse participation

Different from the Past

1) No winners or losers
2) Different mindset
3) Proactive vs reactive

Accountability

City	Self
1) Training	* Energize rest of the community
2) Coaching	* Reporting back
3) Run similar surveys to gauge impact	* Bringing ideas of community to table

- Follow up with participants to update on progress.

- Outline the process at the start. Be transparent about objectives.

- Folks who are always involved need to recruit others, too.

- Success includes diversity of participants.

- Possible participation targets? Scorecards?

- Value participation through different means equally, and demonstrate it. (e.g. at Council meetings vs. not)

- Quality vs. Quantity

1. Que este proceso da lugar a la democracia pero para participar necesitamos más información y notificación por medio de canal T. V. Noticieros Univisión, la radio el sol.

2. Avisar con tiempo/anticipado (2 semanas) de los cambios, actividades proyectos que van ha empezar. be able to participate

El proyecto que afecta a residentes, vecinos se les de la oportunidad de hablar de ser escuchado sus opiniones.

3. Reuniones con participación de todos los afectos.

(1) Unidos y que nos den participación
Compromiso de la comunidad
la comunidad enriqueza de ideas y aprendizaje toma posesión de ideas
tener los mismos derechos, una comunidad neutral
escuchar las necesidades de la comunidad Latina no ignorarnos
More playgrounds for kids

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(2) nos han quitado el estacionamiento (chirilagua/arlandria/cooperativo)
estamos peor que antes ☆ retornando
El Cooperativo de bajo recursos tiene menos estacionamiento +20 años ACHC
Hemos demostrado que podemos sustener un edificio grande de 284 departamentos
Repartir anuncio en el periodico, con los niños
vivencia justa

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(3) Prestamos para abrir nuevos negocios
Mejores condiciones en las calles (nevado y mantenimento)

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(4) Comunicación directa
pagamos impuestos entonces que respondan con los que prometen
- nunca cumplen

mandar invitaciones de manera mejor y que nos sigan invitando
que venga a visitar despues de las 8pm

Pagando impuestos que ya estamos pagando

Venir a eventos como esta para contribuir ideas y lugares donde se debe de poner los anuncios

comunicar nuestras necesidades mas especificamente

ESTE PROCESO DA LUGAR A LA DEMOCRACIA Y LA DEMOCRACIA DA LUGAR A QUE LA COMUNIDAD PARTICIPE Y SE INVOLUCRE EN SU PROPIO DESARROLLO....

SI ESTAMOS AQUÍ INVOLUCRADOS EN ESTE PROCESO, ES PORQUE CARECEMOS DE PRINCIPALMENTE DE PARQUEO

QUEREMOS PARTICIPAR Y PROPONER PROYECTOS NUEVOS QUE BENEFICIE O DEJE DE AFECTAR A NUESTRO VECINDARIO.

ESTAMOS DEMANDANDO PARQUEOS Y CREEMOS QUE ESTE ES EL MOMENTO PARA QUE SEAMOS ATENDIDOS =

- BRUCE ST
- FOUR MILE RD
- ELBERT AVE
- ALEXANDRIA VA 22305

* ARLANDRIA CHIRILAGUA APARTMENT *

Group's Ideas:

- How can we (as a community- citizens + gov't) contribute to making the civic engagement initiative successful?
  - SPEAK UP C COMMITMENT TO USE FRAMEWORK + PRINCIPLES
  - GET INFO OUT THAT CITY IS CONSIDERING A PROJECT EARLY B4 DECISIONS ARE MADE
  - GET INFO OUT TO EVERYONE
  - NEED TO FRAME THE DEBATE - EXPLAIN THE WHY - STATE RATIONALE
  - CITY NEEDS TO EXPLAIN WHY ~~WE~~ TAKING ACTION - MAKE AN OPENING STATEMENT WHAT IS THE BASIS? WHO IS DOING THE GATHERING OF INFO - DEL
  - PROCEDURAL REQUIREMENT TO UNDERSTAND DYNAMICS + CONTEXT FOR THE PROJECT
  - COMMUNITY ORGANIZING - ENGAGE PEOPLE C WHAT MATTERS TO THEM
- What will demonstrate that things are different?
  - BETTER OUTREACH TO ALL COMMUNITY
  - SUMMARIES - RECORD HOW ACTION CAME TO BE - TO KNOW WHAT CITY PROPOSED + WHY, VARIABLES DISCUSS
    1. WHY - ISSUES
    2 DYNAMICS
    3 CONCLUSION
  - DON'T MOVE FROM ~~[illegible]~~ 1 PHASE TO NEXT W/O COMPLETING PRIOR PHASE
- Most important measures of success?
  - PEOPLE INVOLVED LOOK LIKE DEMOGRAPHICS OF PEOPLE - BE SPECIFIC TO PEOPLE WHO ARE AFFECTED
  - INFORM STUDENTS C WHAT'S GOING ON FOR
- WAYS to contribute?

