

Community Training

August 6-9, 2012



Agenda

- Welcome
- Public Participation
- Effective Involvement Tools
- Getting Input: Identifying Strengths and Projects
- Putting Input to Use
- · Getting Started
- Next Steps

Houston-Galveston Area Council

- Texas has 24 regional councils of government created by the Texas Regional Planning Act of 1965
- Texas COG's coordinate
 - local planning
 - planning for employment and job training
 - criminal justice
 - economic development
 - health and aging
 - early childhood development
 - other policies



13 County Region Walker Montgomery Liberty Waller Austin Harris Chambers Colorado Fort Bend Galveston Wharton Brazoria Matagorda Community Training

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Community Training

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Councilwoman Kay Mudd, Iowa Colony Alderman Terry Henley, Meadows Place

• ISDs

Trustee Estelle Holmes, Hitchcock ISD

Coordinating Committee

- Bay City Community Development Corporation
- Blueprint Houston
- Center for Houston's Future
- Chambers County
- City of Galveston
- City of Houston
- City of Huntsville
- Fort Bend County
- Greater Houston Builders Association
- Gulf Coast Economic Development District
- Houston Advanced Research Center
- Harris County
- Houston-Galveston Area Council

- Houston Tomorrow
- Houston Wilderness
- Local Initiatives Support Corporation
- Metropolitan Transit Authority of Harris County
- Montgomery County
- Neighborhood Centers, Inc.
- Port of Houston Authority
- Sam Houston State University
- Texas Southern University Center for Transportation
- United Way of Greater Houston
- University of Texas Medical Branch
- Waller County Economic Development Partnership

OurRegion

- The region is among the fastest growing and most diverse in the nation
- Today about 6 million residents live here
- By 2040 as many as 10 million residents could live in the region
- H-GAC and a Coordinating Committee for the Regional Plan for Sustainable Development are hosting tonight's training



Public Participation

A Way of Life









Goal of Today's Training

 To ensure that community groups and leaders are effectively involved in the planning process and are offered information that is useful in other planning processes as well (i.e. neighborhood, local etc.)



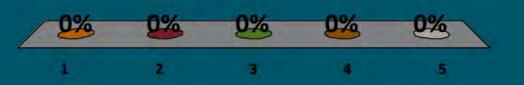
What Interest do you represent?

- Civic Association or Neighborhood Group
- 2. Resident
- 3. Faith-Based Organization
- 4. Non-Profit Sector / "NGO"
- 5. Public/Government Sector
- 6. Private Entrepreneur/ Business



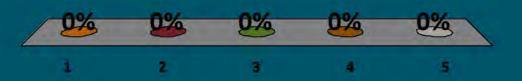
How would you rate yourself as a public engager?

- 1. Effective
- 2. Somewhat effective
- 3. Depends
- 4. Somewhat ineffective
- 5. Ineffective



What is your primary communications tool?

- Social Media (i.e. Twitter, Facebook, email, etc.)
- 2. Newsletter / flyers
- 3. Phone calls / phone tree
- 4. Public gatherings / organizational meetings
- 5. Other



How do you primarily get information from people today?

- 1. Telephone and Email
- 2. Face to Face Conversations (F2F)
- 3. Small Group Meetings
- Questionnaires or Surveys



Identify your primary method of collecting data below:

- 1. Surveys, Polls (paper or online)
- 2. Data Mapping
- 3. Individual Interviews
- 4. Phone Log
- 5. Other
- 6. I Don't Collect Data



Effective Involvement

"The public is most often viewed as an audience to educate, or a problem to manage"

Disingenuine involvement vs. real involvement Genuine involvement is ongoing

Aim of Involvement

To create a culture where citizens and leaders share responsibility in approaching and solving problems of common concern, and to build effective two-way communications

Common Approaches



Executive Committee

- Streamlines efficiency
- Reduces effective dialogue
- Model isn't the best to receive input from people

