TERMS OF ENGAGEMENT
Building Social Communities

WATERWERKS
COMMUNICATIONS

We believe in the power of communications

Engaging MNL Participants

Terms of Engagement:

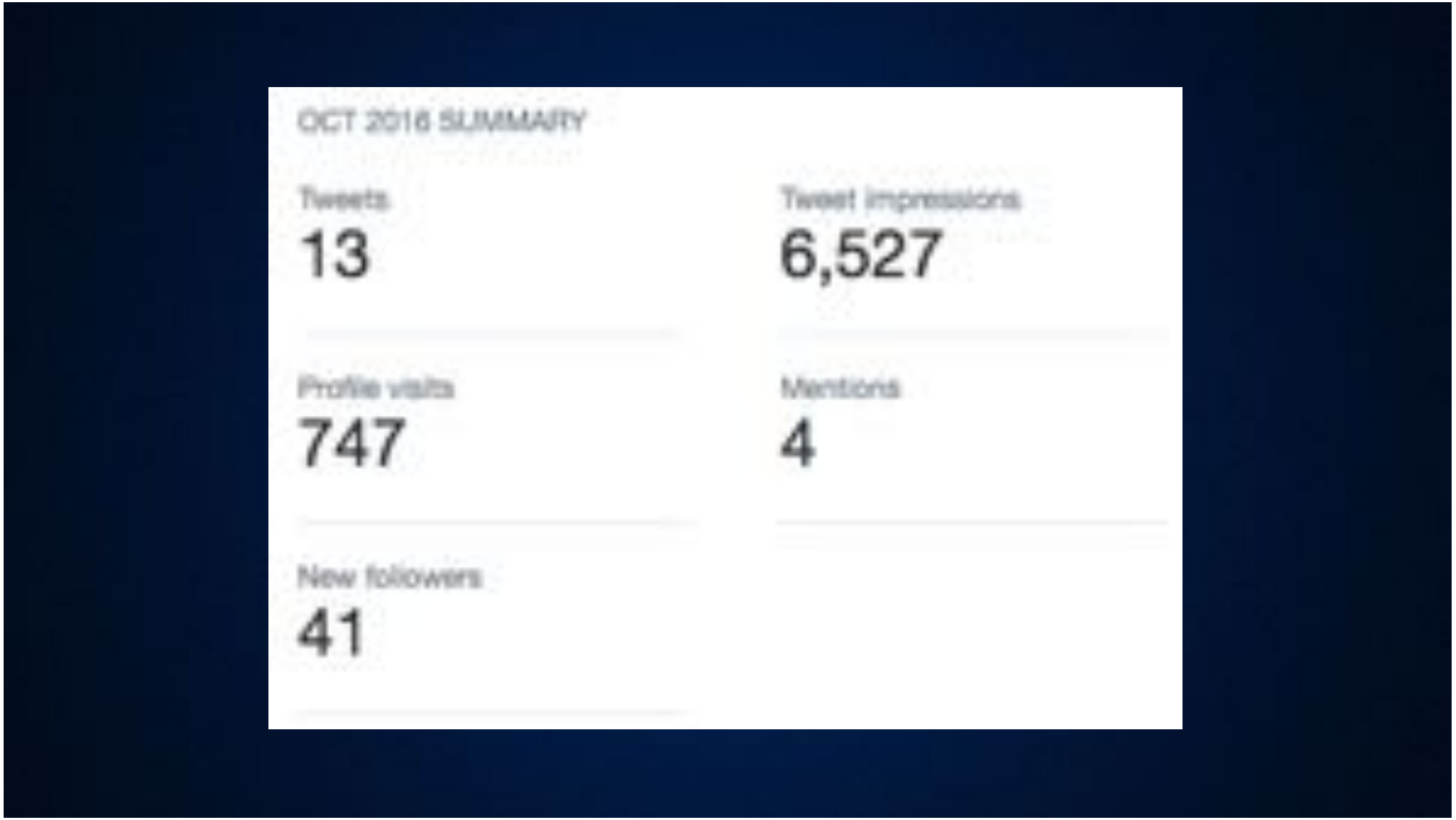
Building a Social Community

October 6th, 10am Bowring Ballroom 4

Municipalities Newfoundland and Labrador

WaterWerks Communications


Julie Curtis
Social media policy versus training. What does your town need? @MunicipalNL #mnlagm2016
SOCIAL MEDIA GUIDE
You Retweeted
Julie Curtis
The most challenging part, for a city or town, when engaging the public is_____. FIB! @MunicipalNL #MNLAGM2016


OCT 2016 SUMMARY
Tweets
13
Tweet impressions
6,527
Profile visits
747
Mentions
4
New followers
41


SEP 2016 SUMMARY
Tweets
13
Tweet impressions
2,943
Profile visits
313
Mentions
3
New followers
2

TERMS OF ENGAGEMENT

Create galvanizing ideas.





ADOPT A HYDRANT

Claim responsibility for shoveling out a fire hydrant after it snows.