City Gov't:

- ASSESSMENT C END OF EACH PROJECT - ~~LESSON~~ LESSONS LEARNED - + GIVE CITIZENS OPPTY TO COMMENT ON
  - EVERYONE SHOULD KNOW WHAT/HOW INPUT WAS USED
  - RATE PROCESS 1-10 w/ 2-3 ?s

(2)

Citizens:

ACCOUNTABLE FOR
- EMAIL/CALL
- REACH OUT TO ELECTED OFFICIALS

- MAKE FLYERS TO POST AT GATHERING LOCATIONS
- MORNING ANNOUNCEMENTS C SCHOOL
- GOOGLE GROUP - PUT NOTICES C CITY ACTIVITIES - EMAIL BLASTS - PEOPLE RESPOND
- REACH OUT TO COMMUNITY MEMBERS - BARBER SHOPS - CHURCHES
- FACEBOOK/TWITTER/EMAIL
- BULLETIN BDS - SAFEWAY, LAUNDRY MAT BARBERSHOP, DQ,
- INDIVIDUAL RESP. 2 BE INFORMED

DO YOUR HOMEWORK

(3)

① PARTICIPAR ACTIVAMENTE EN LAS REUNIONES DE DIALOGO CON LA CIUDAD

- ~~Mas~~
② Que las comunidades tengan mas acceso a la información de estas reuniones
- Mas asistencia de interpretes
- Que la comunidad hable y conozca hacerca de el resultado de las reuniones.

③ Comunicación e información por diferentes medios (escuelas, centros, etc) Que toda la información en Ingles sea traducida al español - todo el documento).

④ Escuchar necesidades / Participar

Informarce, darnos el espacio para poner nuestros puntos de agenda. voluntariado

- How will we as a community contribute to making the civic engagement initiative successful?

Be present.
Consistent and persistent.
Manage time.
Stay informed.

Understand the process. Learn the process.
Propose a solution - if you come in opposition.
All parties - be clear in your objectives.
Be specific in your ask.

- What specifically will demonstrate that things will be different? that we c

Concensus = Progress? NOT ALWAYS
Success can be measured.
Better notification.
Broader participation.
Wider Stakeholder participation.

- What will be the most important measures of success?

Citizens who show up feel heard and/(opinions/positions) considered.
Dedicated funding for citizen outreach.

- List ways in which City government and community members can be held accountable:

Both parties openly hold each other accountable.
Succinct clear 'plain speak' English [for Council agenda discussions (example)]

A

#1

- involve comm/bds early
- educate comm/bds on public involvemt
- have bds & comm have public hearings bef going to council w/ recommendations
- attend mtgs
- bring youth & parents to mtgs
- train youth & adults to work together
- will not testify in front of council for 3 min (not productive); hopefully this process will lend to a more productive means of discussion & understood by stakeholders
- urge others to get in early
- look @ best practices in other cities & our own comm & bds

#3

(5)

- better more inclusive & comprehensive calendar of events
- want to get info fr assoc mbrs & not only pushing it out
- trust
  believe what we are told & that we've been heard
- stakeholders belive the process was fair, accountable, etc
- really need to engage civic organizations ~ to engage their members
- what do we need to do if we can't get the diversity we need
  ~ measure of success across different groups of participants
  ~ use different methods of informing
- updating community perhaps qtrly about issues, mtgs, etc

1) - Feel welcome
   - this is how you get involved
- Simplicity
- Asking Question
- Gentrification
- Spread the word - talking to neighbors
- Listen
- Check Website, get emails

2) Comments are viewed online
Opportunity has been given
Voice has been recorded

3) - Mail or recieve information for new citizens to reach all residents
- Systematically asked to join an email list (diverse population)
- Ambassadors (church, civic association) - zip code
- Public hearing online, attendance for public meetings (data showing improvement)
- Greater diversity attending meetings

4) - Tax/Fine citizens for not responding or being a part of the process
- Oversight of Ambassador from City Staff

E

8

1.) How will we, as community, contribute to making the civic engagement initiative successful?

→ We need to bring in new demographic, mobilize civic associations, invite diversity + youth

→ Greater emphasis on planning, thinking, getting input

→ Ideas get into the staff report

→ Actually see how input impacts process, provide time for "processing"

→ Synchronized masterplans, integrated

→ City applies standards + codes without the need for pushing for it

→ OMBUDSMAN

"NO SURPRISES"

"NO CONSULTANTS"

→ Efficient + efficient use

2.) What will demonstrate that things are different?

