

# Community Issues Forum Spring 2017

presented by



CENTER FOR  
PUBLIC DELIBERATION  
COLORADO STATE UNIVERSITY



Explore Ways to  
Engage Our City:  
New Platforms,  
New Programs



CENTER FOR PUBLIC DELIBERATION

*Dedicated to enhancing local democracy  
through improved public communication and  
community problem solving*

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# Tonight's Agenda

- 6:05 Introduction
- 6:15 New City Platforms
- 6:35 Session 1: Engaging the City
- 6:50 Small group discussions
- 7:30 Session 2: City Plan Potential Topics
- 7:50 Small group discussions
- 8:25 Final survey and close

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graph TD; A((Goals for today's forums)) --- B((Provide information)); A --- C((Opportunity for Discussion)); A --- D((Gather your input)); B --- C; C --- D;
```

# Goals for today's forums

**Provide  
information**

**Opportunity  
for  
Discussion**

**Gather your  
input**

# What Data will be Collected?

- Table notes from discussions
- Wireless keypad data
- Participant worksheets
- Final Participant survey
  
- Audio recording

# What decade were you born?

3 1. After 1990

7 2. 1980s

3 3. 1970s

4 4. 1960s

15 5. 1950s

11 6. 1940s

2 7. 1930s

0 8. 1920s

0 9. 1910s

0 10. 1900s

# What is your household income?

- 4 A. \$21,999 or less
- 9 B. \$22,000-58,999
- 11 C. \$59,000-87,999
- 13 D. \$88,000-149,999
- 5 E. \$150,000 - \$249,999
- 0 F. \$250,000 or more
- 3 G. Prefer not to answer

# Where do you live?

- 15 1. North of Drake, West of College
- 15 2. North of Drake, East of College
- 7 3. South of Drake, West of College
- 7 4. South of Drake, East of College