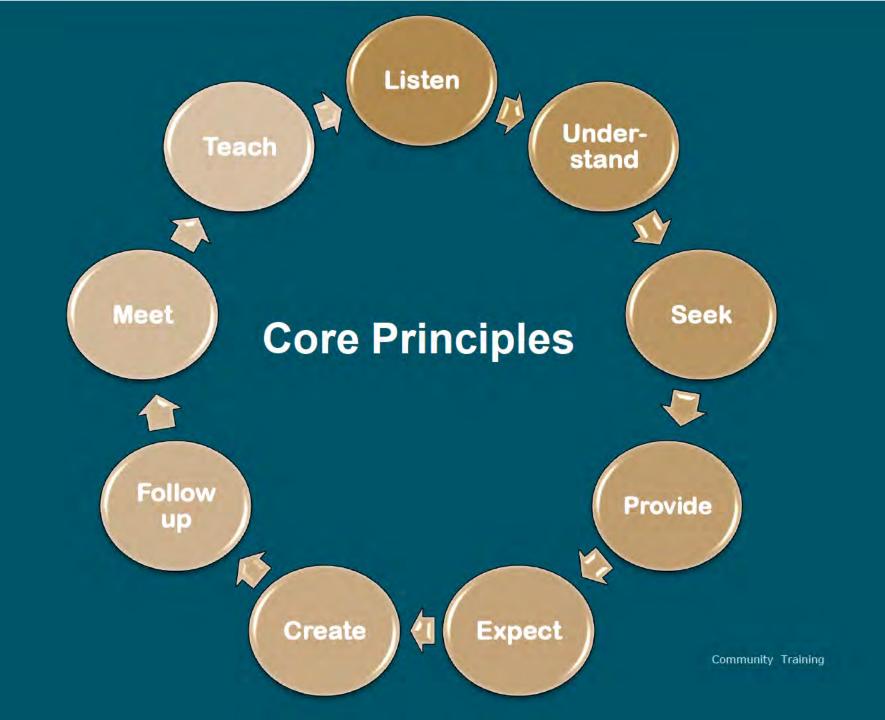


2. Large Group Meeting

- Offers consistency of message
- Loudest voices receive attention
- Requires a great deal of pre and post organization

Goals of Effective Involvement

- 1. To increase opportunities for **two-way** communication to occur
- 2. To create a process which allows **all voices** to be heard
- To stay committed to a **process**, not to a predetermined outcome
- 4. To become **vulnerable**, which produces more comprehensive solutions



Uncommon but Effective Approaches

Using technology

Trusted advisors

Understanding perspectives

Familiar venues

Creative mapping

Culturally specific

Meeting Etiquette

- "Be prepared"
 - Know the pro and con issues on the subject matter
 - Have subject matter experts available
- Pre-event interactions
 - One-on-one conversations
 - Provide education about topics to be covered
- Use plain language in a transparent process
 - At beginning of meeting, let attendees know processes of interaction
 - Have all speakers, including community speakers, identify themselves

Involvement Techniques



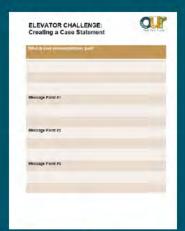


f2f

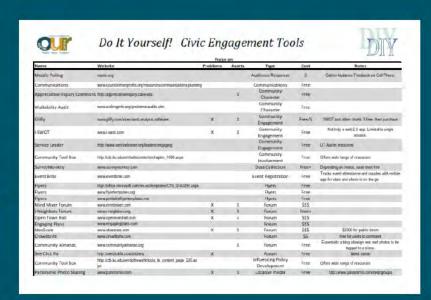


Today's Toolkit

What's in your packet?









Type	Best Use	Prus	Cons
SWOT Flip Chart	small group or room	-highly participatory -Everyone gets to speak -facorporates non place-specific data	-fimited to those attending. Some persons opinions may be influenced by others speaking first.
SWOT Index Cards/Post-It Notes	larger group	"Everyone gets to write down their thoughts, and Everyone gets to see hear others" thoughts at the end. Incorporates non place-specific data.	Sometimes handwriting to illegible. Sometimes challenging to analyze the information.
SWOT Website	online, size unlimited	-Everyone gets to contribute their thoughts. Automated reporting/data analysis. Capacity to handle large populations. Incorporation on place-specific data.	Some lack entire access or computer skills. Impersonal.
Google Fusion Tables	individual site manager or formal organization	-Easy to import data managed in excel. Can bandle large data sets. Account owner has control of data. Advanced effects possible, but require programming.	Single individual server as the "data garu." Not so liaborative. Map score, kmitad to 5 colors and 2 shapes. (so, can display only 5 categories). Officially, it's a "beta" service. Focus is limited to place-specific data.
Google Panoramio	online audience	-Can accommodate very large user group and large collection of ahote constructions. Allows classification of photos into cotegories using "tags". Account owner restricts who can "joint" and its allowed to post. Direct integration with Google Earth.	-impractical for meetings, except to display results. Focus is limited to place-specific data. Google parth option requires software existed. No automated data analysis or reporting. Perforation in the properties are properties.

