

What the Citizens Said

“What should Engage Gwinnett members keep in mind in researching and making their recommendations?”

Gathering information:

- Listen widely
- Get the facts
- Be open to new ideas (“there are no bad ideas”)
- Look at what other places have done
- “Revisit what brought us here, what made us great, learn from mistakes.”

Making decisions:

- Be fair
- Prioritize
- Look ahead
- Consider new ways of delivering services (e.g., “private providers”)
- Separate operating from capital costs

Keeping citizens informed/involved:

- Share the information you receive
- Involve the public
- Frame the choices to be made clearly (“how much money, what services we will lose”)
- Give us choices (“cafeteria style”)

Conducting yourselves:

- Be careful not just to be fair but appear fair as well (“perception just as important as fact”)
- Stay away from personal or political agendas
- Stay focused on the goal of making good recommendations (“don’t get bogged down in controversies”)

What the Citizens Said

“What will citizens want to know in order to embrace Engage Gwinnett’s recommendations?”

Presented the right way:

- Made the case for change (“why?”)
- Were straight with the citizens
- Explained EG’s mission and processes
- Included a timeline (“when it’s going to happen”)

Arrived at fairly and openly:

- Showed how opinions sought and listened to
- Explained what questions were asked
- Showed EG was citizen-driven, not politically-driven
- Used reliable information
- Were impartial in recommendations

Did a good job of communicating

- Stayed in touch with those without Internet, email access
- Communicated in many ways (“Web, water bills, newspaper, library,” etc.)