- 1 5. Outside of Fort Collins, but work here
- 0 6. Outside of Fort Collins



# Ethnicity origin (or Race): Please specify your ethnicity

38

A. White

3

B. Hispanic or Latino

0

C. Black or African American

1

D. Native American or American Indian

0

E. Asian / Pacific Islander

1

F. Other

1

G. Prefer not to answer

# **Session 1:**

**How do you want to engage with your city?  
The Puzzle of Public Engagement**

# **Key Criteria of Quality Public Engagement**

- **Criteria 1: High numbers**
- **Criteria 2: Informed**
- **Criteria 3: Representative**
- **Criteria 4: Interactive**
- **Criteria 5: Efficient**

# Criteria 1: High numbers

- High participation signals a healthy democracy
- The more the merrier

To get high numbers:

- Surveys, brief engagement
- Focus on primarily capturing input and reactions
- Make it as easy as possible

# Criteria 2: Informed

- Public decisions improve when based on quality data

To get Informed engagement:

- Involve experts and key stakeholders
- Spend the time to inform the public
- Support longer term processes

# Criteria 3: Representative

- The more representative and inclusive of the community as a whole, the more legitimate the information collected

To get Representative engagement:

- Build stronger relationships
- Target specific key groups
- Lower the barriers to engagement, particularly for disengaged groups

# Criteria 4: Interactive

- Tough issues require more than just input. We need discussion, interaction, deliberation, collaboration, etc.
- Ideally, public engagement is about collective learning and co-creation

To get Interactive engagement:

- Take the time
- Rely on good process elements
