

Process Improvement Worksheet D and Instructions for Use

This worksheet (Worksheet D) has three parts:

- **Step One:** The first part of this worksheet provides an opportunity to brainstorm and discuss ideas for public engagement improvement based on a review of the Comparison Worksheet C.
- **Step Two:** The second part of this worksheet provides additional specific questions about the public engagement process that should be considered by the local agency sponsors/conveners.
- **Step Three:** The third part of this worksheet provides an opportunity to make and document recommendations intended to improve the local agency's next public engagement effort.

The work described in Worksheet D is best completed collectively, in meeting, by those local officials involved in the completed public engagement process.

Step One. First, identify for discussion the statements or general categories from the Comparison Worksheet C that you think require attention. These may be instances where the rankings of participants and officials are substantially different, or where comments by one or both groups suggest room for improvement. Discuss these together, one statement at a time, also reviewing any written comments provided on the participant worksheets (Worksheet A). Then include any points of learning or potential ideas for future improvements in the "Possible Improvements" column found under Step One. Discuss these, noting those ideas that have the greatest support. This is information that will be drawn on to help determine and document a final list of recommendations for improvements in Step Three.

Step Two. Next, review and discuss the four questions in the Step Two section of this Worksheet (D). These are important overarching questions about the public engagement process that will be particularly appropriate for local officials or for commissions or other local bodies who are charged with improving public engagement. Note any ideas for improvement as these may also become part of the final list of recommendations determined in Step Three.

Step Three. Finally, use the Step Three section of Worksheet D to discuss the ideas for improvements developed under Step One and Step Two and to determine and document the final decisions about the improvements you think would have the greatest positive impacts on your city's or county's next public engagement process.

You may also wish to use the information from this worksheet in follow-up communication with your recent public engagement participants. It is important that public engagement process participants know how their ideas, recommendations and evaluative comments were used by decision makers.

Process Improvement Worksheet D

Step One: Discuss and document ideas from Comparison Worksheet C or brainstorm new ideas for improvement based on Worksheet A and B Responses.

STATEMENT	POSSIBLE IMPROVEMENTS
PREPARATION	
1. The notice, advertisement and/or invitation to participate was clear and welcoming.	
2. Information about the meeting topic, provided to attendees before or at the meeting, helped prepare them to participate more effectively.	
3. The purpose of the meeting was clear to participants.	
4. Before the meeting, participants believed their <i>individual</i> views would be seriously considered by policymakers.	
5. Before the meeting, participants believed their <i>collective</i> views or recommendations would be seriously considered by policymakers.	
PARTICIPANTS	
6. The participants in the meeting reflected the diversity of the people and views of our community.	
7. The mix of participants was appropriate for the subject matter of the meeting.	
8. Participants felt comfortable with the other participants.	
9. Meeting participants treated each other respectfully.	
10. Meeting participants felt that other participants were constructive in their comments.	

STATEMENT	IMPROVEMENT
PROCESS	
11. The agenda and process for the meeting were appropriate for the topic and helped make the meeting productive.	
12. There was sufficient opportunity for participants to express their views about what they thought was important.	
13. There was sufficient opportunity for participants to exchange views and learn from each other.	
14. There was sufficient opportunity for participants to develop joint views and/or recommendations.	
15. The facilitator(s) provided a safe, fair, and well-managed environment for participants.	
RESULTS	
16. Participants changed their thinking about the topic as a result of this public engagement process.	
17. Participants believe that this meeting will result in better decisions on the topic discussed	
18. It was clear to participants how decision makers will use the results of this meeting.	
19. If asked, those attending would participate in meetings like this again.	
20. Participants would encourage other residents to participate in similar public engagement processes on this or other appropriate topics.	

Step Two: Additional Assessment Questions

These questions are not intended for tabulation but for discussion to help assess the overall success of a public engagement activity/process. These questions generally extend beyond the subject matter of the previous worksheets.

1.	A Plan? Did appropriate local officials develop and approve a clear public engagement plan that included: a stated purpose, participation goals, a process design, a timeline, clear local official and staff roles, a budget, ties to any larger city or county public engagement goals, and how local officials would integrate recommendations into their ultimate decision making? Also, was there early input into the public engagement plan or design from members of intended participant communities? How could this public engagement plan have been improved?
2.	Internal Communications? Were you satisfied with the communications between and among appropriate local agency officials, staff and consultants (if any) during the public engagement process? How could this have been improved?
3.	External Communications? Were you satisfied with the external communications to the larger public during the public engagement process; to present the results of the process; or to communicate how decision makers used the information generated by the public? How could this have been improved?
4.	Policy Impacts? Do you believe the ultimate decisions made by the appropriate local agency or governing body were different and/or better than would have been the case without the public engagement activity/process? If yes, how so? How could this have been improved?

Step Three: Priority Recommendations to Improve Public Engagement

Describe clearly the *priority* actions to be taken to make the identified improvements in your public engagement activities. Where appropriate, include the individuals/positions responsible for implementation. Add more than five if you wish

1.	
2.	
3.	
4.	
5.	