

「CULTIVATING TRUST IN THE DIGITAL AGE

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Josh Fruecht, Governance Advisor and Former Clerk, Diligent

Monday, October 21




Community
BY DILIGENT

Agenda

- Civic Trust: Trends
- Shifting Your Organizational Culture
- Transparency Best Practices
- Tools and Technology
- Resources



CIVIC TRUST: TRENDS



**Fact: the longer a person
lives in a community, the
less trust he or she has in
local government.**

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Civic Trust [siv-ik truhst]

adjective + noun

The extent to which citizens trust the government to do what is right, to do it honestly, to do it fairly and to do it efficiently.

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ORGANIZATIONAL CULTURE⁷ SHIFTS

Common practices that hurt your reputation
and how to avoid them

Organizational Culture Shifts



1

Ignoring social media

Link back to your website
for more formal
discussions

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Organizational Culture Shifts

1

Ignoring social media

Link back to your website
for more formal
discussions

2

Using a single communication method

Offer more than council
meetings as your sole
engagement point.

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Organizational Culture Shifts

1

Ignoring social media

Link back to your website for more formal discussions

2

Using a single communication method

Offer more than council meetings as your sole engagement point.

3

Making it difficult to engage

Ensure you're providing accessible platforms for your community.


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City of Largo: Transparency

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The City of Largo hosts several types of meetings throughout the year. Be the first in your

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SCHEDULE OF MEETINGS

MAY 2019

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

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No Meetings Today

TODAY'S MEETINGS



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City of Lawrence
KANSAS

MENU

Strategic Plan

A Strategic Plan is a document that outlines a systematic process for moving toward a vision in a manner that involves the development and prioritization of strategic goals along with measurable strategies and objectives.

Mission


We are committed to providing excellent City services that enhance the quality of life for the Lawrence Community

Vision

The City of Lawrence—supporting an unmistakably vibrant community with innovative, equitable, transparent and responsible local government.

Organizational Values

- Character
- Competence
- Courage
- Collaboration
- Commitment



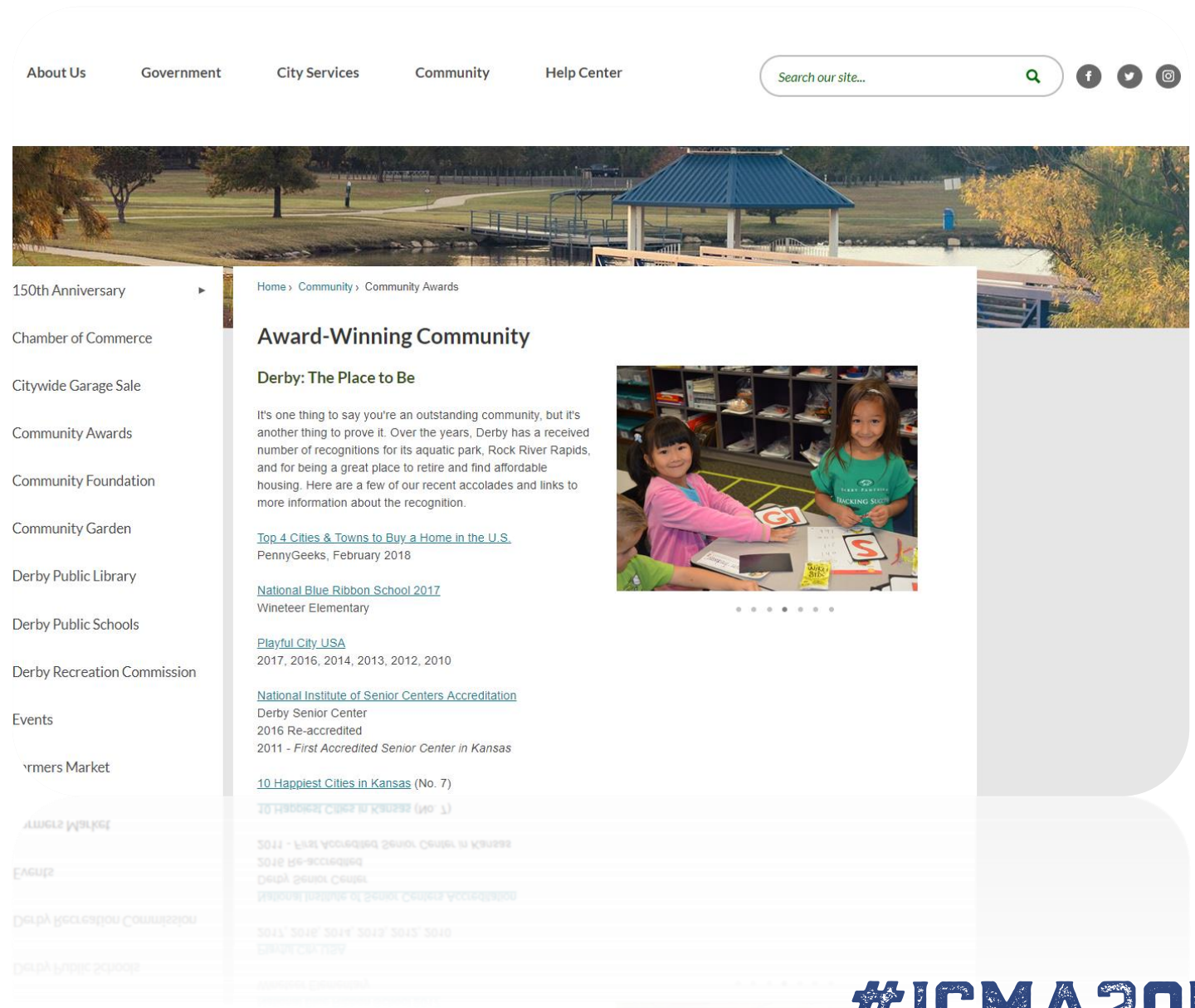
Critical Success Factors (CSF)