- Engage earlier

# Criteria 5: Efficient

- Time and money is always limited, both for city staff and for city residents

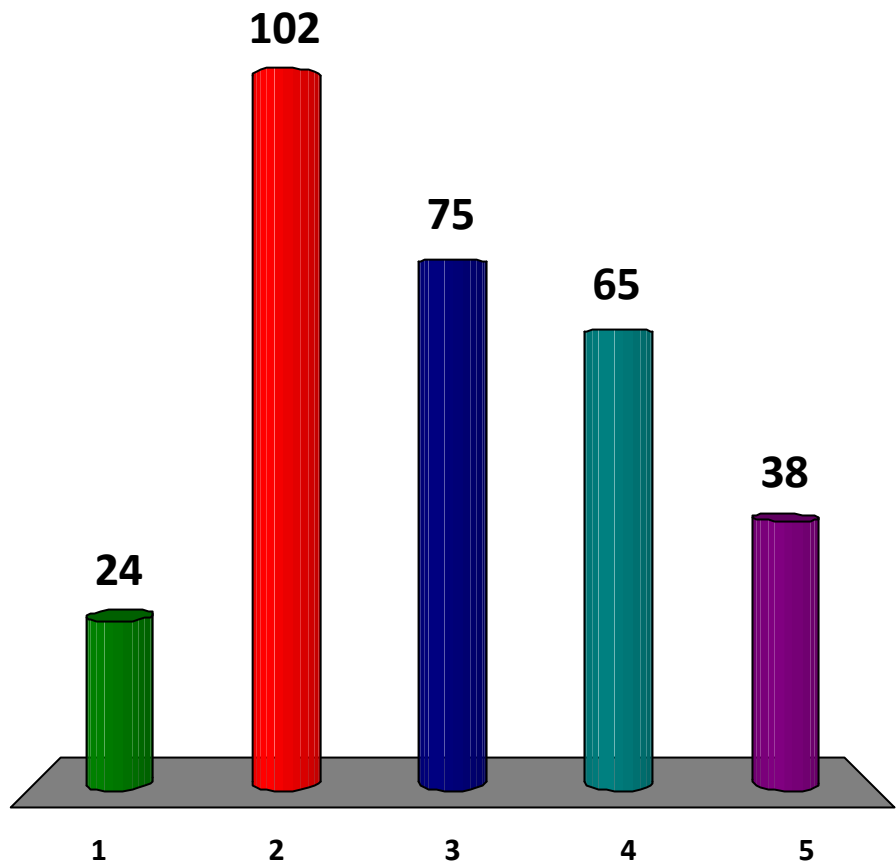
To get Efficient engagement:

- Use our limited resources wisely



How would you rank the importance of the criteria? (top 3 in order)

- 1. High numbers**
- 2. Informed**
- 3. Representative**
- 4. Interactive**
- 5. Efficient**



# The Puzzle of Engagement

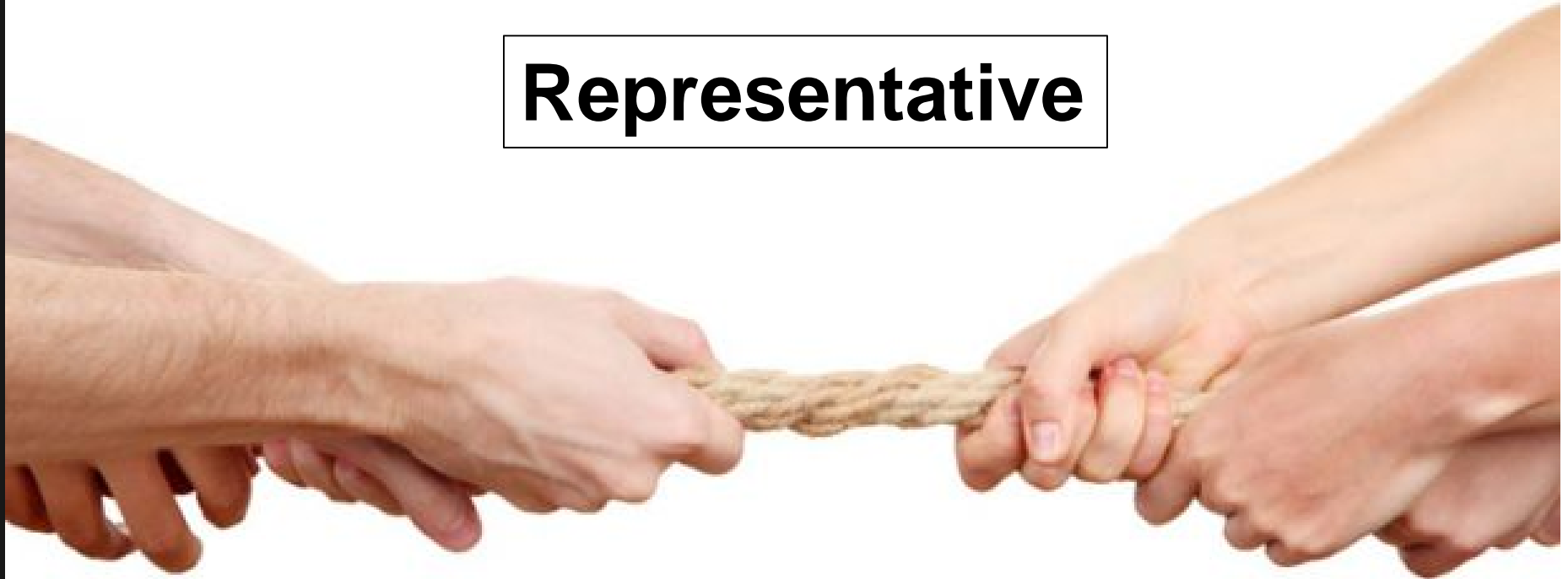
**High numbers**

**Informed**

**Representative**

**Interactive**

**Efficient**



# Thick v. Thin

**Informed**

**High numbers**



**Interactive**

**Efficient**

# Thinner

- Provide opportunities for **voice** and public input
- Support **listening** and genuine interaction
- Positively **manage conflict**, build mutual **understanding**, and develop **respect**
- Spark **collaborative learning** and the refinement (not just expression) of opinion
- Build capacity for **collaborative action** and **co-creation**

# Thicker

# Expert v. Public

**Informed**

**High numbers**



**Efficient**

# The Representation challenge

**Representative**

**Efficient**



# Quality v. Time and Money

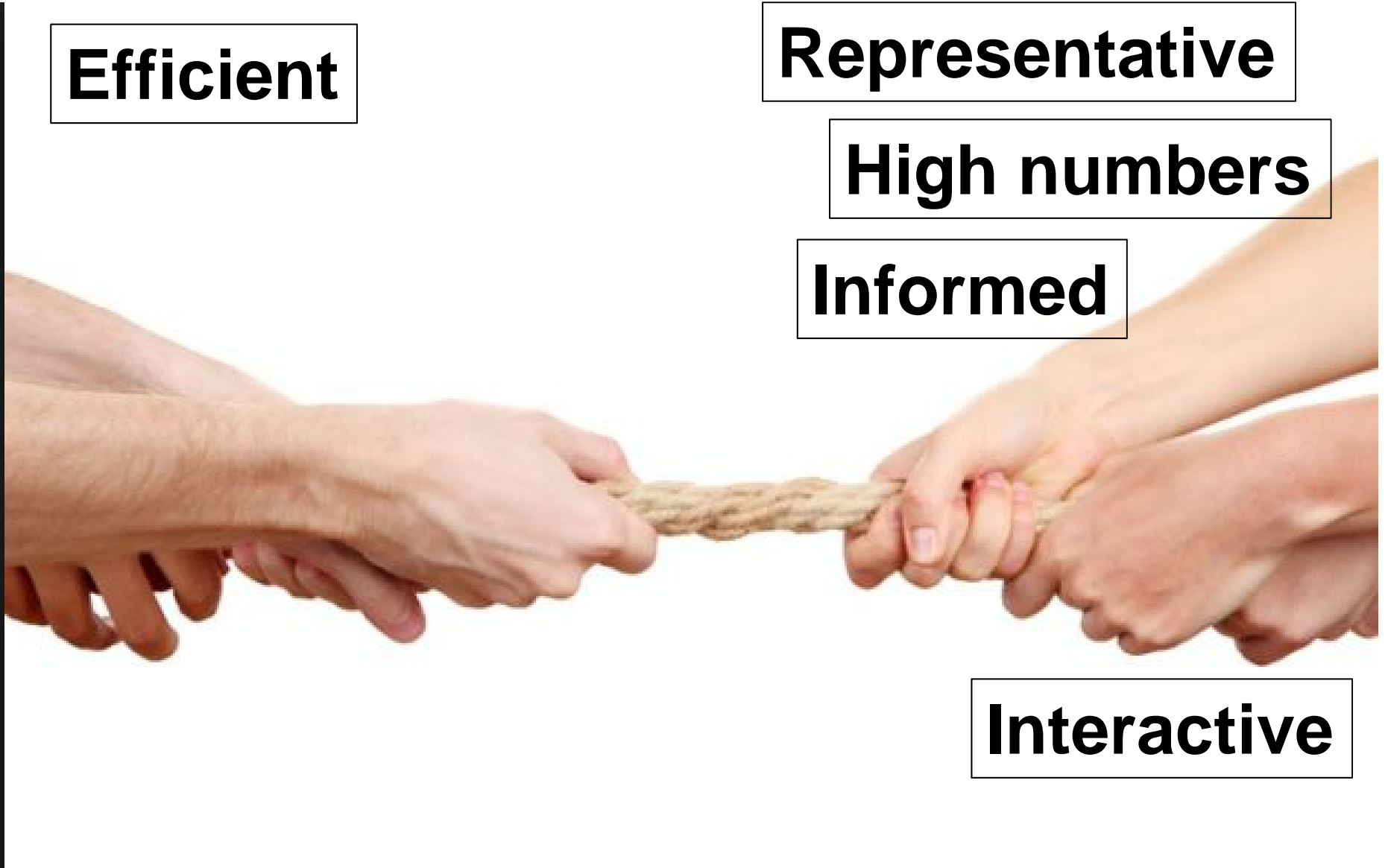
**Efficient**

**Representative**

**High numbers**

**Informed**

**Interactive**



We want public engagement to have  
**High Numbers.**

How are we doing right now?

2 A. We are strong here right now

7 B. We are doing pretty well

16 C. Not sure

19 D. Need to improve some here.

7 E. This is clearly a problem area



# We want public engagement to be **Informed**

## How are we doing right now?

3 A. We are strong here right now

18 B. We are doing pretty well