WHAT

- Determine needed outputs
 - Identification of an issue?
 - Clarity on stakeholder needs?
 - Action?
- Clarify message
 - Creating your case statement or "elevator speech"



Challenge: Two Minutes or Less



Elevator Speech Challenge

What is your goal?
Message Point #1
Message Point #2
Message Point #3



Sample Points

What is your goal?

Create a civic association

Message Point #1

We don't have a way to effectively communicate with each other as a neighborhood.

Message Point #2

We need a network to find out existing needs and assets.

Message Point #3

We don't have a way to effectively convey our needs to decisionmakers.



Typical Community Concerns

Clean up a neighborhood park, playground or vacant lot

Increase membership in our civic association

Organize a neighborhood block party

Improve safety for our kids on Halloween

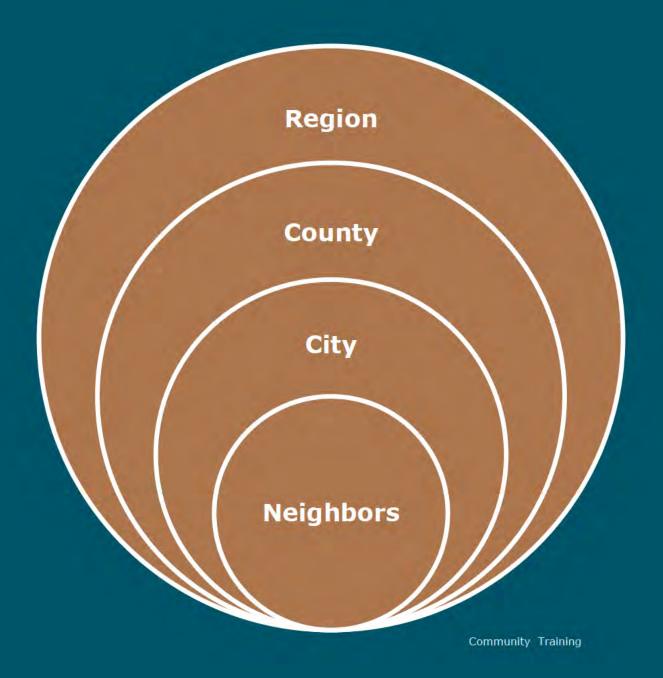
Slow traffic on a neighborhood street

Increase parental involvement at the elementary school

Organize assistance for a homebound neighbor

WHO

- Residents
- Businesses
- Organizations
- Media
- Elected Officials



HOW

F2F

- One on One
- Small Groups
- Large Groups

Social

- Targeted Groups
- Broad Approach

Phone

- One on One
- Phone Tree
- Recorded Calls

Email

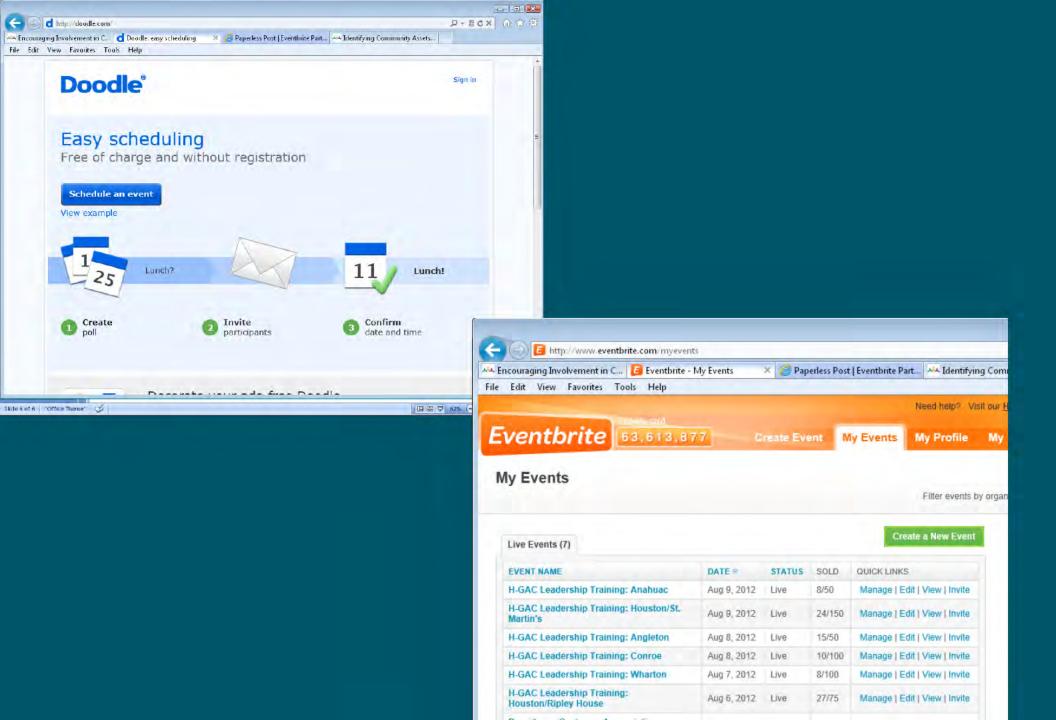
- Targeted Groups
- Mass Emails

Mail

- Letters
- Flyers

Video

- Targeted Groups
- Broad Approach



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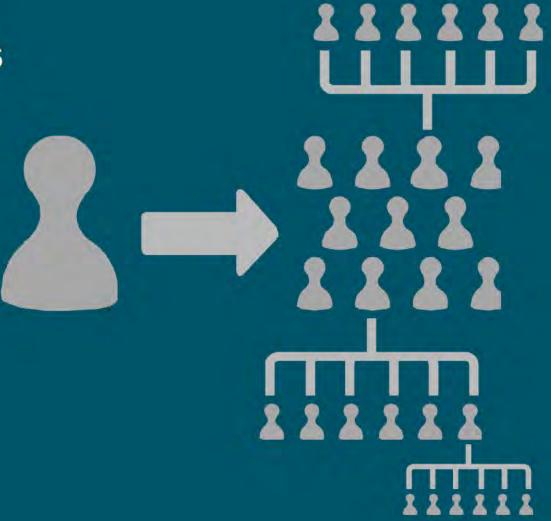