Email address

I haven't signed up yet

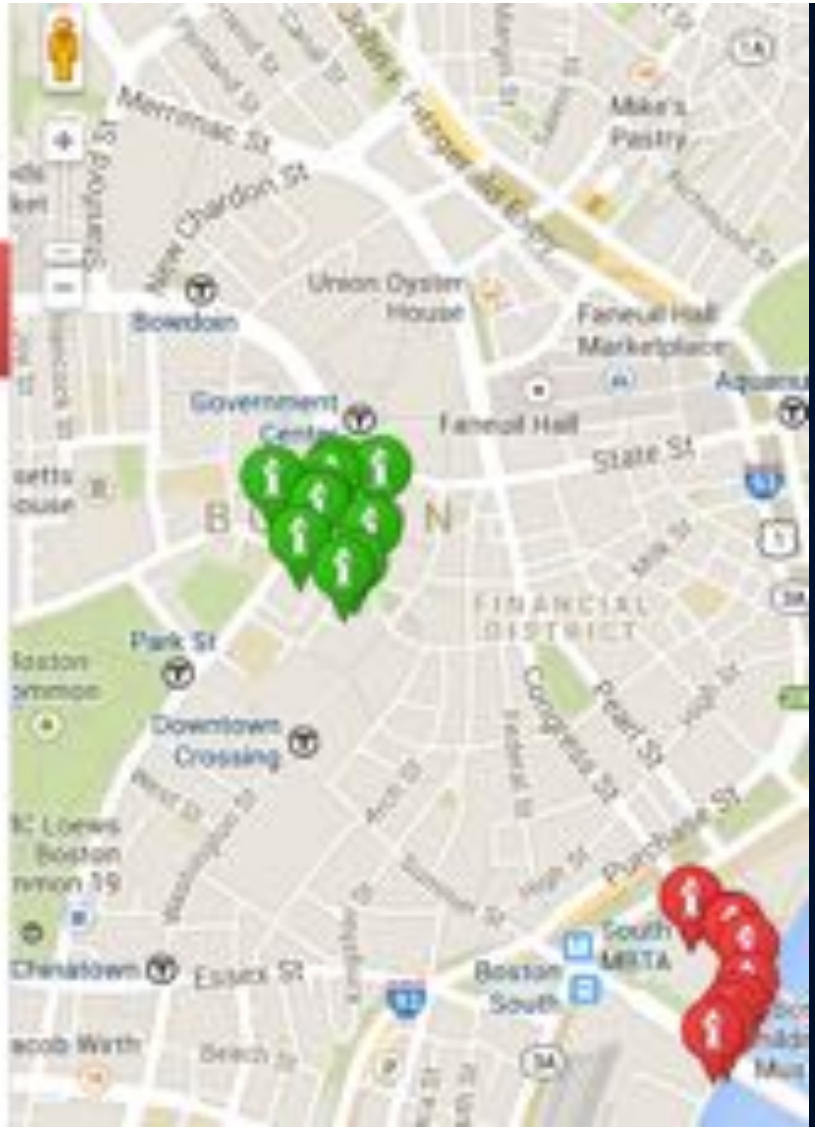
I've already signed up

Name (visible to others)

Organization (visible to others)

Home phone number

617-555-1212



adopt a SIREN

You agree to listen for the siren test and report any problems.

Email address *

I haven't signed up yet / I've already signed up

Name (visible to others)

Organization (visible to others)

