

Recommendations to Improve the Citizen Stakeholder Process

**As approved by City Council's
Restructuring Gov't Comm. 3/25*

Implement three models for the City's stakeholders' groups:

- **Model One: Sounding Board** – Opportunities are provided for public comment on a proposed action ^{to staff} at a **public hearing**, usually late in the process (e.g. zoning issues, street abandonments, **Streetcar Project**, ability to speak to business agenda items - pigmy goats)
- **Model Two: Public Involvement** – Opportunities are provided for education, dialogue and input from the public regarding a proposed action (e.g. a specific project in a neighborhood, street closures, traffic pattern changes, etc.)
- **Model Three: Stakeholder Recommendation** – Individuals appointed to the stakeholder group develop a policy or action recommendation which is then forwarded to decision makers (usually City Council) for final approval and implementation (e.g. Streetcar Advisory Committee, Rental Property Ordinance, Mobile Food Vendors)

Once a stakeholder process group is approved, share the process with each participant, in writing, including:

- The type process to be used – **Sounding Board, Public involvement, Stakeholder Recommendation**
- How and by whom were participants appointed to the process
- Participant expectations
- The method by which decisions will be made (Roberts's Rules of Order or Consensus)
- How citizen input/feedback will be handled
- How long the process will be expected to last
- How and when information will be shared
- Who will determine the agenda for the process
- Basics terms and definitions that will be used during the process
- What the final outcome of the process is expected to be

For each stakeholder group process put in place, encourage an outside facilitator or moderator to guide the process in the event of an impasse – The staff of the Community Relations Committee (CRC) will be available to facilitate if needed; and to train city staff in group facilitation.

Develop a standard set of standard discussion guidelines and ground rules for all stakeholder groups:

- Participate
- Try it On
- Share the air time
- Listen for Understanding – Active Listening
- OK to Disagree – Not OK to Attack, Blame or Shame
- Speak for Yourself
- Use Both/And Thinking – Not Either/Or VISIONS, Inc.

When feasible, consider a balanced representation of citizens, staff and industry representatives when appointments to stakeholder groups are made, including citizens who may have some knowledge of the issue to be addressed.

Inform stakeholders up front whether they will have the latitude to think outside the box and offer alternative solutions to the initiative/policy/action being addressed by the group.

All stakeholder groups meet on a regular basis until their work is done.

All handouts for a stakeholder group meeting are sent to participants prior to the meeting and that the information is posted on line.

All stakeholder meetings dates be established at least two weeks in advance and/or that the dates be posted on line; and that stakeholder meetings be held at a time that is mindful of stakeholders' work schedules and other commitments.

Minutes are taken at each stakeholder meeting and be shared with all stakeholders 7-10 days after the meeting; and/or posted on line. Moreover, maintain the minutes as dictated by the City's record retention policy – three years.