

# AMERICA *SPEAKS*

Engaging Citizens in Governance



## **Public Participation in Nanotechnology & Nanoscale Science**

**Dr. Carolyn J. Lukensmeyer**

**Arlington, VA**

**May 30-31, 2006**



## AmericaSpeaks' Purpose

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***Engage citizens in the most important decisions that impact their lives.***



# 21st Century Town Meetings





# Table Dialogue






# Diverse Participants



# Informed Dialogue





## CITIZEN SUMMIT III: REAL CHALLENGES, REAL CHOICES

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Mayor Anthony A. Williams

*Dear Citizens,*

Four years ago, 2,000 residents of the District of Columbia came together at the first Citizen Summit to launch an exciting and innovative process called Neighborhood Action. At the summit, citizens helped set the District's priorities for the city budget and strategic plan. Two years later, another 2,500 residents joined us at Citizen Summit II to revisit the city's priorities. We have achieved much in the past few years, but we still have a long way to go before reaching our full potential as a city.

I've decided to invite residents to join me again this year for Citizen Summit III in our new Neighborhood Convention Center. Citizen Summit III is an opportunity for the public to address the real challenges that face the District of Columbia and make real choices about the future of our city.

Together, we will look to the future and envision the kind of place we want our city to be. We will also discuss the difficult trade-offs that confront us today as we work to improve our educational system, increase the safety of our neighborhoods, and expand opportunity for all.

The Citizen Summit is America's largest ongoing town hall meeting—a time when our community can come together to talk about the most important issues that impact our lives.

Our goal at the Summit is to conduct a conversation between the District government and residents about our plans for the coming years. The Summit provides a chance for you to make your voice heard in the important decisions that shape the future of our city.

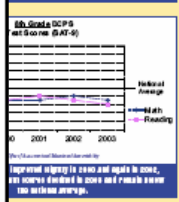
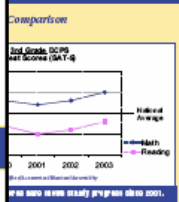
I also want to acknowledge the critical leadership that is provided by the Council of the District of Columbia and our 17 Advisory Neighborhood Commissions. They are critical partners in moving our city forward, and their input today will become a central part of our larger efforts to improve the city.

I look forward to your participation at the Summit. Together, we will shape a bright future for the District of Columbia.

Anthony A. Williams  
*Anthony A. Williams*  
Mayor, District of Columbia

WASHINGTON CONVENTION CENTER
NOVEMBER 1, 2009
WWW.CITIZENSPEAKS.ORG

## PROVIDING QUALITY EDUCATION



**Done to Improve the Quality**

Government has initiated programs to improve the quality of education. It is important that we make the most of these programs. Each of the programs shown represents a significant option for improving education for the District's children and youth.

Each program or program comes at a cost. For the most part, we must invest additional resources, if possible, to make these programs available to all students. Together, we must evaluate these options for their impact on the system in order to ensure that we can target resources to the most important options.

### Option #1: Improve the Quality of Teaching

**Why is this option important?**

- Research shows that students who are taught by high-quality teachers for three consecutive years perform substantially better than students with low-quality teachers.
- Research also shows that hiring delays can cause large urban school districts to lose substantial numbers of high-quality teacher candidates to suburban districts that hire earlier.

**Where are we now?**

- The District has many excellent and caring teachers, and improved recruitment efforts have caused many high-quality teacher candidates to apply for a limited number of openings. Unfortunately, hiring delays have caused many of these candidates to withdraw from the hiring process before they can be offered positions.

**What more should we do?**

- The District should continue hiring practices in order to attract the most qualified teachers.
- The school system should create incentives for teachers to provide excellent instruction when they are going to leave schools so there will be incentives to find qualified replacements.

**Option #2: Begin the Education Process in Early Childhood**

**Why is this option important?**

- Studies show that children who begin schooling before kindergarten are more likely to graduate from high school, stay out of trouble, and avoid involvement in the justice system.
- For example, in Charlotte, NC, "Start Smart" programs educate children up to age 5. One of these programs, Bright Beginnings, currently serves approximately 2,000 students in 157 classrooms and has significantly improved student performance.

**Where are we now?**

- The District is ranked second in the nation for the percentage of children in centers that are nationally accredited.
- While the District currently provides early childhood education to residents who earn up to 200% of the poverty level (over 16,000 children in FY2008), there is a waiting list of 1,300 children for early childhood programs.

