

Expectations and promises between city and citizens in an engagement effort that goes beyond exchange of information*

City Expects of Citizens	Citizens Promise to City
<ul style="list-style-type: none"> • Attendance • Broad representation/participation • Civility and respect (including respect for data) • Honor agreements that are made • Citizen input is informed; open to persuasion • Citizens share their expectations, goals, vision • Respect benchmarks and deadlines for progress • Participate in ongoing evaluation and review of the engagement effort 	<ul style="list-style-type: none"> • To participate and share opinions • To devote some of their own time, talents, and energies to problem-solving efforts • To consider impact on others, environment • To be informed and respect one another and city staff • To be committed to shared goals and decisions • To be willing to acknowledge cost
Citizens Expect of City	City Promises to Citizens
<ul style="list-style-type: none"> • Listen actively without preconceived views • Be actionable/follow through • Provide multiple engagement opportunities and encourage diverse representation • Provide support to citizen teams and volunteer groups who are taking action as a result of their engagement • Provide education and information and resources that facilitate engagement process • Transparency in decision making processes • Recognize sustainability • Continuous evaluation and solicitation of feedback on engagement processes • Ongoing participation • Mutual respect 	<ul style="list-style-type: none"> • Utilize a variety of methods to identify, recruit, and invite diverse stakeholders to the table • Remain unbiased • Insure that engagement efforts have adequate resources (staff, facilitation, meeting rooms) possibly in cooperation with other supportive organizations • Provide information and professional experts • Respect for requests • Communicate parameters –expectations of the process and outcomes • To make clear the goals of the citizen engagement process and decision making authority • Fair and open process (abiding by laws) • Research and history

Any relationship can be viewed within a framework of expectations and promises (obligations). At its heart, negotiating a successful relationship involves agreement on what each party expects (wants) of the other and what each party is willing to give (promise) to the other in return. In this instance, we have tried to specify expectations and promises in an ideal engagement relationship that involves more than the simple exchange of information such as a community visioning process or comprehensive plan development/review.