Commission Communication Red Group

- Adding items to Work Plan - How? Who?

- Time at end of meetings for questions/issues (time limit)

- Process for bringing in new information

- Involve all - welcome diverse opinions

- Discussion

- Work Plan

  ♦ OPC input

  ♦ Two-way communication

  ♦ Open communication between staff and Council

  ♦ Process

- Retreat– Public Engagement

- Not effectively engaging public

  ♦ Do things differently

  ♦ Getting response too late after decisions

  ♦ Make it sexy

- Do more outreach so community understands

- Public Notice - Improve

- More involvement - more voices

- Guidelines for talking to people

- Protocol - Conflict

- Communicating within OPC about plans and actions

OPC Communication Agreements
Green Group

- Ask all members if have comments - "go around table"
- Work Plan - limit to "core issues" so not rushed
    - (e.g., waste receptacles)
    - (work with Council)
- Sometimes OPC members feel "cut off"
    - More comfortable way to say "hold it - need more time to discuss"
- Process
    - OPC agree to guidelines for raising and discussing concerns/things uncomfortable with/among members or OPC conduct of business
    - Internal vs. external

Communication with OPC Members Green Group

- Clear understanding of how OPC can:
    - Communicate with each other
    - Communicate with public outside of meetings
    - Attend, participate, report on Council and other meetings at regular OPC meetings

OPC Together Blue Group

- Public and Private sector are different
- What flexibility is there within OPMA?
  - ♦ 1-on-1
  - ♦ Staying after to chat at meetings
- *Not knowing public sector, terms, etc., can be a very valuable skill on the Commission
- *"I am in a way, the public. I sit there in meetings and think, what the hell are we talking about?
- Need to hear what each OPC'r has to say - unique perspectives
- *When do I disclose outside affiliation?
- If it's quasi-judicial - SAY SO RIGHT AWAY!
- If you hear an important issue or concern - follow channels that build respect - no blind-siding
- *What are the boundaries to speaking freely?
- *Need to be bold enough to speak our minds (not everyone will like it)

Community Red Group

- Agreement about timelines of information:
  - For OPC members
  - For the community
    - OPC packet earlier/Push-out ASAP
- *Public Involvement Staff Person (Important)
- Website - Public Involvement (Important)
  - Ticker at bottom What's Happening
- *Public Notice (research other communities - Facebook - Twitter)
  - Broader distribution
  - Timely Notification - Twice
  - Language/Plaintalk (pros & cons)
  - Give public opportunity to receive all notices/Sign up
- Improve Quality of Public Eng./Inv.
  - OPC: meetings and role
  - Citywide - improvements
  - Not enough opportunity to create a process
  - Systematic
- Agreement - Pro-active, timely, consistent, transparent
- Modes/Purpose
  - Imp. - Citywide
  - OPC should do outreach
  - Not drawing people in
  - CNA

Bold Leadership Blue Group

- *Use each other as a resource
- Scar is fresh
- Use secret meetings as instructive
    - ♦ Don't want that event to happen again
    - ♦ I took away - "fear of public"
    - ♦ Need a forum to speak to each other freely.
- *Got an issue? Go to Leadership Team, staff or CC liaison (for example), etc.,
- First need an "order of operations"
- Fostering speaking freely could look like (not necessarily considering OPMA):
    - ♦ Coffee, lunch
    - ♦ Small group discussion like now
    - ♦ *General Oly discussion - not just always big issues
    - ♦ *1-on-1's communication
    - ♦ Trying to figure out who fellow Commissioners are, based on meetings - still haven't figured it out - too constrained.
    - ♦ Understand purpose of OPMA toward overall purpose of local democracy - not just see it as legal boundaries
    - ♦ *Sense of <u>who we are</u>
    - ♦ *Gatherings
    - ♦ Walking Tours

Communication with Community
Green Group

- Find a way to make planning exciting
- Relate at an emotional level, e.g., examples, illustrations, briefings with experts such as Density Presentation
- Community café - style on Comprehensive Plan visuals rather than numbers, e.g., heights
- Allow adequate time for questions
- Develop public involvement process that's proactive (e.g., reach out and attend neighborhood, WOBA, business, other groups)
- Commitment and practice/demonstrate how public input/feedback will be used
- City spokesperson to clearly and concisely explain issues and decisions
- Improve "3-minutes at the mike" public hearing (e.g., give more time to talk/panels)

Community Blue Group

- Nervous about "public sector" community (Lingo)
- *Sense that people who attend meetings are there to scrutinize
- *Community includes more than meeting attendees
- Can go to other groups - might be more comfortable there
- Ask another OPC'r to go with you to community meetings to get more comfortable
- *"Had to mature and say, it's gonna suck." OK
- Refreshing to know there is a broader community out there who are sick of controversy and who support our work
- Is it our role to reach out and engage?
- *Our challenge - some people don't care that much
- There is an invisible army out there with various votes/interests
- *"Public" "Community" - Define these terms.
- Struggling to understand "public sector". I'm used to complete autonomy at work.

Communicate More Freely with Staff Blue Group

- *Excellent response time
  - Accuracy (at least not mistakes on purpose)
- Concern about staff being a target
  - Shocked by that
- Responsive in a negative environment turned into positive change
- *Information that is pertinent should be shared timely (i.e., Council direction)
- *Know what's coming … Lean on staff to make important stuff to the top
- Need "brief" and helpful briefings
- *Move quickly - maybe too much history (in the staff report)
- Please don't repeat information
- History in bulleted items
- Create some mystery to spur questions

Communication with Staff
Green Group

- All City staff - seek advisory committee input on key projects (e.g., 5th Avenue project - left out bike facilities)
- Satisfied, delighted, impressed with OPC staff and all City staff response to information requests
- Staff input and recommendation welcome

- OPC needs professional advice (e.g., cite data, sources)
- More cross-department staff/OPC interactions on key topics, share perspectives, e.g., Finance Subcommittee
- Clarify practice/policy for individual Planning Commissioners communicating with Councilmembers

Staff
Red Group

- Staff Reports - Uniform Outline (Important)
    - Summary upfront
    - What is the effect
        - Recommendation
    - Discussion in middle
    - Needs to be objective
- Staff reports are <u>buried</u> on Legistar - should be upfront
- Role of Leadership Team
    - Make sure OPC receives all information
- Work Plan
    - Where are we going?
    - More details of what items are
    - More information
- Work Plans - Retreats
    - Agreement St: Annual Retreat to review, discuss Work Plan
        - Plan ahead, prioritize
        - Orient new members
        - (May need more than 1 retreat)

Next Steps Red Group

- Address concerns and issues
- Plan - strategy about how to engage community
  - Make it interesting - Collaboration
- Work Plan
- Quarterly Workshops
  - What are the big issues
  - How to engage
  - Plan what topics to involve public
- Bi-annual Retreats
- Internal Communication & External