**What more should we do?**

- Increase funding to early childhood education in order to provide services to the remaining 1,300 children on the waiting list.
- Create a program to ensure that the quality of all of the city's child-care centers meets national accreditation standards.

**Option #3: Provide "Wrap Around" Social Services to Students**

**Why is this option important?**

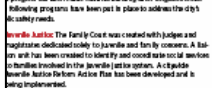
- In order to focus on learning, children must have their other basic needs met, including nutrition, health, and safety. When these needs are not being met, government programs can attempt to provide support. However, they must do so in a way that is coordinated around the school site instead of being delivered in disconnected efforts around the city.

## MAKING NEIGHBORHOODS SAFER



Police Officer with Police Helicopter

### Statistical Comparison



**Police Officer with Police Helicopter**

Police Officer with Police Helicopter

**Police Officer with Police Helicopter**

Police Officer with Police Helicopter

**Police Officer with Police Helicopter**

Police Officer with Police Helicopter

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# Facilitation and Event Support

## Four Levels of Support

1. Lead Facilitator

2. Area Facilitator

3. Table Facilitator

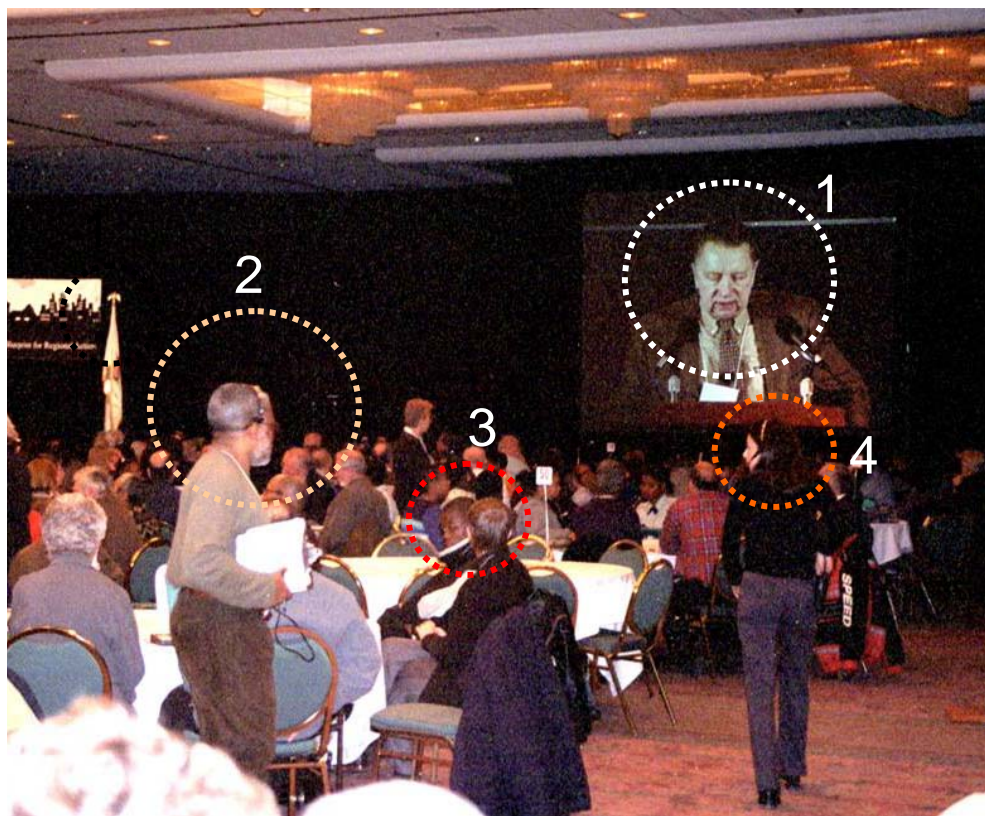
4. Tech. Support

- *Floor Managers*

- *Issue Experts*

- *Constit. Services*

- *Volunteers*





# The Technology



**Wireless Computers**



**Polling Keypads**





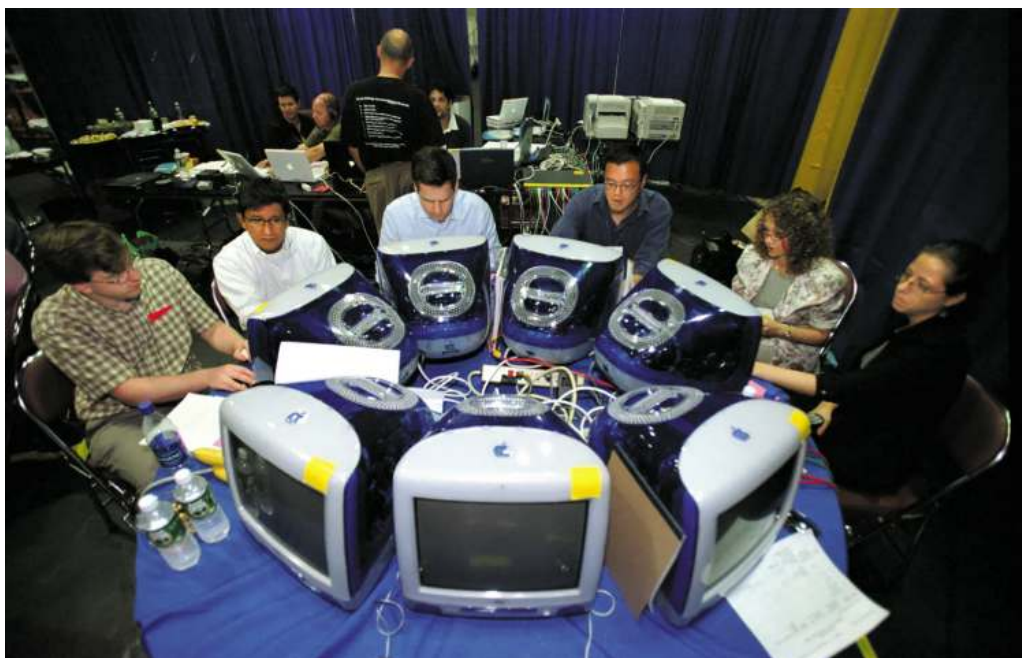
# The Technology



**Video  
Projection**



# Theme Team and Reporting



## Preliminary Report July 20, 2002 • Jacob Javits Center



More than 4,000 people from New York and the tri-state area gathered on July 20 at the Jacob Javits Convention Center to play a role in rebuilding Lower Manhattan. Over the course of the daylong forum, participants in "Listening to the City" debated options for redeveloping the World Trade Center site and considered the critical issues that must be addressed to help people rebuild their lives in the aftermath of September 11 and memorialize those who were lost.