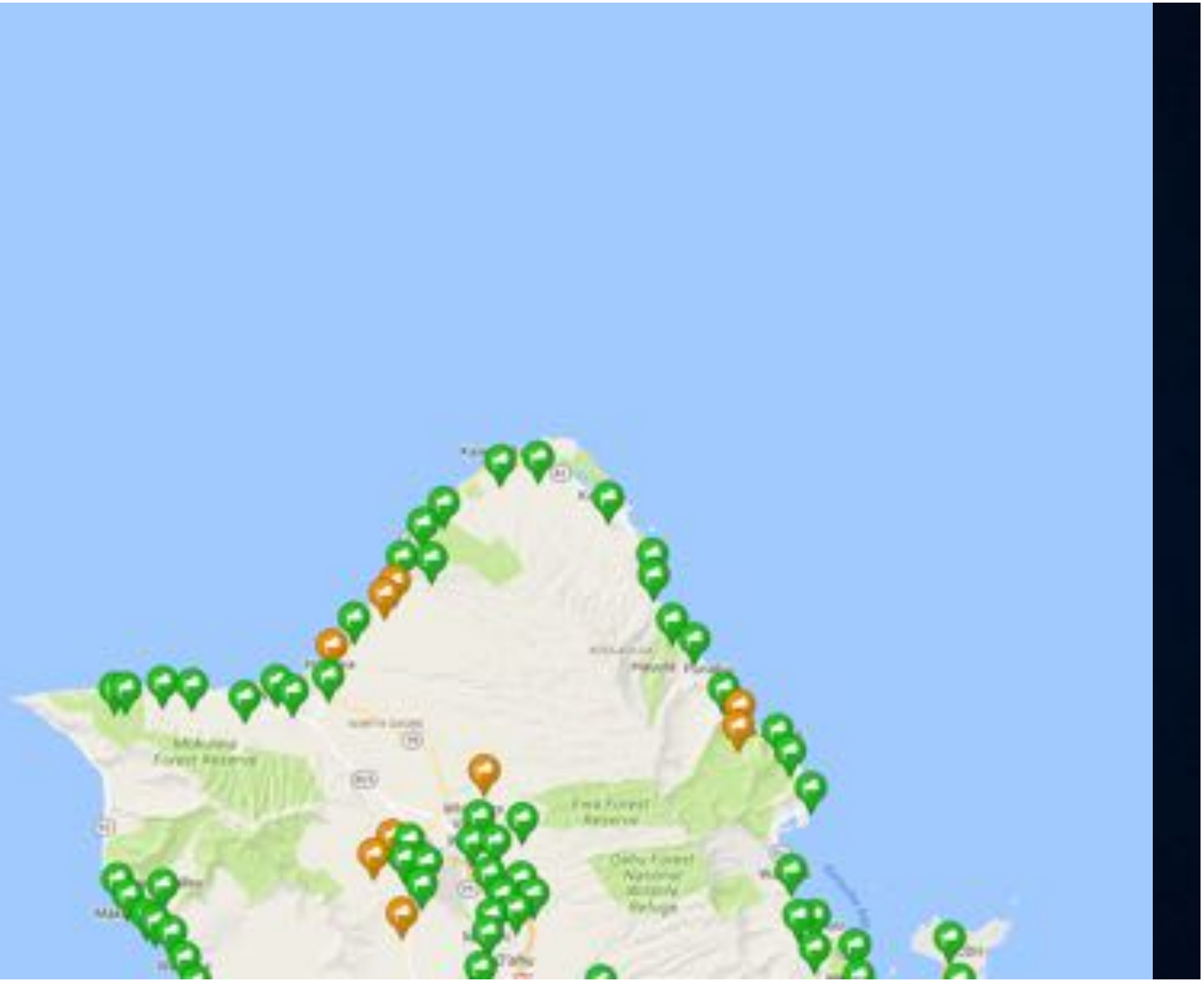
Home phone number *

Mobile phone number *

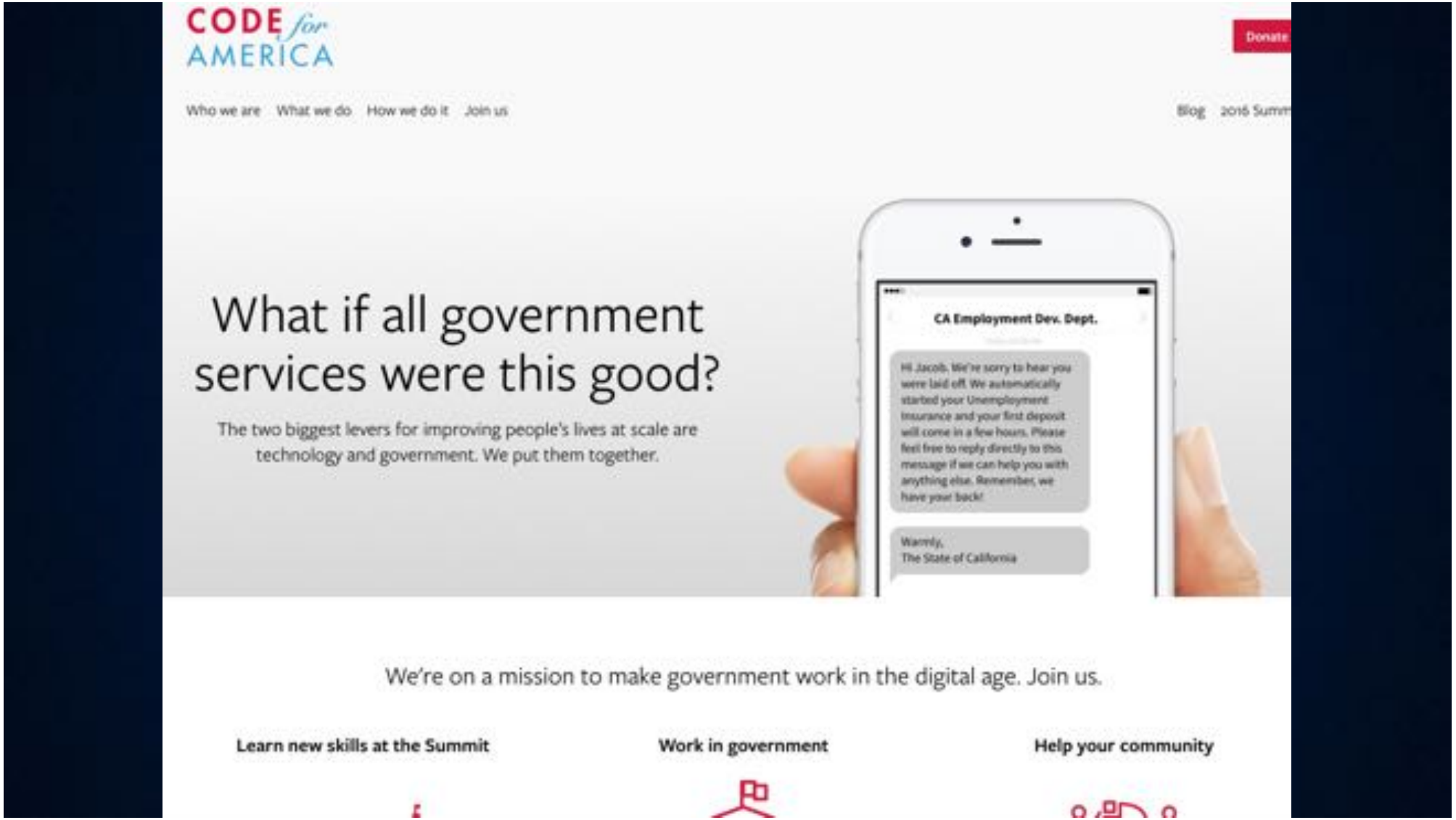
Choose a password *

Sign up

By signing up, you agree to the Terms of Service.