→ Provision for facilitation of communication, ~~[illegible]~~

→ Critical, independent analysis by city staff (not consultants) + commissions + boards

→ The annual report widely distributed, dissent invited (commission)

→ Deep repeatedly, regularly involve community before projects are developed

→ Monthly E-news → Regular review + evaluation of city goals, with community member input

→ City staff would regularly demonstrate understanding of relevant strategic plans

→ ~~Consistent~~ Application of consistent rules of ~~[illegible]~~ order for all meetings

→ Demonstrate respectful communication

→ City actively engages civic associations

3.) What will be the measures of success?

INDICATORS OF SUCCESS

→ RFP's offered for input + Q+A

→ Measurable, quantifiable benefits vs. cost (cost/benefit analysis) in decision-making

→ Independent analysis

→ No. of projects developed w/ community input

→ Minutes from meetings demonstrating order followed

→ % of diverse groups participating

→ Revised plans, demonstrating input from community

→ Staff reports are circulated + capture comments

"DA LIST"

ACCOUNTABILITY

City	Community members
2) → Annual report out on progress w/ clarity on roles + responsibilities	→ We must be informed before we open our mouths
3) → Project development: List of upcoming projects, ~~[illegible]~~ where is the beginning, how are things approved	→ We need to pay attention before "the wolf is at the door"
4) → Posted minutes (consistent rules + procedures)	→ Know how to get involved
1) → Synchronized masterplans	→ Demonstrate initiative
5) → Ombudsman report out	

9

1- How will ~~the~~ we as a community contribute to making the civic engagement initiative successful?

- Engage those with an interest in the specific issues
- Explain implications of initiatives => why are they important

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- Engage/Reach out to faith communities
- Offer different levels for people to engage
  - different opportunities to "weigh-in"
- Use different channels of communication

2- Things are different

- Common process - Info is presented in multiple ways
- Measure of consensus
- Framework is followed consistently - leads to community input
  - show progress

3 - Measures of success

- Different ways/times to engage that are not so time consuming
  - ex weekends/evenings
- Greater involvement of a larger cross-section of the population - Diverse
- Framework is used correctly & regularly
- Feedback through different channels
  - People still feel heard even if they don't get desired outcome.

4- Accountable

- everyone plays a role in the process
- Don't get too bogged down
- City gov't AND citizens play EQUAL role in getting the word out

4. List ways in which City government can be held accountable. List ways in which community members can be held accountable

City government

- Public review of the process (factual, systematic, without an emotion-laden reaction after the fact)
- The view of City government is one of distrust but this process can help build trust

Community Members

- Accountable to bring "voice" to the process
- Participate in the voting & civic engagement process
- Cannot just complain; Ideas and solutions must be put forth by citizens as part of the process
- Present "data" examples of problems and solutions as a starting point for measuring and addressing

MAYBE A DIFFERENT CAPTION!

- Look at the caption of accountability for community. How to engage and make them feel important part of process and they are needed.

Groups 10 & 11

10 & 11

How will we as a community contribute to making the civic engagement initiative successful?

(1)

- Need citizen representatives that represent the residents population of the City, such as demographics of age, socio-economic status, business community, faith-based community (the people who will be affected by the process)
- The most vulnerable populations are often afraid to engage in the process because of a perception that they will be receive negative backlash for speaking up about problems (eg. renter may fear retribution from the building owner; displaced residents need to be recognized and organized – Advocates for Homeless represented, Tenants & Workers United here is a good sign)
- Transparency, good communication, demonstrated value for input with no retribution will all lead to better participation.
- When people are directly affected, they are more likely to become engaged

Continued on back →

What specifically will demonstrate that things are different?

Survey of all demographics

(2)

- Demonstrated openness to this process than the future. More
- It doesn't seem like a political process; Citizens are coming together
- Citizens/Stakeholders are being involved early in the process
- Think about ways to embrace the new development and bridge to existing communities, which have many strengths
- Evidence that all sectors of the population have been engaged early on and their voices have been heard.
- No

What will be the most important measure of success?

- Responsive communication throughout the various phases of the process
- Open debate in the community

Participation & active engagement are a good sign (i.e. taking time to respond + survey ... Consider other input methods – phone poll during intake process for SNAP.

(3)

- No one says s/he was left out
- When the plans represent the citizen input from meetings
- Tangible results from the planning process ... not just constant review and rehashing of the same problems; Another tangible result could be a response to citizen input that leads to cancellation of a project
- Survey citizen satisfaction. We may never get to 100% but we have to see the statistics improve over time (quantifiable results)

① Many religious organizations come together to engage in civic action (eg Alive)

Individual: Tell others as you are interacting together, especially when people see groups ACTING together ... demonstrated action together is a good way to communicate what's happening & widen participation to others

Future development could disturb

Online, brochures and multiple approaches to communication