

Department of Neighborhoods April 2008

COMMUNITY FEEDBACK REPORT

On Process for Neighborhood Plan Updates



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BACKGROUND

Developed from 1995 to 1999, Seattle's neighborhood plans have provided a guide for development in urban centers and villages during a period of remarkable growth. Although Seattle's growth has been consistent with forecasts, some neighborhoods in Seattle have grown much more than anticipated, and others have experienced little growth. Some neighborhoods are comfortable with the pace of growth, while others would like to see more investment by the City to cushion the impacts of growth.

In July 2007 the Mayor announced a proposal to update Seattle's neighborhood plans. This proposal would allow the City to address changes in many of Seattle's neighborhoods since the development of the original neighborhood plans. Plans are proposed to be updated by geographic sector (six sectors overall), approximately one sector per year over a six-year period. Neighborhood representatives, working with City staff, will identify issues and develop policy-level guidance for addressing those issues. We are building on the existing plans, rather than starting from scratch.

The community engagement process used to prepare the original neighborhood plans has been studied extensively and acclaimed internationally. However, as Seattle's population has become more diverse, the perspectives of our communities have also become more diverse. In addition, we have learned much in recent years about the effect of growth on the health of our environment, particularly impacts on climate. Thus, revisiting the neighborhood plans will help neighborhoods both to address the unanticipated impacts of growth and to take local action to achieve greater sustainability in the broad sense. It will provide an opportunity to expand the City's growth management strategy to include two overarching goals:

- **Inclusiveness:** engaging the broadest range of stakeholder's representative of our changing and more ethnically diverse population.
- **Sustainability:** enhancing the livability of our city and reducing our city's contribution to climate change.



PURPOSE

Together, the Department of Neighborhoods (DON) and the Department of Planning and Development (DPD) reached out to hear from people around the city their ideas about the best ways to ensure broad and meaningful participation in updating of the neighborhood plans. DON also wanted to test an outreach process that could be expanded upon for community engagement during the plan updates. Finally, we wanted to recognize the work of existing neighborhood planning groups and build relationships to engage diverse and under-represented groups.



METHODS

Step One: Assessment. A list of community groups to ask for feedback was developed. To hear from as broad a segment of the community as possible, DON and DPD chose to engage neighborhood plan steward groups as well as community groups not currently involved in neighborhood plan activities. DON and DPD identified a diverse cross-section of age, ethnicity, culture, and physical ability in neighborhoods. Appendix 1 lists the types of groups from whom feedback was collected.

Step Two: Community Meetings. Between July 2007 and December 2007, DON and DPD attended meetings of over fifty community groups and collected feedback on our proposed process for updates. At each meeting, DON and DPD staff orally presented information about neighborhood plans and the elements of the Mayor's proposal for updating the plans. In addition, written copies of the proposal were provided. Participants were asked how the City could best engage them and their communities as part of the plan update process. In addition, some groups and individuals submitted comments by letter or e-mail. Through these dialogues with community groups and submittal of comments, ideas were compiled.

DON and DPD staff used tailored engagement tools, including interpreters, meeting with people whom underserved community members trust (e.g., elders, leaders of ethnic/language communities, staff of community-based organizations), and going to the gatherings of community groups who are usually absent from City-sponsored public meetings. The use of these methods provided new perspectives on inclusive outreach and engagement.

Step Three: Compilation of Feedback. DON staff reviewed the comments of participants who met with staff to discuss the proposed neighborhood plan update process. These perspectives were invaluable in both crafting an engagement process for updating neighborhood plans and producing this report. Appendix 2 provides a list of the groups and their comments on the proposed plan update process.



THEMES

Two themes and several sub-themes emerged about how to engage people during the plan update process:

THEME 1: OUTREACH AND ENGAGEMENT

All groups must be reached using a variety of methods, and engagement must be customized to the various groups. The City must provide sufficient resources to use these methods effectively.

1A: Reach Out to All Groups.

Community members state that the City must approach both mainstream and underrepresented individuals to ensure that everyone who has a desire to participate can do so. They encourage the use of multiple methods to ensure that everyone is heard, rather than assuming that one method will suffice to engage every group.



District council leadership conference

“All residents have different entry points to engaging with the larger community... for instance ... there are the Resident Action Councils, there are the various languages: Vietnamese, Chinese, East African, hearing impaired, and then there are those that only come out to the neighborhood barbecues/ picnics, and that’s most important to them.”

- Seattle Housing Authority resident



THEMES

THEME 1: OUTREACH AND ENGAGEMENT (CONTINUED)

1B: Tailor Engagement to Specific Populations

Community members suggest customizing engagement to the various diverse community groups within each sector and its neighborhoods. Respondents caution that meetings are only one way to learn about communities' desires for their neighborhoods. Another way is to take advantage of cultural, social, and intergenerational events and celebrations. Yet another way to reach under-represented groups is through providers of services to them: schools, community centers, places of worship, social service centers, and housing providers such as the Seattle Housing Authority. Still another way is door-to-door canvassing to reach specific populations, e.g., residents of a low-income multi-family housing complex.