ADOPT a STORM DRAIN
How to adopt a drain
1. Sign up here
Sign in with your name and email address.
Enter your street address to search for a storm drain.
Choose your storm drain and give it a name.
2. Keep your storm drain clear
Once you have adopted "your" drain, sweep and rake the leaves and other debris from the surface of the drain year-round.
3. Post a small sign in your yard
We'll mail you a small, attractive yard sign. Put it in your yard to let your neighbors know you're protecting clean water. We'll also send a list of things you and your neighbors can do in your own yards to keep pollution out of our lakes and rivers. If anyone asks, let them know how they can do their part!
<< Start
you can do to protect local lakes and rivers


CODE for AMERICA
Donate
Who we are
What we do
How we do it
Join us
Blog
What if all government services were this good?
The two biggest levers for improving people's lives at scale are technology and government. We put them together.
CA Employment Dev. Dept.
Hi Jacob. We're sorry to hear you were laid off. We automatically started your Unemployment Insurance and your first deposit will come in a few hours. Please feel free to reply directly to this message if we can help you with anything else. Remember, we have your back!
Warmly,
The State of California
We're on a mission to make government work in the digital age. Join us.
Learn new skills at the Summit
Work in government
Help your community

Work with what you have and what you know





Brandon Melbourne Bys oh bys I look far from the BMO suspect different glasses , bigger nose and no neck tattoo but yet I'm "guilty" dudes bigger than me also y'all just small minded people with nothing better to do than judge someone you don't know, your acting like it's the 70s and tattoos are a bad thing get with the times by its A art of culture these days having a tattoo don't change who you are or make you tough by any means. I can understand your opinions it kinda do look a little like me but my neck tattoo comes on to my face and this guy has zero tattoos so I think the police need to step up there game and focus on who really did it because I'd say he is sitting back looking at all this having the laugh of his life knowing he is safe tucked away somewhere. I wouldn't Robb a chocolate bar let alone a bank so all yee gotta stop judging someone you don't know.

Like · Reply · 11 · Yesterday at 12:06pm

Royal Newfoundland Constabulary In the meantime... we have five warrants we would like to discuss with you. Please get in touch Brandon. (729-8000 option 1 or swing by Police HQ at 1 Fort Townshend)

Like · Reply · 5 · 1 hr

Brandon Melbourne I'm gonna be turning myself in tonight around 9 take me for my word I just got a few things to take care of busy day then I'll be down

Like · Reply · 2 · 1 hr

Royal Newfoundland Constabulary Brandon, we appreciate you coming forward. Call us when you're ready - we'll pick you up. 729-8000 option 1.

Like · Reply · 4 · 59 mins

Royal Newfoundland Constabulary

September 19 at 4:12pm



RNC Corner Brook Region Announce Pet Safe Keeping Program

The Royal Newfoundland Constabulary (RNC) Corner Brook Region in partnership with The City of Corner Brook, Willow House, NL West SPCA and the Humber Valley Veterinary Clinic are working together to establish a Pet Safe Keeping Program to provide temporary accommodations for pets of people who are displaced due to intimate partner violence.

The purpose of this program is to support victims of...

...

See More


ROYAL NEWFOUNDLAND CONSTABULARY
POLICE


#GunnersJournal

Conversations happen in real time, all the time.
Go to where the people are.



Discussion | Members | Events | Videos | Photos | Files

Search this group

Write Post | Add Photo / Video | Create Poll | More

Write something...

PINNED POST

Wanda Tobin-Hammond
August 21, 2015

NEW TO TORBAY FOR FAMILIES??? here are the rules:

This is a group for positive change. Bullying, threats and disrespect is not allowed. You will be banned and blocked.

No advertising except childcare. Sell your candles and housecleaning services on the TORBAY buy and sell page. ... See More

You, Jerry Cranford, Mary Thorne-Gosse and 39 others — 17 Comments

Love | Comment

RECENT ACTIVITY

Namjal Squires
18 hrs

ADD MEMBERS

+ Enter name or email address...

MEMBERS — 2,063 Members (5 new)

DESCRIPTION

Designed to help Families in Torbay and the Greater North East A... See More

GROUP TYPE

Neighbors

CREATE NEW GROUPS

Groups make it easier than ever to share with friends, family and teammates.

Create Group

RECENT GROUP PHOTOS — See All



CBS, Speak Out!

Public Group

Pending

Discussion Members Events Photos

Search this group

RECENT ACTIVITY

Tina Radford Murphy shared Mark Croft's post.
12 hrs · Conception Bay South

Mark Croft shared his post.
21 hrs

https://www.facebook.com/groups/479585792235647/permalink/529566730570986/

Like Share

OLDER

Ron Traverse
16 hrs

I don't know if it has happened to anybody,but there by Cherry Lane through the lights heading in the direction of A&W there's a construction sign tipped down . Be careful I nearly struck it. It should be in off the street.

Like Share

1

MEMBERS 523 Members

DESCRIPTION
Conception Bay South, Speak out! Take action!

This is your town... See More

GROUP TYPE
Neighbors

TAGS
Conception Bay South, Newfoundland and Labrador

CREATE NEW GROUPS

Groups make it easier than ever to share with friends, family and teammates.

Create Group

RECENT GROUP PHOTOS See All


Tom Walsh
July 1
I would like to use this forum to let everyone in on a little know secret.Although it should be public knowledge There is a pad at topsail beach that has two tables and a fire pit. It is designed and supplied for people in wheelchairs Ever since it has been there I have been asking for it to be marked The town don't reply unless there is a huge public outcry. Although the most recent elected councilor would check it out. One evening recently we decided to go to topsail beach. I was at 7ish. On the pad were about 8 adults and maybe 9 kids.Not another table being used. The next day I had a chance to have a conversation with one of the gentleman there and he told me he never realized it was for disabled. We have gone down and politely asked of we could use the second table some times its not a problem and other times we have been told no we are here there are other spots. So we have not even tried to utilize the pad for two years I would like to ask the people who visit this forum to remember this when you visit or use the park. Funny thing is if a disabled family was using the pad and strange family came they would be welcomed to share .
Steve Tessier and 6 others
1 Comment
Like
Share



Tom Walsh
July 3

I think there is someone listening at town council .

