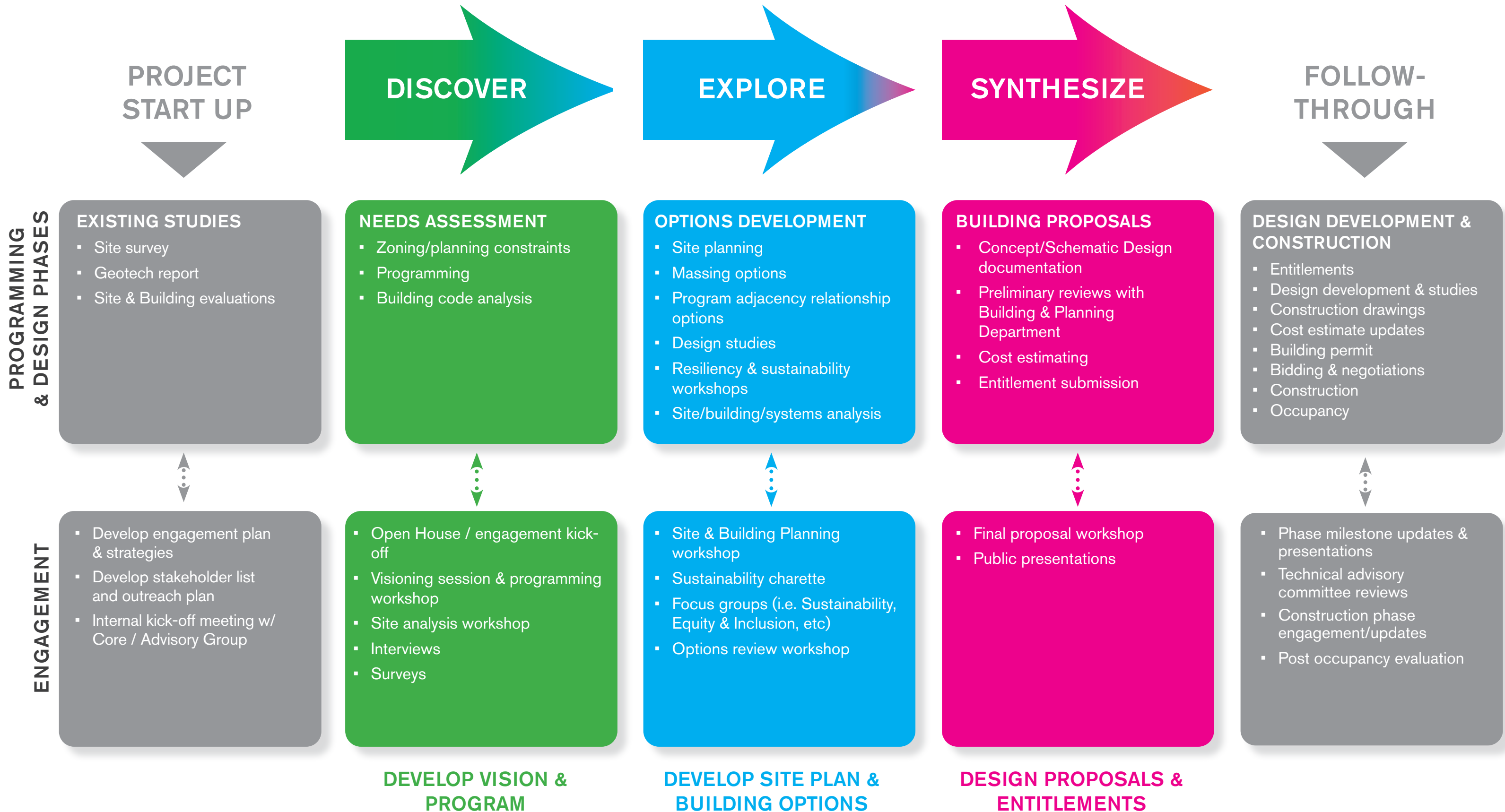


DESIGN & ENGAGEMENT PROCESS

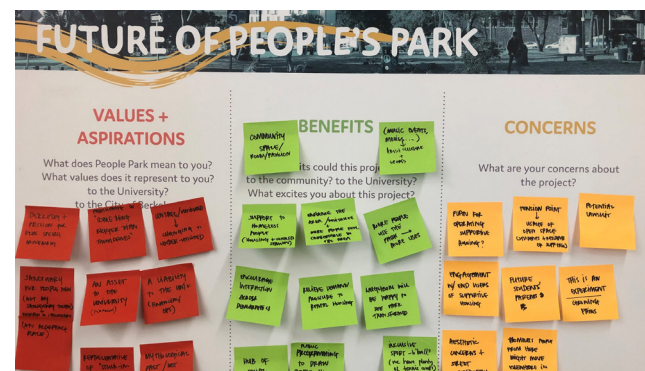
HIGH LEVEL PROJECT TIMELINE DESCRIBING HOW THE ENGAGEMENT PROCESS RELATES TO THE OVERALL DESIGN PROCESS.