The public conversation was attended by many of the decision-makers and leaders who will ultimately decide the future of Lower Manhattan, including officials from the Lower Manhattan Development Corporation, the Port Authority of New York and New Jersey, the State of New York, and the New York City Mayor's Office and City Council. The results of the forum will be presented to these decision makers to guide their work.

"Listening to the City" is a project of the Civic Alliance to Rebuild Downtown New York, a broad-based coalition of nearly 100 groups committed to devising strategies for the redevelopment of Lower Manhattan. The Civic Alliance was convened by the Regional Plan Association, in conjunction with New York University, New School University and the Pratt Institute. This 21<sup>st</sup> Century Town Meeting™ was designed and facilitated by AmericaSpeaks™.

The Civic Alliance sought to represent the rich diversity of the metropolitan region at "Listening to the City." This goal was achieved more closely in some areas than in others. For example, 53% of the participants were female and 47% were male, while the region is 52% female and 47% male. In addition, 27% of the participants were 20 to 34 years old, compared to 22% for the region. People 65 and older made up 10% of the forum, close to the regional figure of 12%. On the other hand, while 20% of the region is African-American, the room was only 7% African-American. Similarly, participation was higher among people in the top income brackets and among those who live in Manhattan. The Civic Alliance will continue to try to ensure that all voices are proportionally represented at future activities.

Forum participants related to the events of 9/11 and the rebuilding of Lower Manhattan in a variety of capacities:

- 8.9% had a family member who was a 9/11 victim
- 19.7% are survivors of the events of 9/11
- 23.6% lived in Lower Manhattan
- 41.4% worked in Lower Manhattan
- 33.5% were at or near Ground Zero on 9/11
- 21.5% became displaced/unemployed as a result of 9/11
- 6.2% were rescue or recovery workers
- 71.1% attended primarily as interested citizens

### Demographics

Participants in the forum came from all walks of life and represented the rich geographic, racial and income diversity of the metropolitan region. These figures are compared below to the official demographics of the region.