Steve Tessier and 2 others 3 Comments

Like Share



Evan Bursey
July 15

I am happy to announce that our Recreation Department have painted our Accessible pads at Topsail Beach. Thank you Tom Walsh for bringing this to my attention. This is just the start of many changes that will be made in the near future to ensure our town is fully accessible and user friendly for those with disabilities.




Tom Walsh
July 29
Wheel chair pad is being used and enjoyed at topsail beach Thanks Mayor and Evan
Steve Tessier and 14 others
1 Comment
Like
Share

Know your audience

Shoot for the moon. If you miss, you'll land among the stars.

Actually….

You'll be shooting into the black expanses of space - where no one exists.

The general public is not an audience

Women
Age 25-45
Who live in Portugal Cove St. Phillips

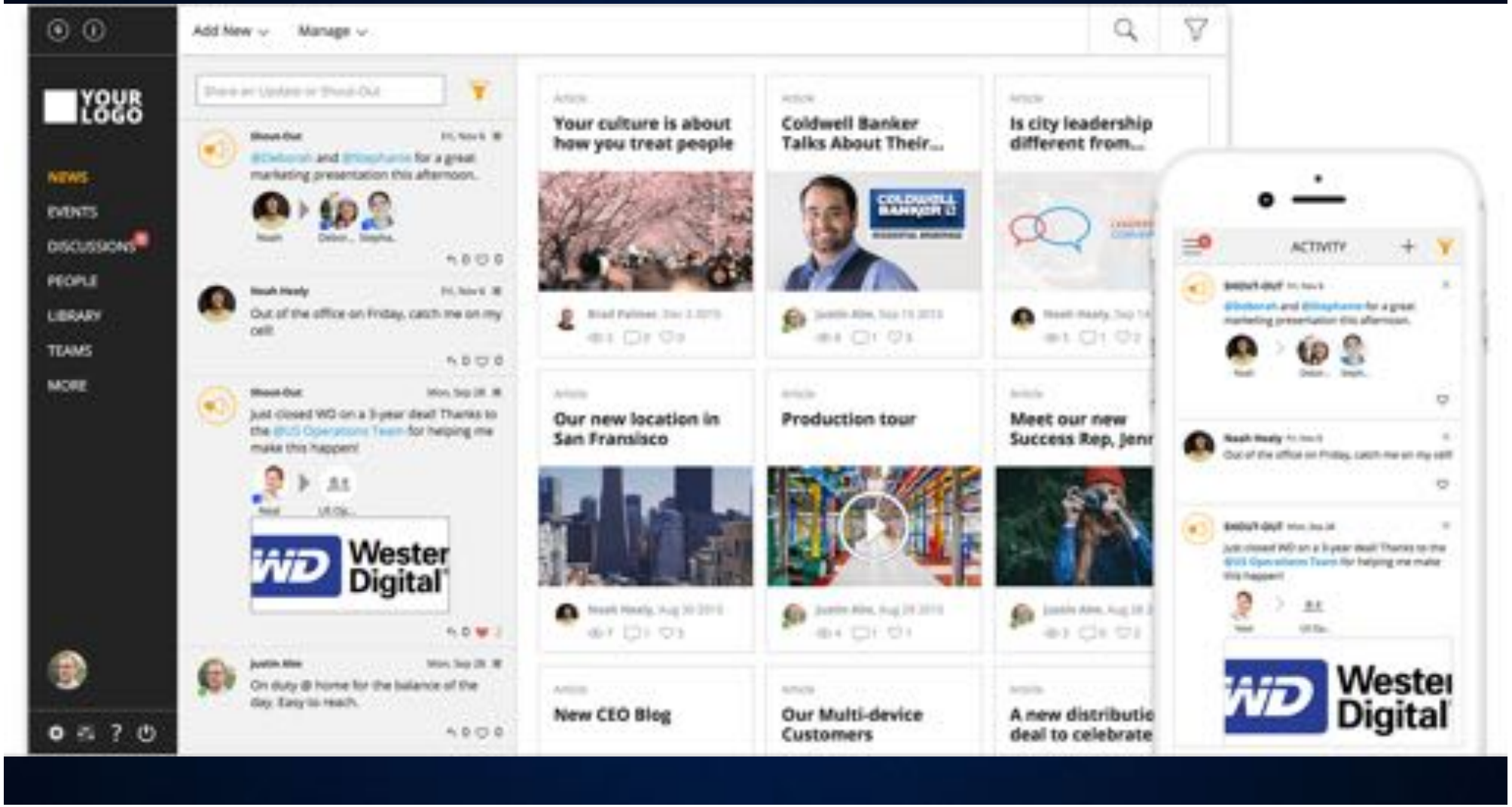


Gill

- Female Age 30-45
- Lives in PCSP
- Current Industry: Public Relations
- Married with two children
- Highly educated
- Works full time
- Commutes to St. John's
- Connected primarily though desktop and mobile in the day and mobile at night.
- Heavy social media user (primarily Facebook and Linkedin)
- As a PR professional, she stays up to date with local news
- Capable searcher and influenced by online reviews
- Will also rely on asking friends for recommendations
- Financially secure
- Very interested in local, family friendly events and programs
- Environmentally conscientious

Engagement starts at home.

Listen. Learn.