LEVEL OF STAKEHOLDER ENGAGEMENT

RANGE OF ENGAGEMENT APPROACHES A PROJECT CAN CHOOSE TO PURSUE AND TYPES OF ACTIVITIES AND TECHNIQUES THAT SUPPORT THAT LEVEL OF ENGAGEMENT. ADAPTED FROM THE CITY OF OAKLAND DEPT OF RACE AND EQUITY INCLUSIVE PUBLIC ENGAGEMENT GUIDE.

TYPE OF ENGAGEMENT	INFORM	CONSULT	COLLABORATE	SHARED DECISION-MAKING
GOAL OF PARTICIPATION	Educate the stakeholders about rationale, issues being considered, areas where input is needed. Keep everyone informed.	Gather information & ask for advice. Listen and acknowledge concerns, provide feedback on how stakeholder input influenced decision.	Create a partnership with stakeholders to identify problems, generate solutions, get reactions to recommendations & proposed direction. Consensus building. Ensure issues & concerns are directly related in alternatives development & how stakeholder input influenced the decision.	Decision-makers delegate decision making power to stakeholders or give them a formal role in making final recommendations to be acted upon Implement what the stakeholders decide.
TOOLS & ACTIVITIES	<ul style="list-style-type: none"> Fact Sheets Brochures Websites & Social Media Open Houses & Exhibits Newsletters 	<ul style="list-style-type: none"> Focus Groups Surveys, interviews, questionnaires Public meetings Workshops & working sessions 	<ul style="list-style-type: none"> Citizen Advisory Committees Visioning Participatory decision-making & Charrettes 	<ul style="list-style-type: none"> Facilities & Operations review Citizen Juries Ballots Delegated decisions to voters or representative bodies
INCLUSIVE ENGAGEMENT TECHNIQUES	<ul style="list-style-type: none"> Translation of all texts Interpretation at events Alternative outreach 	<ul style="list-style-type: none"> Translation of all key documents Interpretation at events Provision of childcare & culturally appropriate food ADA accommodations Meeting dates & times coordinated to promote maximum attendance Online engagement 	<ul style="list-style-type: none"> Translation of all key documents Interpretation at events Provision of childcare & culturally appropriate food Individual meetings with community leaders at their site ADA accommodations Meeting dates & times coordinated to promote maximum attendance Online engagement 	<ul style="list-style-type: none"> Translation of all key documents Interpretation at events Provision of childcare & culturally appropriate food Individual meetings with community leaders at their site ADA accommodations



IDENTIFYING STAKEHOLDERS

IDENTIFY THE INTERNAL AND EXTERNAL STAKEHOLDERS AND THE LEVEL OF ENGAGEMENT BEING TARGETED FOR EACH.

LEVEL OF ENGAGEMENT		INFORM	CONSULT	COLLABORATE	SHARED DECISION-MAKING	NOTES (LIST SPECIFIC STAKEHOLDERS)
INTERNAL STAKEHOLDERS	OPERATIONS STAFF	X				
	PROGRAM STAFF		X			
	LEADERSHIP TEAM				X	
	USER GROUPS			X	X	
	DONORS/BOARDS					
EXTERNAL STAKEHOLDERS	LOCAL COMMUNITY GROUPS					
	NEIGHBORS					
	CITY OFFICIALS					
	GENERAL PUBLIC					

DEFINING THE ENGAGEMENT

IDENTIFY THE APPROPRIATE ENGAGEMENT ACTIVITIES AND THE TARGETED STAKEHOLDERS.

	ACTIVITIES	Y/N	QTY	TYPE	TARGET STAKEHOLDERS
INFORM	PRESENTATIONS	Y			
	OPEN HOUSE	Y			
	FACT SHEETS / FLYERS	Y			
	SOCIAL MEDIA / PROJECT WEBSITE	N			
	MAILINGS / NEWSLETTER				
CONSULT	COMMUNITY MEETING WITH PUBLIC COMMENT				
	INTERVIEWS / FOCUS GROUPS				
	POST OCCUPANCY EVALUATION				
	SURVEYS				
	COMMUNITY NEEDS ASSESSMENT / DEI METRICS				
COLLABORATE	VISIONING SESSION				
	PARTICIPATORY WORKSHOPS / CHARENTTES				
	CITIZEN ADVISORY COMMITTEE				
SHARED DECISION-MAKING	COMMUNITY MEETING WITH VOTING				
	FACILITIES & OPERATIONS REVIEW				
	CITIZEN JURIES				
	BALLOTS				

S = Standard Services
E = Enhanced Services