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- Flyers

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- Targeted Groups
- Broad Approach

Phone Contacts

- Phone Trees
- Robocalls
 - Reverse 911
 - · Call-Em-All.com



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Video

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Flyers

- Use templates when possible
- Send visually by email to save time and money
 - Offer online registration (ex. Eventbrite.com)



- Will still need hard copies
 - Use QR codes on printed materials to tie to online registration processes (ex. Qrcode.kaywa.com)



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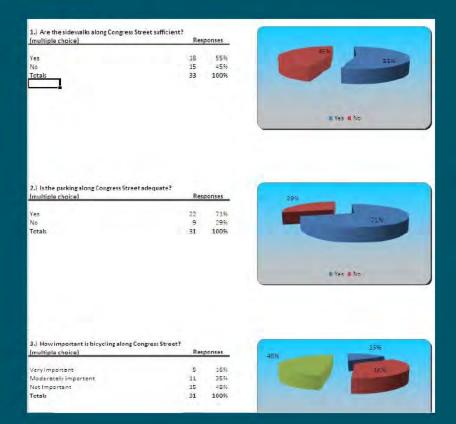
- Targeted Groups
- Mass Emails

Input

- Audience Response
- Online surveys

Input Collection Tools

- Audience Response "clickers"
- Online or hard copy surveys





= DATA



The Anatomy of Leaders **What Qualities Define A Leader** Intellectual Visionary Communication Inspires Trust Natural Leade Emotionally Intelligent Motivational 8 12 16 20 24 28 32 36 **Key Leadership Skills** 20 People MGMT Coaching Commercial Acumen Communication Skills Team MGMT The Experiences That Build Leaders Worked in similar industry (19.1%) Woked in different sectors (19.1%) Dealing with difficulty (17.6%) Led change (13.2%) Delivering projects (17.6%) Worked globally (13.2%) http://www.i-l-m.com/downloads/II.M.Future_Leaders_Report_OCT2010_USE_ %281%29-pdf PiktoChOr

