1. **What are your concerns?**
   - The clarity of the process needs improvement.
   - Outreach/Diversity of involvement in this process – not just cultural; also, age, economic status, community groups, etc.
   - Accessibility – i.e., documents translated into Spanish; simplify language; meeting locations
   - Lack of engagement – need new faces at these events
   - Students in the city wants to be kept informed of local issues/what is happening in their city government
   - Some residents feel that they are not heard
   - How will all of this work be communicated to the public-at-large and implemented? Are all city organizations working together toward a common goal?

2. **Do you have suggestions for improvements?**
   - More should be done to reach out to and engage young people. Consider partnering with groups and organizations that serve and work with youth.
   - Make sure students know and understand what is happening in their city – hold meetings at TC Williams and post notices/articles in school newspapers.
   - More outreach/advertisement of meetings via social media; flyers; door knockers; news articles; radio; tv.
   - Have a city ombudsman.
   - Need more citizens at the meeting; less staff. Have a citizen and city gov. rep co-chair the meeting.
   - Community ambassadors will help with neighborhood/city communications.
   - The Spanish-speaking communities need more access to information from these meetings; more interpreters; talk to the community to inform them about the outcome of the meetings. Communication and information is made available through various avenues - schools, centers, churches, etc. The information is translated into Spanish throughout the document (do not just summarize).

3. **How would you explain in 2 sentences what we have accomplished at this meeting?**
   - Determined the primary goals of the plan and the main indicators for success.
   - Clarified what the framework for civic engagement is. Identified challenges in implementation.
   - Clarified that we need to keep it simple.
   - Good participation by community members that don't normally participate; youth voice was heard and represented and the importance of participation of diverse group of citizens reinforced.
   - We have stressed the ways in which we could communicate what's going on with city plans/procedures/contemplated policies in a timely manner to give citizens time and opportunity for their input.
   - Nobody questioned the civic engagement framework provided. We documented issues of process that need to be addressed.
   - Everyone's participation will bring success.

**4. <u>Please list one idea that occurred to you as a result of the exercises and presentation.</u>**

- Ombudsman is needed.
- The need to translate the process into more everyday terms.
- Concerned with lack of diversity of participants across age, socio-economic status, etc.
- Need to encourage effective youth/adult partnership.
- That we must get more citizens involved.
- Dedicated funding for citizen outreach.
- Have a corps of neighborhood ambassadors with specific duties and city staffer to hold them accountable.
- Need to synch city planning timeline with this process of citizen involvement.
- Demographic tracking requirements to be published publicly to identify civic participation success and failures (i.e., community meetings, outreach to elected/government officials).
- Make it less complicated for people who don't speak English.