



Dillon Community Meeting #5
February 12, 2026

Communication, Transparency & Trust: “Building a Culture of Follow-Through”: *Co-design how the Town and residents communicate effectively and transparently.*

Meeting Overview: The meeting focused on community feedback and transparency in local government, with over 30 residents attending to discuss town operations and trust-building measures. Participants shared experiences of both successful and problematic town communications, with particular attention to website functionality, meeting transparency, and follow-through on community input. The group identified key needs including a centralized calendar system, improved FAQ section, and better communication channels, while noting that while the town council had recently improved, staff transparency remained a concern. The facilitators outlined next steps would include drafting recommendations based on the feedback, conducting a community survey, and presenting findings to the town council, with a strategic planning retreat scheduled for April.

There was a strong focus on improving community trust through stronger transparency and clearer communication from the Town of Dillon. Participants acknowledged recent positive progress — including the amphitheater renovation, safety improvements, community events, and more open access to town staff — but emphasized that consistent, accessible communication remains essential to building long-term trust.

Key themes included improving transparency in town meetings and decision-making processes, ensuring clear explanations when agenda items are removed or projects change, and providing accurate, up-to-date information on permits and town initiatives. Participants also highlighted the need for clearer roles and responsibilities, improved website navigation, and better communication around timelines and project status.

A top recommendation was the development of a new, user-friendly website featuring a community calendar, FAQs, and a newsletter system. Keystone outlined next steps, including

drafting formal recommendations, conducting a community survey, and presenting findings to the Town Council in April following the upcoming elections.

Recommendations

- Town Council/Staff: **Update and improve the town website** to make it more intuitive, navigable, and to include features such as an FAQ, "submit your question" functionality, a unified and updated event/calendar system with hyperlinks to agendas and recaps, and clear communication of project updates and timelines.
- Town Council/Staff: Develop and communicate clear **annual priorities and goals** for the town, based on community input, and make these publicly accessible.
- Town Council/Staff: Implement a transparent "scorecard" or **decision-making framework** that shows how council decisions align with town goals and priorities, including objective criteria and public communication of reasons for decisions.
- Town Council/Staff: Ensure meeting recaps, agendas, and updates are proactively communicated to the public via the website, newsletter, and other channels, rather than relying on residents to find information through obscure links.
- Town Council/Staff: Provide clear, ongoing communication about project status changes (e.g., timeline delays) and reasons for such changes to the public.
- Town Council/Staff: Review and clarify public-facing decision-making matrix and staff roles/responsibilities to reduce confusion about who to contact for questions or issues.