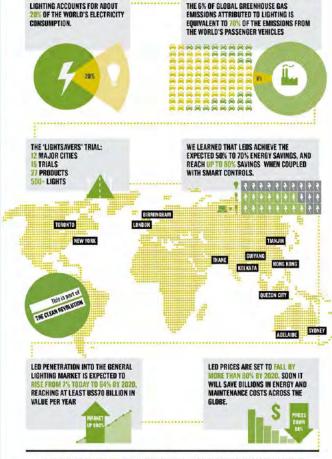




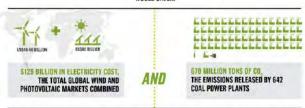
Visual.ly or Easel.ly

LIGHTING THE CLEAN REVOLUTION

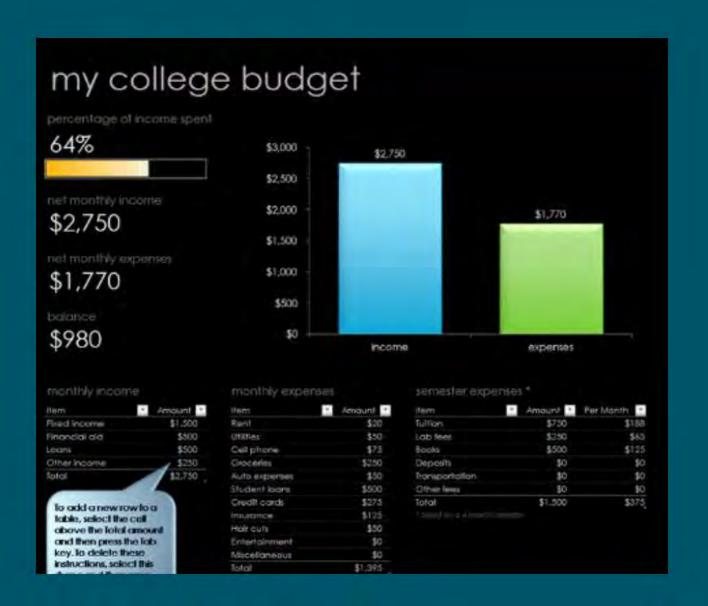
LEDS ARE BRINGING A LIGHTING REVOLUTION TO DUR CITIES NOT SEEN SINCE THE DAYS OF Thomas edison. The technology represents as much of a step change as the move from candles to incandescent lamps in the 19th Century.



IF AN AVERAGE OF JUST 40% ENERGY SAVINGS WERE UNLOCKED BY LEDS ACROSS THE WORLD, IT WOULD SAVE...



IF LEDS REACH THEIR FULL POTENTIAL, THEY COULD ALMOST SINGLE-HANDEDLY ELIMINATE
LIGHTING AS A MAJOR SOURCE OF GLOBAL EMISSIONS

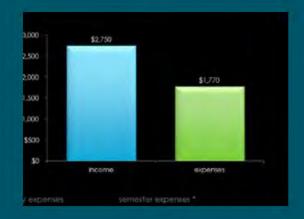


Microsoft Excel

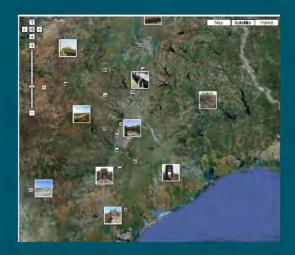
Community Training

Choosing the Right Data Illustration Tool

- Charts and graphs
 - Show numbers quantitative data



- Location-based mapping
 - Visually shows information within an area



Community Training

Tools You Can Use

Free Technology Tools Available To You









Community Building

- Social Justice & Social Services ————— People
- Environmental Protection / Conservation → The Land

- Needs based vs. Assets based approaches to change
 - Some argue that needs based approaches create dependency
 - Asset-based approaches "build on your strengths"
 - Focus on the positive
- Real success requires that you address both





Lineup:

• SWOT Analysis (5 min.)

Asset Mapping (5 min.)

Visitor Employed Photography (8 min.)

Ready, Set, Go!



1: SWOT Analysis

A strategic planning tool borrowed from business



- Strengths = Assets
- Weaknesses = Problems or Disadvantages
- Opportunities = External Resources Potentially Available
- Threats = External Forces that may Hinder Success

SWOT Analysis Methods

- Low Tech Use a flip chart to record audience statements
- Medium Tech Use post-it notes or index cards.
- High Tech Use online SWOT tools: I-swot.com, gliffy.com, etc.
 These may reach a wider audience.









DIY SWOT: Medium-Tech Method

- STRENGTH = GREEN
- WEAKNESS = PINK
- OPPORTUNITY = YELLOW
- THREAT = BLUE



- Describe the asset and its location
- Post onto SWOT Analysis Sheet at your tables in the corresponding block.