	July 20	Region		July 20	Region
<b>Gender</b>			<b>Race</b>		
Female	53%	52%	African-American	7%	20%
Male	47%	48%	Asian/Pacific Islander	13%	9%
			Caucasian	66%	64%
<b>Age</b>			Native American	0%	<1%
19 and under	4%	27%	Mixed Race	5%	2%
20-34	27%	22%	Other Race	9%	n/a
35-44	40%	30%			
55-64	14%	9%	<b>Ethnicity</b>		
65 and better	10%	12%	Hispanic	10%	30%
			Non-Hispanic	90%	80%
<b>Household Income</b>			<b>Geography</b>		
Less than \$25,000	17%	28%	Manhattan	46%	} 47%
\$25,000 - 49,999	21%	25%	Brooklyn	18%	
\$50,000 - 74,999	20%	18%	Bronx	3%	
\$75,000 - 99,999	14%	17%	Queens	33%	
\$100,000 - 149,999	15%	11%	Staten Island	1%	
\$150,000 - 199,999	13%	8%	Elsewhere in NYS	6%	22%
			New Jersey	13%	33%
			Elsewhere	6%	6%



# Critical Success Factors

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- **Every voice is at the tables**
- **Decision-makers involved at each step**
- **Right content, structure, and process**
- **Outcomes that make a difference**



## Every Voice at the Table

- Engage a demographically & geographically representative group of citizens
- Engage at least 50% “general interest” citizens
- Engage participants in deliberation within demographically & geographically diverse groups
- Do whatever necessary to ensure all voices are represented



## Right Content, Structure, Process

- **Utilize multiple platforms to ensure there are no barriers to participation**
- **Draw upon expert opinion and resources**
- **Utilize balanced, comprehensive background information**
- **Require participants to identify a values-based framework for decision-making**
- **Require participants to consider trade-offs across options**



## Deliverables that Make a Difference

- **Advance the public debate regarding reform options**
- **Results of deliberation are value-based and reflect an understanding of cost-benefit analysis**
- **Both qualitative and quantitative data**
- **Produce timely data-based products**
- **Transparent steps to show how the public's participation impacted outcomes**