Add New
Manage
YOUR LOGO
NEWS
EVENTS
DISCUSSIONS
PEOPLE
LIBRARY
TEAMS
MORE
Your culture is about how you treat people
Coldwell Banker Talks About Their...
Is city leadership different from...
Our new location in San Fransisco
Production tour
Meet our new Success Rep, Jenr
New CEO Blog
Our Multi-device Customers
A new distributio deal to celebrate
Out of the office on Friday, catch me on my cell!
Just closed WD on a 3-year deal! Thanks to the @US Operations Team for helping me make this happen!
On duty @ home for the balance of the day. Easy to reach.
ACTIVITY
Western Digital


"If someone offers you an amazing opportunity and you're not sure you can do it, say yes - then learn how to do it later."
"Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients."
"Every risk is worth taking as long as it's for a good cause, and contributes to a good life."
"TAKE A CHANCE. IT'S THE BEST WAY TO TEST YOURSELF, HAVE FUN AND PUSH BOUNDARIES."
"Train people well enough so they can leave. Treat them well enough so they don't want to."
Sir Richard Branson
Do not be embarrassed by your failures, learn from them and start again.
"IF YOU DON'T HAVE TIME FOR THE SMALL THINGS, YOU WON'T HAVE TIME FOR THE BIG THINGS."
Richard Branson
I DON'T THINK OF WORK AS WORK AND PLAY AS PLAY. IT'S ALL LIVING.
"You shouldn't blindly accept a leaders advice. You've got to question leaders on occasion."
"If you aren't making a difference in other people's lives, you shouldn't be in business – it's that simple."
"If someone offers you a great opportunity and you're not sure you can do it, say yes – Then learn how to do it later"

The Walkabout

“One of the key attributes to a good leader is listening, making sure that you write down the feedback that you get. And very importantly, make sure you act on that feedback when you get back to base. An exceptional company is the one that gets all the little details right. And the people out on the front line, they know when things are not going right and they know when things need to be improved. And if you listen to them you can soon improve all those niggly things which turns an average company into an exceptional company.”

- Richard Branson

Stop referring to Town and City staff as “they”

Start saying “we”

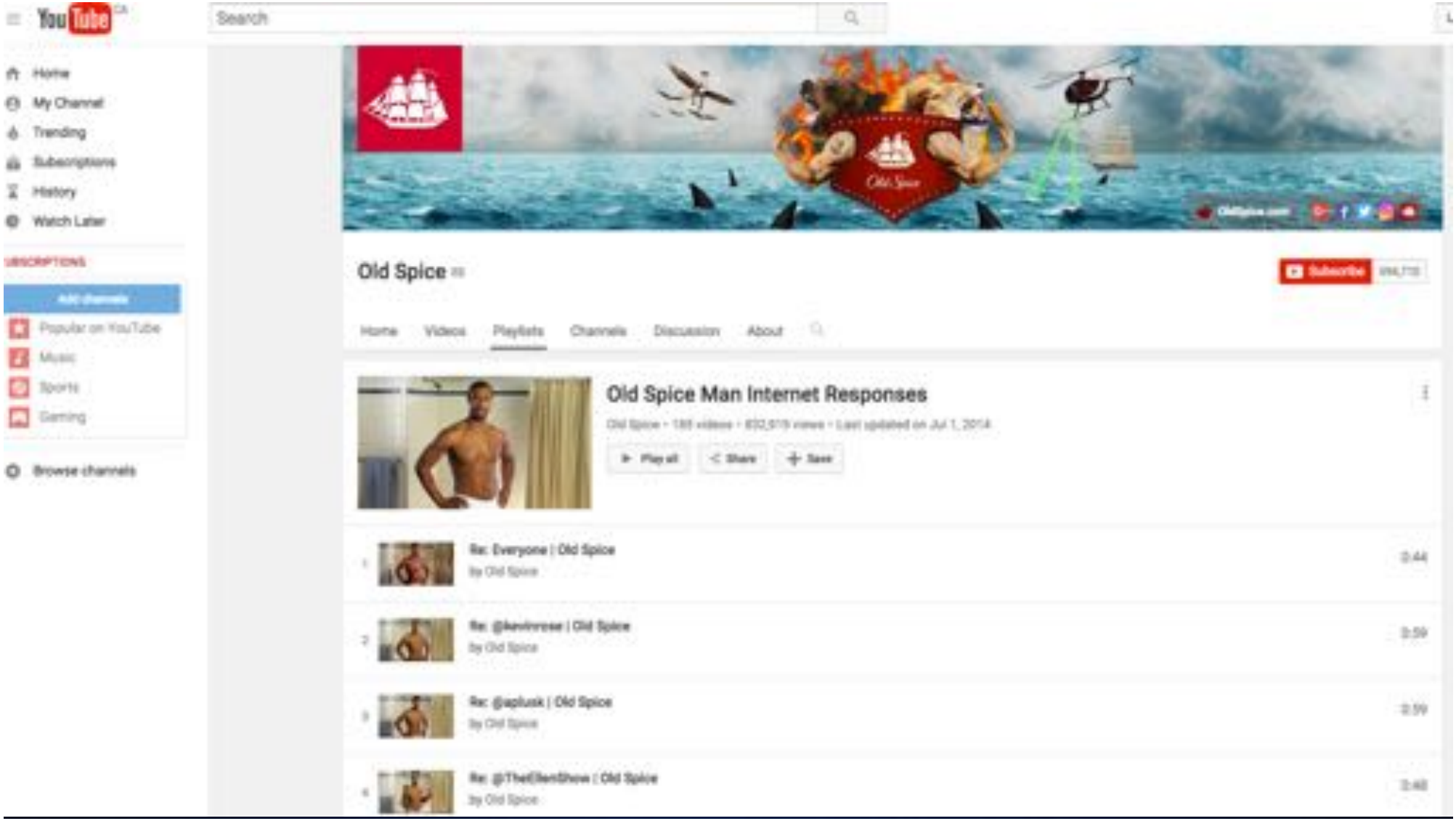
Social media is yelling from the roof tops.



Take a sober second thought. Please.

Practice responsible public engagement banking.

Be creative. Look for inspiration in unexpected places.