Example SWOT

STRENGTHS	WEAKNESSES
 Nice park or playground Strong membership in organization Good schools Vibrant shopping district 	 Overgrown, vacant lots Lack of youth involved in organization No active civic association Speeding cut-though traffic
OPPORTUNITIES	THREATS
Nearby road being resurfaced	Banks are tight with loans

2: Google Fusion Tables

What is it?



- Quickly maps spreadsheet data where one field contains location information.
- google.com/fusiontables

	speriment G D	DEA	DSH	EE	
Showing all rows cotions	3	KLA	DSH		
CAMPHAME *	ADDRESS *	ZIP =	COUNTY *	REGION	GRADERANGE *
HARDIN J. H	#I BERRY RD, HARDIN, TX	77561-0330	LIBERTY COUNTY	04	6-6
NORTHBROOK H.S	WI RAIDER CIR, HOUSTON, TX	77080-3995	HARRIS COUNTY	04	9-12
WHARTONHS	#1 TIGER AVE, WHARTON, TX	77488-3148	WHARTON COUNTY	03	9-12
DUEITT MIDDLE	1 EAGLE CROSSING, SPRING, TX	77373-7595	HARRIS BOUNTY	04	6-8
RANCHO ISABELLA EL	100 CORRAL LOOP, ANGLETON, TX	77515-3706	BRAZORIA COUNTY	04	KG-4
MONTGOMERY EL	TO E EVA, MONTGOMERY, TX	77356-4481	MONTGOMERY COUNTY	06	EE-3
GLADYS POLK EL	100 GLENFOREST DR, RICHWOOD, TX	77531-2699	BRAZORIA COUNTY	04	EE-6
TRAVIS EL	TEO ROBIN RD , BAYTOWN, TX	77520-1348	HARRIS COUNTY	04	EE-5
PALACIOS H S	100 SHARK DR. PALACIOS, TV	77465-3699	MATAGORDA COUNTY	03	9-12
LANTRIP EL	100 TELEPHONE RD, HOUSTON, TX	77023-1899	HARRIS COUNTY	04	EE-6
COMMUNITY CTR	1000 E STADIUM DR, ROSENBERG, TX	77471-9999	FORT BEND COUNTY	04	EE-12
GALENA PARK H S	(DOD KEENE, BALENA PARK, TR	77547-3099	HARRIS EQUIATY	04	9-12
SPRING BRANCH MIDDLE	1000 PINEY POINT, HOUSTON, TX	77024-2795	HARRIS COUNTY	04	5-8
BESS CAMPBELL ELEMENTARY	1000 SHADOW BEND DR, SUGAR LAND, TX	77479	FORT BEND COUNTY	04	EE-5
ANAHUACH S	1000 WILCOX, ANAHUAD, TX	77514-1660	CHAMBERS COUNTY	04	9-12
BEST EL	10000 CENTRE PRVVY, HOUSTON, TX	77036-6200	HARRIS COUNTY	04	PK-4
ROBERT P ERABHAM MIDDLE SCHOOL	(DDDD) FIX 650; WJLLIS, TX	77318	MONTGOMERY COUNTY	06	06 07 08
JENNE REID EL	10001 W FAIRMONT PKWY, LA PORTE, TX	77571-6496	HARRIS COUNTY	04	KG-5
CENTRALEL	(FO) 5TH ST, PALACIOS, TX	77465-4307	MATAGORDA COUNTY	03	EE-3
TLRINKEL	(BOLCOLUNS RD, RICHMOND, TX	77469-2756	FORT BEND COUNTY	0.4	EE-6
NORTHSIDE EL	1001 RIDGECREST DR, ANGLETON, TX	77515-3699	BRAZORIA COUNTY	04	EE-12



Google Fusion Tables

How to...

 Have a list of your community's assets?
 Map it! Then share it.

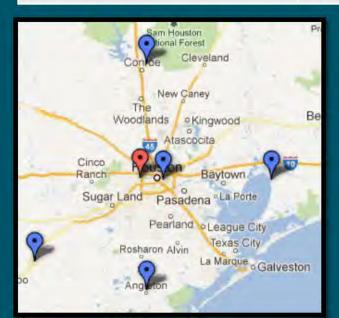
Name	Location	Attribute	Category
Site 1	Houston, TX	3 acres	Open land
Site 2	Galveston, TX	2,300 SQFT	Commercial space
Site 3	Corpus Christi, TX	96 acres	Open Land

- One person handles the data
 - Reduces collaboration of ideas
 - Increases control of data



