



HRCCE Information and Communication Team Progress Report 9.30.09

Team Background Information:

- 25 total members representing 8 localities (Norfolk, Virginia Beach, Hampton, Portsmouth, Newport News, Williamsburg, James City County, Chesapeake). Team members consist of City/County staff and residents. They have a broad range of expertise and work well together. 3 Team meetings have been conducted to date, the first in July and the latest in September. Monthly meetings are held on the 3rd Wednesday of the month at the Hampton City Hall building. The City of Hampton has been a big asset in allowing the group a consistent place to gather.
- Ken Wheeler has been acting as the lead facilitator for the Team meetings. His experience and guidance has been an exceptional benefit to the group.

Created based on the responses to the question asked at the HRCCE summit

“To make public decision making better for all parties and increase mutual trust, what do we recommend as specific improvements for information and communication?”

The I&C Team have created the following comprehensive statements:

Comprehensive Categories and Statements

- Public Participation/Process - ***True public participation means a welcoming citizen focused dialogue via a variety of communication avenues for the purpose of improving trust and empowering citizens.***
- Meetings - ***Have convenient opportunity for respectful 2-way exchange of information and viewpoints between Government and Citizens in a meaningful way before decisions are made.***
- Civic Education / Training & Teaching – ***Early and widely provided civic education is essential for effective civic leadership including the capacity to make better decisions.***
- Information Gathering/Surveys – ***Information and data needs to be gathered frequently and in various ways.***
- Regionalism – ***Successful regionalism means having one trusted source for greater information sharing and public participation through diverse and consistent communications.***
- Respectful Inclusion – ***Respectful Inclusion ensures all partners are valued and included in a civic process, each having a role and treated fairly.***
- Transparency/Honesty/Best Practices - ***Effective public engagement promotes transparency and trust through early, grass-roots involvement in decision making; respectful dialog and open, two-way communication.***

The Team has also made the following bigger picture suggestions

- HRCCE’s mission statement should be refined. It needs to be easier to understand and remember by citizens not familiar with civic engagement. Is this a task that would fall under the I&C Team jurisdiction?
- Future HRCCE summit locations should be moved around as much as possible. Alternate Southside and Peninsula locations.