During the strategic planning process the City Commission developed seven (7) Critical Success Factors. These are the elements that must go right for the community to be successful. The factors are listed below with a brief definition.

Description	Progress	Status
Create a comprehensive inventory of all existing advisory boards and committees	100%	Completed
Work Session with staff report – inventory, grouping (identifying overlap and grouping of like boards/committees), develop possible policy framework and seek direction	100%	Completed
Return the draft advisory board policy for formal consideration with the addition of term limits for advisory boards and addressing Commissioners serving on advisory boards.	100%	Completed
Return formal consideration of merging the Joint Economic Development Council into the Public Incentives Review Committee.	100%	Completed
Return formal consideration of repealing the obsolete boards: Lawrence Advisory Board on University Student Issues, the Downtown Parking Advisory Board, and the ECO2 Commission.	100%	Completed
Develop measurement tool to measure the diversity of City advisory boards and committees	100%	Completed
Return formal consideration of merging the Lawrence Alliance into the Human Relations Commission	100%	Completed
Return formal consideration of merging the Community Development Advisory Committee into the Affordable Housing Advisory Board.	70%	On Track
Advocate Housing Advisory Board	50%	On Track
Return formal consideration of merging the Community Development Advisory Committee into the	50%	Completed
Return formal consideration of merging the Lawrence Alliance into the Human Relations Commission	50%	Completed
Return formal consideration of merging the Community Development Advisory Committee into the	50%	Completed

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City of Derby: Award Winning Community



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City of Hot Springs: Mapping of Upcoming Projects

Agenda Show Map Notes HTML

HOT SPRINGS
ARIZONA

AGENDA
Planning Commission
Thursday, October 10, 2019 at 6:00 PM
Board Chambers, 133 Convention Boulevard

INVOCATION

PLEDGE OF ALLEGIANCE

CALL TO ORDER

ROLL CALL

CONSIDER PREVIOUS MINUTES
Adoption of Minutes
[P.C. OVERALL VIEW MAP 10-10-2019](#)
[Planning Commission - 12 Sep 2019 - Minutes - Pdf](#)