HGAC Training Venues Example

Venue	Address	date	time	icon
Ripley House – East Houston	4410 Navigation Blvd Houston TX 77003	8/6/2012	8:00 PM	large_blue
Wharton	1924 N Fulton St Wharton TX 77488	8/7/2012	6:00 PM	large_blue
Angleton	1601 N Valderas St Angleton TX 77515	8/8/2012	6:00 PM	large_blue
Conroe	9055 Airport Rd Conroe TX 77303	8/8/2012	6:00 PM	large_blue
St. Martin's – West Houston	717 Sage Rd Houston TX 77056	8/9/2012	10:00 AM	large_red
Anahuac	1704 S Main St Anahuac TX 77514	8/9/2012	6:00 PM	large_blue



Categories:

- 5 colors
- 2 sizes

Community Training

3: Community Photo Album

What is it?

- Visitor Employed Photography
 - Asked visitors to take photos with disposable cameras
 - 2) Locations analyzed for most striking: either positive or negative
- Today's use easier with camera phones



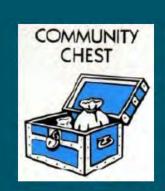


Creating Your Own



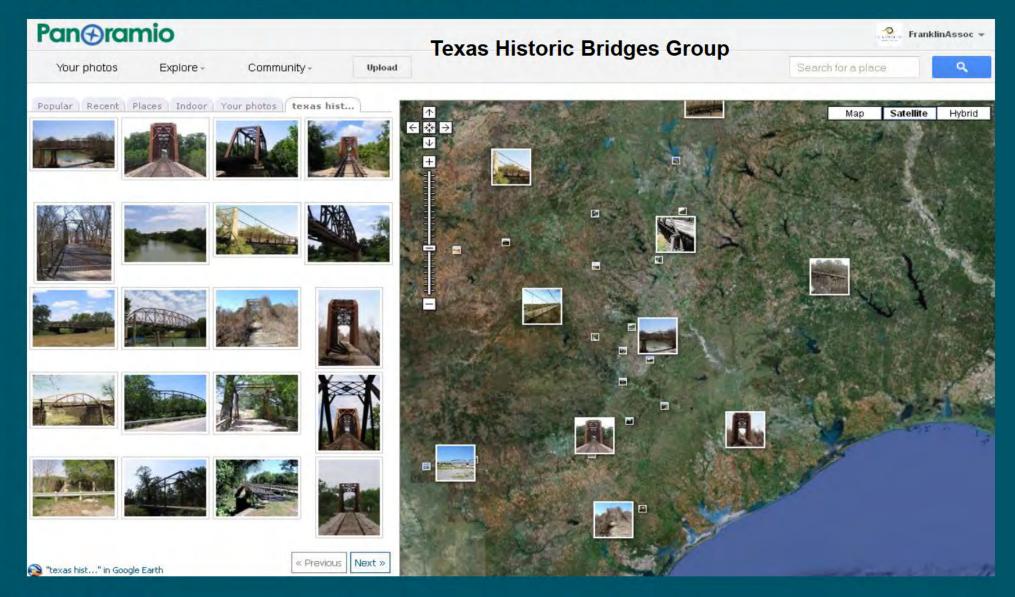
Ask residents to take photos with their phones and share them online:

- Make sure the phone's GPS is on
- Upload their photos to a "Group" on Google's Panoramio service
- 3. Identify them:
 - Name the scene
 - Add Tags: Strength, Weakness, Opportunity, Threat
 - Add comments





Community Photo Album Example



How Can You Use This?

Create a favorites album

- "I love this about my neighborhood..."
- "These are restaurants I like..."
- "When out-of-town guests visit I show them this..."

Make a mapped to-do list

- Mow or clean up properties
- Flooding or poor drainage areas
- Sidewalk problems

How Can You Use This?

