



## **Notice to the Community: Strengthening Communication and Transparency**

The City of Geneva is committed to open, transparent, and proactive communication with our residents. Over the past several months, you may have observed an increase in the number of notices, updates, and informational posts shared by the city. While the number of City services or activities has not increased, our efforts to communicate more clearly and consistently about these services have increased.

We recognize that in the past, important information may not have always reached all residents in a timely or accessible way. Our goal is to change that by keeping you informed, involved, and confident in how your local government operates.

The purpose of our enhanced communications is to:

- Define and share clear messages, priorities, and strategies that reflect the City's mission and goals.
- Engage our community more effectively through public participation, events, and digital outreach.
- Provide timely updates during emergencies and important City matters.
- Encourage two-way communication, giving residents opportunities to share feedback and ideas.
- Promote transparency by ensuring information is easily accessible, accurate, and shared across multiple platforms. As part of this process, the City acknowledges that communication is an evolving effort. We're human, and from time to time, we may make mistakes. When that happens, we ask for patience and encourage residents to reach out so we can make prompt corrections and continue improving how we communicate. These improvements are part of the City's ongoing commitment to open government and responsive communication with residents.

These efforts are guided by the City's Communications Team, a small but dedicated group consisting of three to four staff members who balance a wide range of other responsibilities. While none of the team members are trained communications professionals or full-time communications staff, they have taken on this additional role out of a shared commitment to keeping the community informed.

Despite limited resources and competing priorities, the team strives to provide timely, accurate, and accessible information to the best of our ability to ensure that Geneva continues to be a safe, resilient, and vibrant place to live, work, and visit.



By communicating more frequently and clearly, we are not signaling new issues or challenges but rather reaffirming our commitment to keeping residents informed and engaged every step of the way.

Together, through open communication and collaboration, we can continue to strengthen the connection between the city and the community we proudly serve.

If at any time you have questions, compliments, comments, or concerns please do so by emailing the communications team, [communications@cityofgenevany.gov](mailto:communications@cityofgenevany.gov)

Sincerely,

City of Geneva  
Communications Team