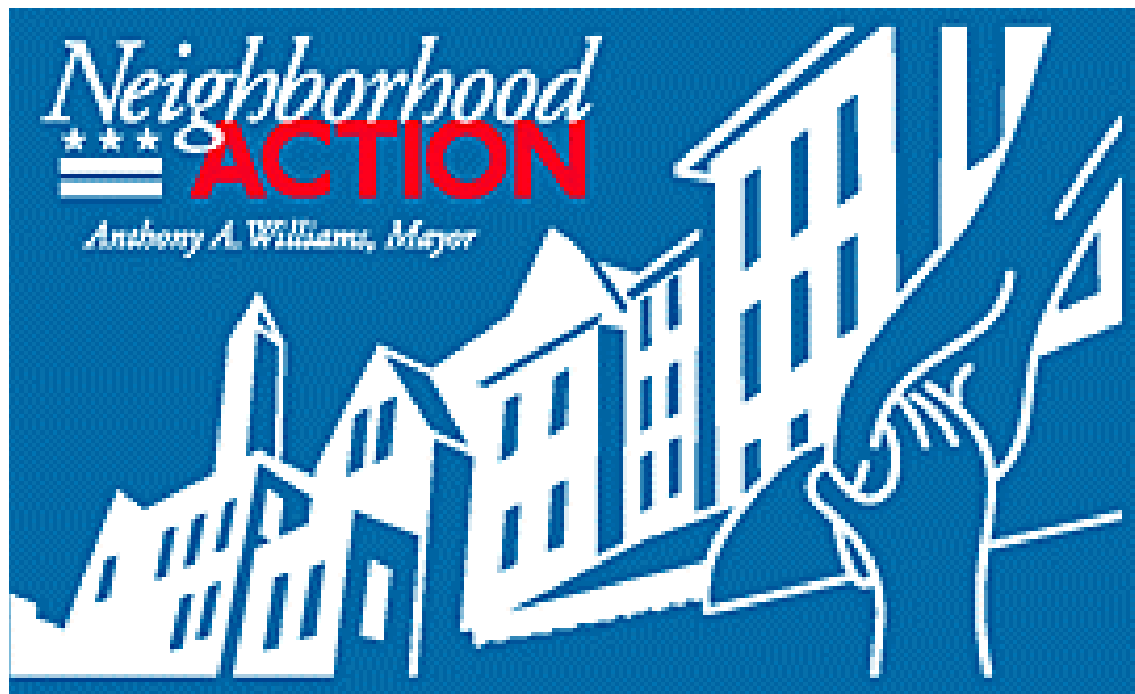


# Decision Makers Involved from Start

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**Decision makers participate in:**

- **Defining outcomes of process**
- **Setting demographic targets**
- **Developing content to be discussed**
- **Making clear what can and cannot be influenced**



## Engaging Citizens in the Governance of Washington DC: A Case Study

June 1999 - Present





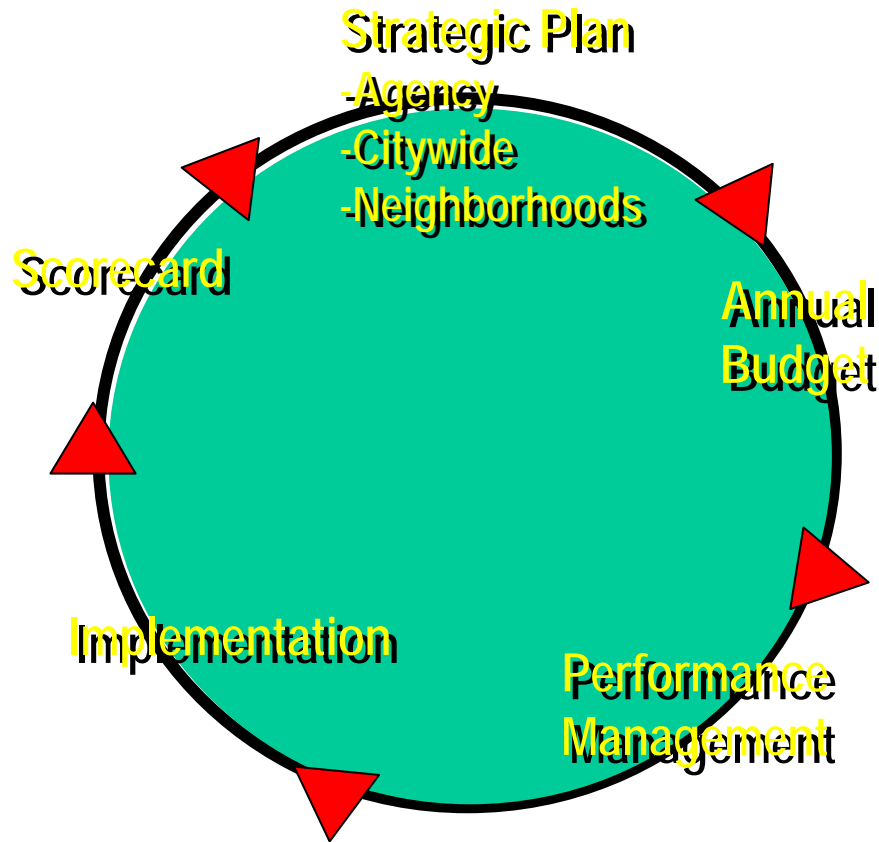
## Neighborhood Action

- **Sponsored by Mayor Anthony Williams**
- **Engaged more than 10,000 residents over the past four years**
- **Public input integrated into strategic planning and budget processes**





# Linking Citizen Voice to Governance



- **Two-year cycle**
- **Thousands of citizens engaged in strategic plan**
- **Citizen priorities shape city budget**
- **Accountability through performance contracts and public scorecard**



## Program Elements

- **3,000-person Citizen Summits followed by 1,500 person forums to set priorities**
- **Neighborhood Planning processes to develop Strategic Neighborhood Action Plans**
- **Integrated neighborhood planning & services**
- **Youth Summit**





## Critical Outcomes

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- **Shift in funds in city budget. Example: Education**
- **New policy initiatives. Example: School Board**
- **Coordinated neighborhood planning and services**
- **Integrated, cross-agency planning**
- **Youth Summit and Neighborhood Involvement**



