# Individual action plan development worksheet

This worksheet will guide you through the steps necessary to develop your individual action plan, including an overall goal, key tasks and associated timelines, and measures of success.

Although you create and own your action plan, in many cases you will work together to complete your project. As you develop your plan, it may be helpful to think of yourself as the project manager. Among other tasks, project managers typically create a scope of work, identify funding requirements, determine staffing needs, and collect project-related data and information.

The seven-week academy will include scheduled action plan check-ins, but it's likely that the weekly presentations will also help you shape your overall goal, as well as the other aspects you will document. It is important to reflect on your idea weekly. This will allow you to document your plan elements more succinctly and succeed in implementing your plan.

Please keep in mind that Denver Regional Council of Governments staff is a resource. As questions or issues come up, do not hesitate to ask for help. Be prepared to present your action plan in class on the final day. You must email your completed individual action plan (this document) to Angie Shelbourn at ashelbourn@drcog.org two days before the final class.

## Project description

Name: Karen Gordey

What overarching problem are you hoping to address (for example, housing affordability, income inequality, access to opportunity)?

Erosion of public trust in local government resulting from inadequate communication, incomplete public feedback processes, and limited opportunities for constructive disagreement. These systemic challenges can weaken civic engagement, undermine confidence in decision-making, and create division between residents and local government.

In one paragraph, describe your plan to address the issue.

Develop a Public Trust Framework addressing three barriers to civic engagement: information vacuums, incomplete feedback loops, and lack of psychological safety for dissent. Use local case studies and municipal best practices to identify practical solutions that improve transparency, encourage constructive dialogue, and strengthen public trust in government decision-making.

*If you need digital accessibility assistance, submit a request at drcog.org/access or call 303-455-1000. Please expect a response within 72 hours (three business days).*

Overall action plan goal:

Develop a practical, adaptable framework that helps local governments identify barriers to public trust and implement strategies to improve transparency, strengthen civic engagement, encourage constructive dialogue, and build confidence in public decision-making.

## Tasks and timeline

| **Tasks: List the major tasks that must be performed to implement your plan.** | **Timeline: List milestone dates or timing for completing the task (for example, a specific date or "in the third month").** |
|---|---|
| Identify practical solutions and implementation strategies | November 2026 |
| Finalize framework and presentation | November 2026 |
| Present findings and recommendations to DRCOG Civic Academy | November 2026 |
| Meet with municipal leadership to discuss potential implementation opportunities | November 13, 2026 |
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## Objectives and success measures

Objectives are results that you expect to achieve within a specific time frame. In general, objectives are more specific and easier to measure than goals.

| **Objectives: List the measurable objectives you will need to accomplish to reach the overall action plan goal.** | **Success measure or measures: Describe each measure and your target for each measure.** |
|---|---|
| Develop a three-part Public Trust Framework | Framework completed with three trust barriers and corresponding solutions |
| Identify municipal best practices | Document at least three actionable strategies supported by municipal research |
| Present framework and recommendations | Complete DRCOG presentation in November 2026 |
| Explore municipal implementation | Meet with municipal leadership to discuss potential adoption by November 13, 2026 |
| Identify opportunities for continued collaboration | Document next steps and potential partners for implementation |
| | |

## What will success look like?

Target: How will you know you have met the success measures for each of your objectives?

Success will be demonstrated by completing and presenting a practical Public Trust Framework, identifying actionable municipal solutions, engaging local government leadership, and establishing potential next steps toward implementation.

Data: How will you collect data for the success measures you established?

Track completion of framework deliverables, document municipal best practices and case studies, collect presentation feedback, and record leadership discussions, implementation opportunities, and agreed-upon next steps.

## Project implementation details

Consider the funding, expertise or guidance, labor and information you need to implement your plan.

**Funding**

Estimate the financial cost to implement your plan. What costs will you incur, and how do you plan to obtain funding?

Cost estimate: $0 — No additional funding anticipated.

Description:

Implementation can leverage existing municipal websites, communication platforms, staff resources, and public engagement processes. The proposed framework emphasizes improving existing practices rather than creating new programs or infrastructure.  Although, staff time and any future system changes would still have associated costs.

**Expertise or guidance**

What expertise are you lacking to implement your plan? Do you need business or financial decision-making help? Do you need the help of a mentor? Have you identified potential external partners or supporters?

Description:

Seek input from municipal leadership, planning and community engagement professionals, and DRCOG staff to validate the framework, assess implementation feasibility, and identify opportunities to incorporate recommendations into existing municipal processes.

**Labor**

Can you implement your action plan by yourself, or do you need help? How much time will be required? If you need help, where and how will you find partners or volunteers?

Time estimate: 5–10 hours for finalization and initial outreach.

Description:

Initial development and implementation planning will be completed independently. Municipal staff involvement may be needed to evaluate recommendations, integrate practices into existing processes, and support ongoing implementation. No additional staffing is anticipated.

**Information**

What information or data will you need that you don’t currently have? Do you know where or how to obtain it? Is there a cost associated with obtaining it? Do you need help obtaining it, and have you identified who can help you?

Description:

Research includes municipal engagement models from Boulder, Aurora, and Longmont, along with DRCOG's Public Engagement Plan, provided by Steve Erickson of DRCOG. Additional research includes Boulder's 2017 Public Participation Working Group report and local case studies. Municipal leadership discussions will help assess implementation feasibility and identify opportunities for adoption.