8 C. Not sure

11 D. Need to improve some here.

8 E. This is clearly a problem area

# We want public engagement to have **Representative**

How are we doing right now?

- 1 A. We are strong here right now
- 4 B. We are doing pretty well
- 9 C. Not sure
- 22 D. Need to improve some here.
- 16 E. This is clearly a problem area

# We want public engagement to have **Interactive**

## How are we doing right now?

3 A. We are strong here right now

18 B. We are doing pretty well

9 C. Not sure

11 D. Need to improve some here.

9 E. This is clearly a problem area

# We want public engagement to have **Efficient**

How are we doing right now?

5 A. We are strong here right now

12 B. We are doing pretty well

13 C. Not sure

14 D. Need to improve some here.

4 E. This is clearly a problem area

# Engagement Options

- Subscribing to email updates/newsletters
- Taking a survey
- Following the City on Social Media platforms
- Submitting comments via email or online forums
- Brief engagement with staff at other meetings, festivals, events
- Attending/watching Council work sessions or meetings
- Speaking at Council meetings
- Listening sessions with city council members
- Attending an open house
- Small group facilitated and focused forums / CPD style events / interactive charrettes
- Participating on citizen board/ commission/focus group/ stakeholder group

# Session 1: Small Group Discussion

- Respond to the criteria, tensions, and engagement options

# Ground Rules

- Speak honestly and respectfully
- Listen to understand
- Its okay to disagree, but do so with curiosity, not hostility
- Be brief and allow others to participate, no one should dominate