

Civic Engagement Checklist

Plan, run, and review a public engagement effort

LISTEN > EVALUATE > MEASURE > IMPROVE > LISTEN AGAIN

1. Define the Purpose

- ☐ We can state the decision or issue in one sentence.
- ☐ There is a genuine opportunity for public input to inform the work.
- ☐ We know what is already decided and what remains open.
- ☐ We have a staff owner and decision timeline.

2. Identify the Public

- ☐ We identified who is affected, not just who usually participates.
- ☐ We considered neighborhoods, age groups, language needs, disability access, work schedules, transportation, and digital access.
- ☐ We identified community partners that can help reach underrepresented residents.

3. Design the Engagement

- ☐ Questions are neutral and understandable.
- ☐ Participation can be completed quickly unless depth requires otherwise.
- ☐ We offer appropriate online and offline access.
- ☐ Privacy and data-use expectations are clear.
- ☐ We have a plan for open-ended feedback.

4. Communicate

- ☐ The invitation explains why input is being requested.
- ☐ Residents know the deadline and how results will be used.



- ☐ Outreach uses multiple channels.
- ☐ Materials use plain language and accessible formats.

5. Measure

- ☐ We track participation by channel.
- ☐ We assess reach and representation using appropriate aggregate measures.
- ☐ We document limitations rather than overstating representativeness.
- ☐ We summarize themes without erasing minority views.

6. Close the Loop

- ☐ We publish what we heard.
- ☐ We explain what action was taken or planned.
- ☐ We explain why some ideas were not adopted.
- ☐ We give a date or trigger for the next update.
- ☐ We record lessons for the next engagement cycle.

Final Quality Check

Question	Yes / No / Notes
Was the process accessible?	
Was the wording neutral?	
Did we reach beyond usual participants?	
Did decision-makers receive the findings?	
Did residents receive a visible response?	
What will improve next time?	