YouTube
Search
Home
My Channel
Trending
Subscriptions
History
Watch Later
Popular on YouTube
Music
Sports
Gaming
Browse channels
Old Spice
Home
Videos
Playlists
Channels
Discussion
About
Old Spice Man Internet Responses
Play all
Share
Save
Re: Everyone | Old Spice
by Old Spice
0:44
Re: @aplusk | Old Spice
by Old Spice
0:59

Just because it worked once, doesn’t mean it will work again.


F LABRADOR CITY
PAL BUILDING
PORATED 1961
0:55 / 1:27



PressPlay
@pressplayontour

Follow

It's @YouNow TIME!
We're doing #PPAD
It's @itsTaylorBaxter @PressPlayDavid
Doing the #TwizzlerChallenge

12:57 AM - 22 Mar 2015 · Austin, TX, United States

16 47

#RespectTheHashtag

NYPD NEWS
@NYPDnews

Follow

Do you have a photo w/ a member of the NYPD? Tweet us & tag it #myNYPD. It may be featured on our Facebook.
pic.twitter.com/mE2c3oSmm6

Reply Retweet Favorite More



RETWEETS 37 FAVORITES 25

1:55 PM - 22 Apr 2014

Flag media

Results for #myNYPD

Save

Top / All

Photos · View all









HowToHashtag.com

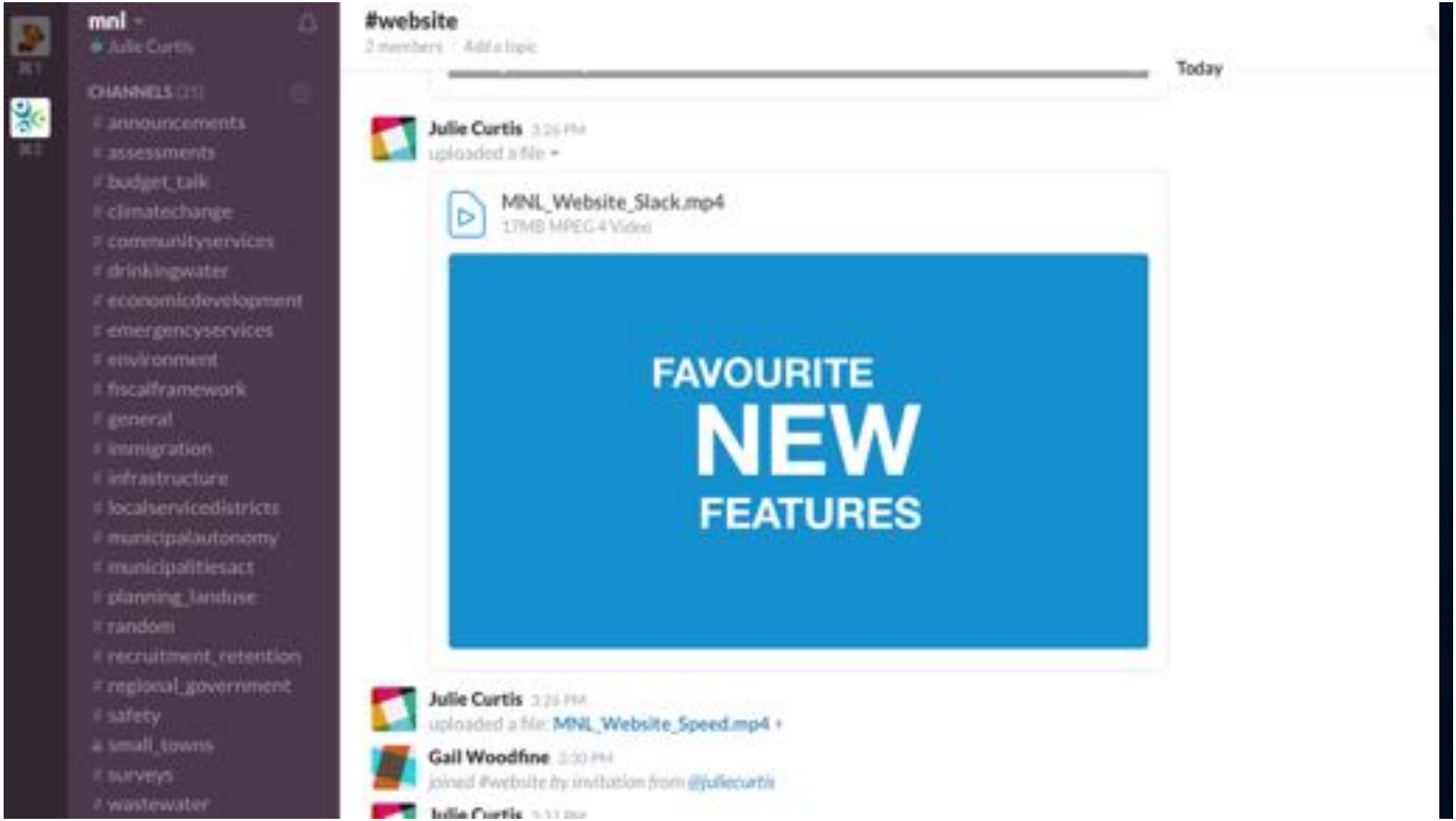
A plan is a good place to start


torbay
FEEDBACK
TAX
EVENTS
torbay
FEEDBACK

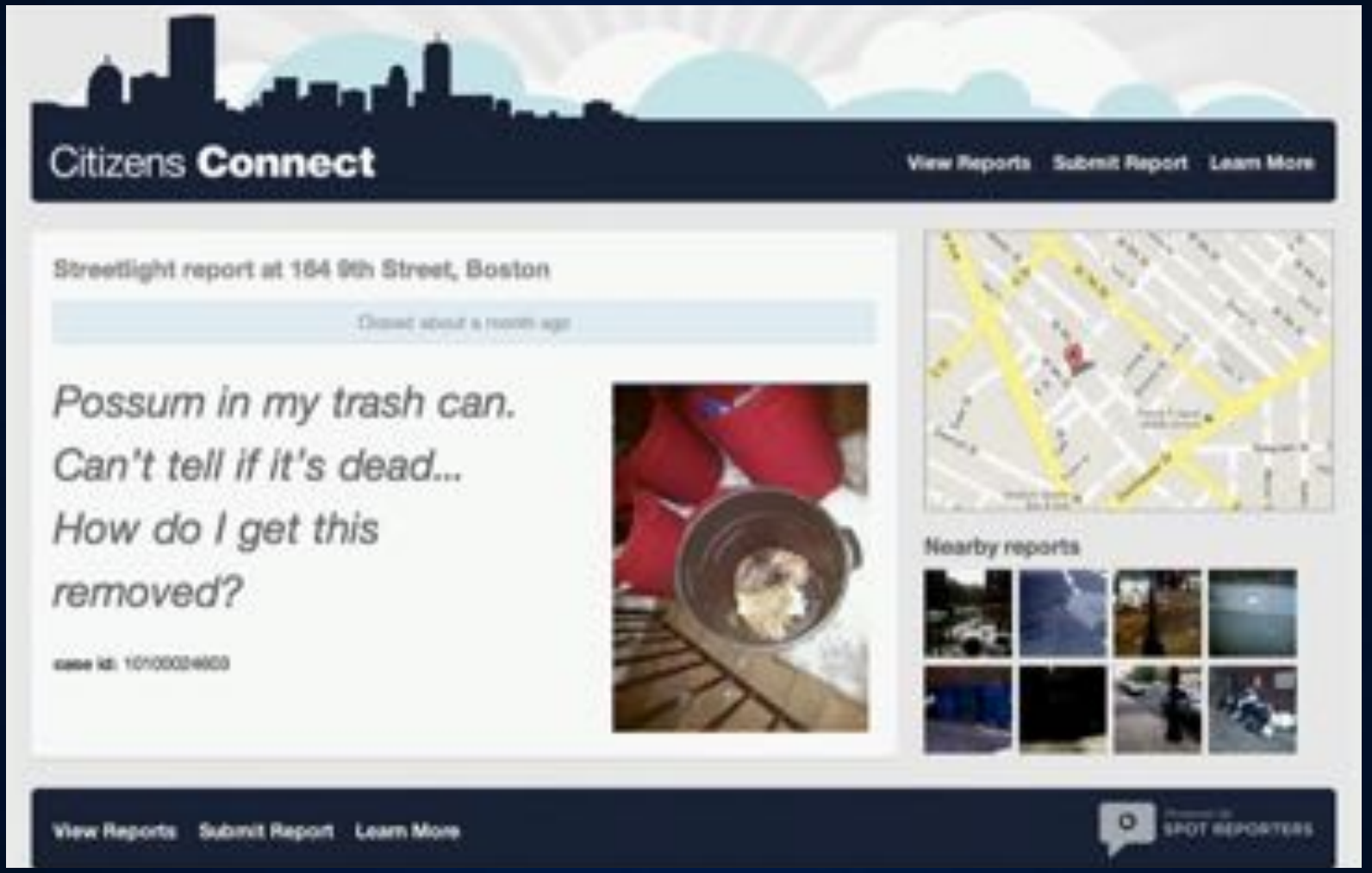

torbay
$
BUDGET 2017
How would the budget look if you were in charge?

Technology can be your friend. Take advantage of what’s available.


Municipalities
ABOUT
ADVOCACY
MEMBERSHIP
ENGAGEMENT
RESOURCES
NEWS
CONTACT
HOME | MEMBERSHIP | DASHBOARD
MY DOCS
4
DIRECTORY
COMMUNITY
RESOLUTIONS
MANAGE ACCOUNT
BAY BULLS
LATEST TWEETS
NL Municipalities