APPROVAL OF AGENDA

NEW BUSINESS

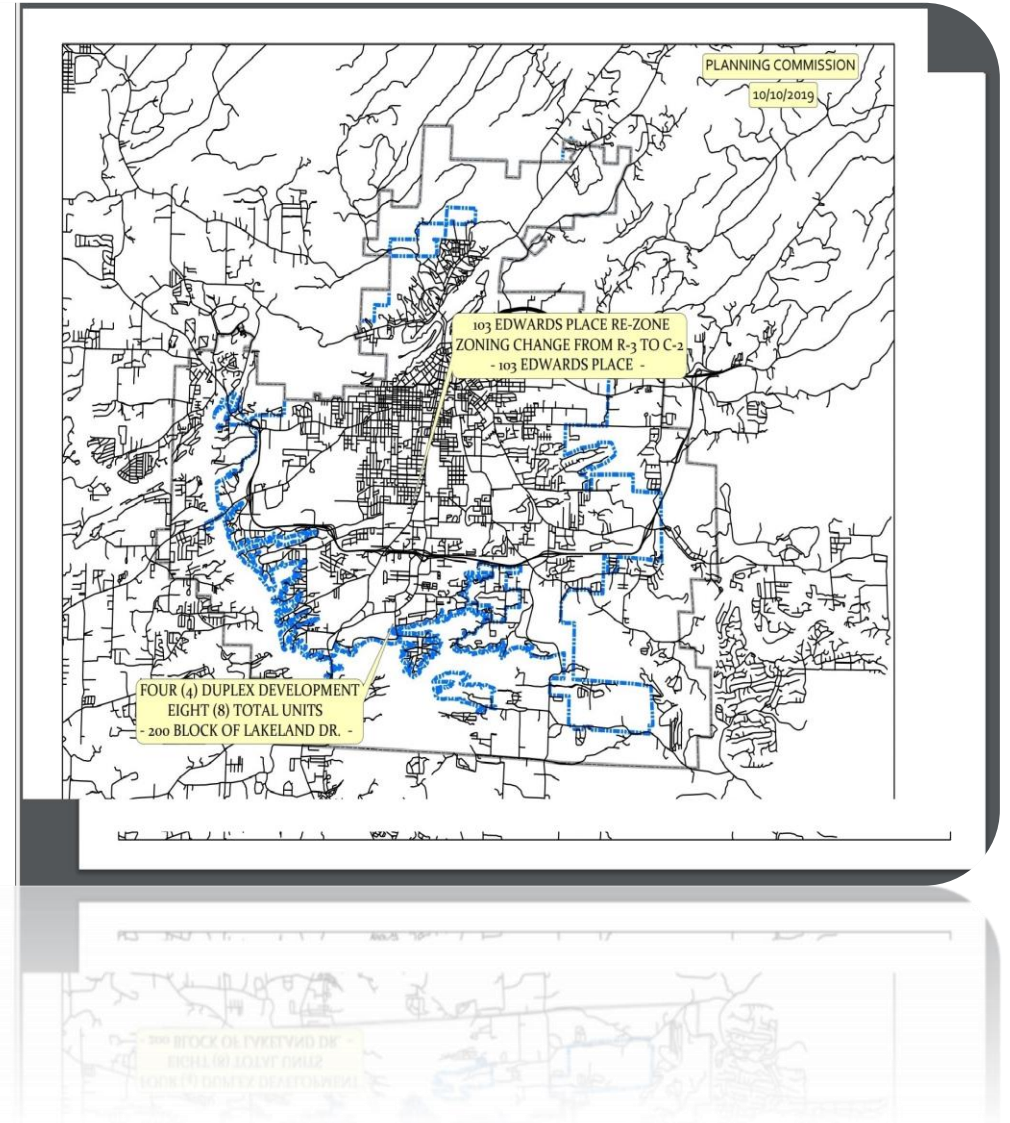
1. SPA-19-0226 - Lakeland Dr - Site Plan Approval request for a multi building (4) duplex development.
[PB-19-090 - SPA-19-0226 - Lakeland Dr - Site Plan Approval request for a multi building \(4\) duplex development - Pdf](#)
2. RZ-19-0208 - Re-zone request for 103 Edwards Place currently R-3 to change to C-2 zone.
[PB-19-086 - RZ-19-0208 - Re-zone request for 103 Edwards Place currently R-3 to change to C-2 zone - Pdf](#)

DIRECTORS REPORT

ADJOURNMENT

ADJOURNMENT

DIRECTOR'S REPORT



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The Town of Waxhaw strives to keep citizens informed and involved in the community by communicating relevant and timely information regarding Town matters. Information is provided through Town minutes from all Boards & Committees and can be viewed through the Town's [Public Portal](#) located on the Town of Waxhaw's [Website](#).

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UPCOMING MEETINGS

TODAY'S MEETINGS

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TRANSPARENCY BEST PRACTICES

How to cultivate trust in the age of Facebook

How to cultivate trust in the Age of Facebook

- Open-data policies that direct local governments and their agencies to be more transparent
- Best practices that bring those policies to life
- Technology solutions that make information more accessible and deliver services more efficiently



70 percent
of Americans have
broadband access at home.



TOOLS AND TECHNOLOGY

What you need to start doing now

Tools and Technology

Digital meeting information and advanced search tools make it easy for anyone to locate the exact information they need reduces the number of public requests for information and lessens the demand on staff.

Technology that streams government data online can provide the public with current information, while also making transparency less labor-intensive and eliminating the cost of hiring extra staff to post frequent updates.

Visualize, analyze and interpret spatial and geographic data, to help identify and understand relationships, patterns and trends that can lead to cost savings, greater efficiency and better decision making in both day-to-day operations and long-term planning.

Don't stop at making agendas, minutes, records and other public documents available online. Use the Internet to provide both live and on-demand webcasts of public meetings — from city council meetings to various other official gatherings.



RESOURCES

Taking the next step

Taking the next step: Insights

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Diligent Insights

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Retaining Organizational Knowledge for Local Government Leaders

The best way to ensure that organizational knowledge is easily accessible and widely shared is through the use of agenda management software.



AGENDA MANAGEMENT FOR LOCAL GOVERNMENT May 31st, 2019

The Benefits of Agenda Management Software for Municipalities

Agenda management software meets the constant need for small government to do much more with much less.



AGENDA MANAGEMENT FOR LOCAL GOVERNMENT May 31st, 2019

Tips and Tricks to Improve Your Municipal Board's Agenda Management Process

Taking these steps to streamline your agenda management process will improve your municipal board's agenda management process.

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Transparency Best Practices

- [Run a Transparent Government Whitepaper](#)
- [Strategies for a More Joyful Government - GovJoy](#)
- [Local Government's Public Trust Puzzle – National Research Center Inc.](#)
- [How to Cultivate Civic Trust – National Research Center Inc.](#)



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THANK YOU

Questions?

ICMA | conference