# Listening to the City



Remember and Rebuild  
July 20, 2002 • Jacob Javits Center

## Planning for the Future of Ground Zero: A Case Study

February – August 2002



# Listening to the City

- **Sponsored by the Civic Alliance to Rebuild Downtown New York**
- **Coordinated with LMDC/PA Planning Process**
- **February visioning followed by review of 6 plans in July**





## 6 Site Plans for Ground Zero


### Proposals to Develop the WTC Site

PLAZA	SQUARE	TRIANGLE	GARDEN	PARK	PROMENADE
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**Memorial:** Would include an eight-acre plaza west of a newly extended Greenwich Street. The plaza would have both memorials and cultural buildings. The footprints of the former towers would be left as open space aboveground.

**Buildings:** Five towers would be built, one of 79 stories, two of 67 stories and two of 62 stories. The tallest of these would include a skyline element, possibly an antenna or sculpture.

**West Street:** West Street would be covered from Battery Park to Vesey Street, creating room for a promenade above and room to expand memorial or cultural facilities.



PLAY STOP REW

Drag the slider to rotate the model

**SITE MAP** **ANIMATED GRAPHIC**



## Key Features

- **More than 5,000 engaged**
- **4,300 citizens at meeting**
- **900 volunteer facilitators**
- **Coverage by more than 200 media outlets**
- **Immediate response from Governor, Mayor, LMDC/PA**







# Online Dialogues

- Two weeks of dialogue created depth, substance and relationships
- 800 citizens brought into the conversation
- Key decision-makers involved
- Additional media coverage

Welcome!

## Listening to the City Online Dialogues

> Login  
> Search  
> Main

**Agenda**

**READ NOW...**

- Closing Message: Frank Lombardi, Port Authority
- Closing Message: Bob Yaro, Civic Alliance
- Creating a Memorial: Themes
- Rebuilding & Revitalization: Themes

[view all documents](#)

[all poll results](#)

**TIMELINE**

WRAPPING UP

← creating a memorial

→ revitalization issues through 8/12

The following is a list of all discussion groups:

<b>Group #26</b> (13 topics, 126 messages)	<b>Group #25</b> (39 topics, 426 messages)	<b>Group #24</b> (43 topics, 748 messages)
<b>Group #23</b> (32 topics, 379 messages)	<b>Group #22</b> (26 topics, 354 messages)	<b>Group #21</b> (31 topics, 415 messages)
<b>Group #20</b> (22 topics, 237 messages)	<b>Group #19</b> (40 topics, 440 messages)	<b>Group #18</b> (28 topics, 239 messages)
<b>Group #17</b> (29 topics, 407 messages)	<b>Group #16</b> (37 topics, 415 messages)	<b>Group #15</b> (29 topics, 312 messages)
<b>Group #14</b> (31 topics, 349 messages)	<b>Group #13</b> (31 topics, 379 messages)	<b>Group #12</b> (28 topics, 239 messages)
<b>Group #11</b> (33 topics, 592 messages)	<b>Group #10</b> (25 topics, 372 messages)	<b>Group #9</b> (28 topics, 321 messages)
<b>Group #8</b> (42 topics, 707 messages)	<b>Group #7</b> (44 topics, 865 messages)	<b>Group #6</b> (56 topics, 1113 messages)
<b>Group #5</b> (34 topics, 429 messages)	<b>Group #4</b> (25 topics, 352 messages)	<b>Group #3</b> (40 topics, 469 messages)
<b>Group #2</b> (24 topics, 187 messages)	<b>Group #1</b> (22 topics, 517 messages)	



## Critical Outcomes

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- **Port Authority's pre-condition of 11 million sq. feet of office space for any plan was reduced**
- **Planning process opened to new design teams, instructed to base plans on program elements recommended by Listening to the City**
- **Mayor floated plans to swap land with P.A.**
- **Front page coverage from national and world media**



**“I would be tempted to call [Listening to the City] a turning point in the story -- not only of the World Trade Center, but of American planning in general.”**

**-- Paul Goldberger, The New Yorker**



[www.americaspeaks.org](http://www.americaspeaks.org)

[www.deliberative-democracy.net](http://www.deliberative-democracy.net)