Colin Vardy
Documents at #premiersforum suggest unemployment rate to grow to 18% by 2018. That's alarming!
Municipal Affairs
#PremierOfNL joins in discussion on exploration of new Municipal Revenues. #PremiersForum


mnl
Julie Curtis
CHANNELS
announcements
assessments
budget_talk
climatechange
communityservices
drinkingwater
economicdevelopment
emergencyservices
environment
fiscalframework
general
immigration
infrastructure
localservicedistricts
municipalautonomy
municipalitiesact
planning_landuse
random
recruitment_retention
regional_government
safety
small_towns
surveys
wastewater
#website
Add a topic
Today
Julie Curtis
uploaded a file
MNL_Website_Slack.mp4
17MB MPEG-4 Video
FAVOURITE
NEW
FEATURES
Julie Curtis
uploaded a file: MNL_Website_Speed.mp4
Gail Woodfine
joined #website by invitation from @juliecurtis

Connect residents to each other


Citizens Connect
View Reports
Submit Report
Learn More
Streetlight report at 164 9th Street, Boston
Possum in my trash can.
Can't tell if it's dead...
How do I get this
removed?
Nearby reports
View Reports
Submit Report
Learn More
SPOT REPORTERS

Citizens **Connect**

View Reports Submit Report Learn More

Streetlight report at 164 9th Street, Boston

Closed about a month ago

Labandibar reports: 11:15PM Walked over to West Ninth Street... Locate trash can behind house. Possum? Check. Living? Yep. Turned the trash can on its side. Walked home. Good night, sweet possum.





Nearby reports



What is possible?


WaterWerks
COMMUNICATIONS