

Prompts: What helps you be an effective, successful part of the Medina team? How can you be better supported?

Group 1:

- (1) Knowing my role
- (2) Support → trust in expertise
- (3) Collaboration → team, no surprises
- (4) Proper training/onboarding
- (5) Receiving clear direction
- (6) Getting a menu of options
- (7) Getting routine questions answered
- (8) Better communication
- (9) Building trust
- (10) Printed packets/delivered

Group 2:

What helps?

- (1) Coffee & compliments
- (2) BRAVING (in total)
- (3) Humor is the price of admission
- (4) Clarity of roles
- (5) Flexibility & collaboration
- (6) Constructive conversations
- (7) Information in all forms
- (8) Radical transparency & legal oversharing
- (9) Project tracking, communications, transparency → access to all
- (10) No surprises
- (11) Timely communication
- (12) Reliable, sense of ownership
- (13) Defined, aligned priorities

Group 3:

What helps?

- (1) Doing your homework
- (2) Clarity of roles/knowning your lane
- (3) Curiosity vs. judgement
- (4) Effective communication
- (5) What do you do when you don't know? (asking vs. assuming)
- (6) Being better supported? 500 page packets aren't helpful
- (7) Information flow → clear and direct
- (8) Leadership that understands roles of staff
- (9) Administration vs. change management → who leads with respect to each?
- (10) Respect, constructive argumentation

Prompts: What is Medina doing well with respect to providing services to its citizens? In what areas can the value of these services improve? What are the City's greatest policy challenges to be address?

Group 1:

- (1) What we do well → public safety, police department, events (shredder day), house watch; development services responsiveness (questions/answers); Parks are inviting;
- (2) Improvements → track progress of policies enacted and vision of progress over time; Availability, welcome and open...unified community identity; Communications and information (website and improved communications);
- (3) Greatest challenges → Proactive about regional growth and impacts; Tools to protect city character and preserve natural environment; Housing legislation; Rights of way; Enhance services/efficiency; Show value; Financial stability and sustainability

Group 2:

- (1) Public safety/police department; parks well kept
- (2) Design quality of new builds; Community noticing (newsletter and communications with friendly tone); Promote community events and participation; Trash services;
- (3) Solid waste services → franchise? Zoning code; Rights of way, parking, sidewalks, landscaping; Code enforcement

Group 3:

- (1) Vibe check; Languages? Rapid, targeted response → personalized service; Basic service delivery → close loops; Beauty = B grade, meeting expectations mostly;
- (2) Learn expectations → What is the baseline service at all price points, Consistent and equal approach;
- (3) What even are our challenges? Workplan sync between Council, staff, boards/commissions; Financial sustainability; Public infrastructure; Regional partnerships; Strengthen/utilize volunteer boards/commissions