Plan activities

- Centrally locate social gatherings for easy access
- Distribute meetings throughout your neighborhood
- Plan a tour of homes/restaurants/activities

Show opportunity sites for neighborhood change

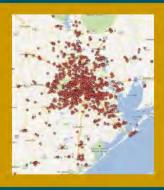
- A community garden
- A new or expanded park
- Places for new housing
- A bike path or jogging trail
- A coffee shop or convenience store/grocery

Туре	Best Use	Pros	Cons
SWOT Flip Chart	small group or room	 Highly participatory Everyone gets to speak Incorporates non place-specific data 	 limited to those attending. Some persons opinions may be influenced by others speaking first.
SWOT Index Cards/ Post-It Notes	larger group	 Everyone gets to write down their thoughts, and Everyone gets to see/hear others' thoughts at the end. Incorporates non place-specific data. 	 Sometimes handwriting is illegible. Sometimes challenging to analyze the information.
SWOT Website	online, size unlimited	 Everyone gets to contribute their thoughts. Automated reporting/analysis. Capacity to handle large populations. Incorporates non place-specific data. 	 Some people lack online access or computer skills. Impersonal.
Google Fusion Tables	individual site manager or formal organization	 Easy to import data managed in Excel or other spreadsheet. Can handle large data sets. Account owner has control of data. Advanced effects possible, but require programming. 	 Single individual serves as the "data guru." Not collaborative. Map icons limited to 5 colors and 2 shapes. (so, can display only 5 categories) Officially, it's a "beta" service. Focus is limited to place-specific data.
Google Panoramio	online audience	 Can accommodate very large user group and large collection of photo contributions. Allows classification of photos into categories using "tags." Account owner restricts who can "join" and is allowed to post. Integration with Google Earth. 	 Impractical for meetings; except to display results. Focus on place-specific data. No automated data analysis or reporting. Participation limited to computer-savvy persons. Google Earth requires software install.

Putting Your Data to Use



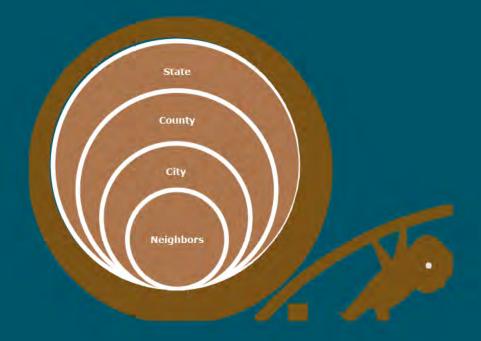






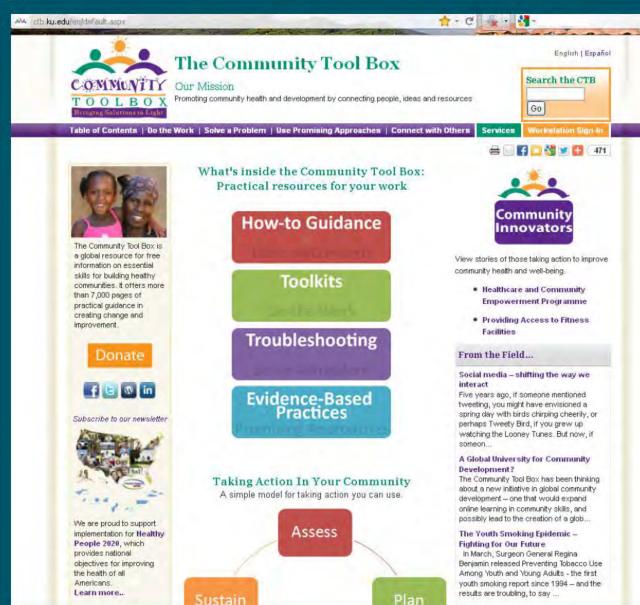
Putting your Data to Use

- Refine your message based on data
- Develop clear objectives and recommendations
- Find the right audience
 - Block Captain
 - Civic Association
 - Council Representative
 - County Commissioner
 - Mayor/County Judge
 - Legislator
 - Media



Advocacy Tools

http://ctb.ku.edu/



Find the Tool That's Right for You



service

Where the study and practice of volunteerism meet



WHAT STARTS HERE CHANGES THE WORLD

Search this site:

ABOUT VOLUNTEERS LEADERS & MANAGERS

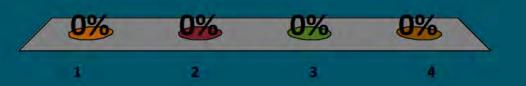
Getting Started

- Resources
 - Your Toolkit Sheet
 - Google.com
- Trial Run

Strategize
Prioritize
Mobilize

Was this useful?

- 1. Yes, I learned something new.
- I knew this was possible, but now understand it better.
- 3. No. I know this.
- 4. I'm just not interested.



Next Steps

Go with enthusiasm

Execute with purpose

HOUSTON GALVESTON REGIONAL PLAN REGION ON HOUSTON GALVESTON REGIONAL PLAN FUTURE REGIONAL PLAN REGIONAL P

Thank You!