1C: Provide Adequate Resources for Outreach and Engagement

Ensuring sufficient and appropriate resources to implement an effective multifaceted outreach and engagement process is essential. Sufficient City technical and outreach staff, trusted liaisons and community connectors, and interns and community volunteers are critical to the success of the plan updates. Also critical to meaningful engagement are interpreters, translated materials, visual aids, barrier-free venues, provision of child care and transportation for people of limited resources, and other means of enabling full participation in the plan update process.

“Need to understand how to include and acknowledge the generational differences on how best to get us involved. With parents, we want to hear from our community leaders and if they say it’s important then I come. With our kids, they see everything through myspace.com and through emails to get them involved. There are other methods for them to get involved. We need both strategies.”

- Intergenerational parenting class participant

“All materials about the updating of the Neighborhood Plans need to be provided in all the major languages, or you are not attempting to be inclusive to all.”

- A Trusted Advocate leader



THEMES

THEME 2: OWNERSHIP AND COMMUNICATION

People will take ownership of the neighborhood plans in the update process if they understand their role in the update process and the relevance of the plans to their lives. The City must provide clarity about the purpose, process, and expected products of the neighborhood plan updates. It must also use daily language to make the technical and complex work of planning understandable to a broad and diverse community.

2A: Explain the Importance of the Neighborhood Plans

Community respondents say it is important for people to understand the importance and history of the neighborhood plans. In addition, people will want to know what the neighborhood plans have achieved so far. Finally, community members want to understand why the plans need to be updated and how the updates will affect their city and neighborhoods.

2B: Provide Clarity about the Process

Community members want to understand how the neighborhood plans will be updated. They would like to know how they can have input into, and collaborate with the City on, the updating of the plans. Clarity about the desired outcome of the update process is crucial. Also, they want to know what will be the respective roles of community members and City staff during the update process.

“Need [a] more step-by-step description of the process. Communications [should be] broad. The process [should] make people more aware of city departments and resources.”

- Sounding Board participants

“Matching the languages of each family is important. We all have to be educated on the difference of each ethnic group... How can we align the right people to have our communities discussing what is most important?”

- Community-based Education and Vocational Training program staff



THEMES

THEME 2: OWNERSHIP AND COMMUNICATION (CONTINUED)

2C: Use a Variety of Communication Methods

Community members would like neighborhood plan update information to be communicated in a variety of ways: written, spoken, visually, and translated and interpreted. Translated materials and interpreter services are vital given that Seattle is now made up of many language communities (102 languages are represented in Seattle's public schools).

Respondents want information communicated in multiple media (e.g., newspapers, flyers, radio announcements, email, postal mail, canvassing), as well as through various trusted intermediaries (e.g., via cultural and ethnic groups, community-based organizations, community leaders, and service providers).

Community members also emphasize that information about neighborhood plan updates needs to be communicated clearly, simply, and frequently. Few community members say that they have experience with neighborhood planning or civic processes. Thus, community members ask that the technical and complex language of planning be explained in clear and simple language accessible to more people.



Community Forum

“To achieve real inclusiveness, more funds may be required.”

- Seattle Planning Commissioner



RECOMMENDATIONS

Based on community feedback, the Department of Neighborhoods, as the lead department on civic engagement, makes the following recommendations for outreach and engagement as part of the updating of the City’s neighborhood plans:

BROADER AND DEEPER ENGAGEMENT

- Conduct outreach in partnership with community leaders and trusted individuals in specific cultural groups.
- Reach under-served populations through informal networks, social venues, and local organizations who have relationships with them.
- Take advantage of “non-meetings” – places where people gather – community events, cultural festivals, schools, places of worship, late-night teen programs, and so on.
- Involve people who live outside urban villages and centers and planning areas through sector-wide meetings and events.
- Engage neighborhoods in sectors that come later in the plan update schedule before they begin plan updates.
- Involve community members in outreach activities (community leaders, college interns, high school students, seniors, and other volunteers).
- Provide outreach and translation and interpretation services according to the cultural needs of communities.
- Use outreach that is being done as part of other City projects to involve the community in the plan update process.

OWNERSHIP AND COMMUNICATION

- Emphasize that the plan update process is a continuation of the City’s partnership with its neighborhoods.
- Continue community ownership of the plans by writing the updates with all stakeholder groups—traditional, new, diverse, and under-represented.
- Clearly spell out the update process.
- Make neighborhood planning and City initiatives relevant to the daily lives of residents.
- Frame discussion in terms of what is important to each group.
- Use daily language instead of planning terms.



RECOMMENDATIONS

OWNERSHIP AND COMMUNICATION (CONTINUED)

- Explain the benefits of the sector approach (if chosen)—the ability to address:
 - cross-neighborhood issues such as transportation
 - broader geographical areas with a coordinated vision
 - issues common to close-by planning areas and neighborhoods
- Use various methods of communication such as radio, email, and targeted door-to-door canvassing to reach under-represented groups (people of color, youth, seniors, and low-income housing residents).
- Create a progress almanac for each plan that outlines what has been done and what still needs to be accomplished

RESOURCES AND TRAINING

- Allocate sufficient budget and staff resources for a meaningful engagement process.
- Train community leaders and other community members on civic process—how the City works (Neighborhood Leadership Fund).
- Provide information and assistance (e.g., workshops) for community members on City initiatives and the civic process.
- Enhance the community engagement and facilitation skill sets of City staff.
- Use students and professors from professional schools at the University of Washington and other area colleges as resources.



EXAMPLES OF TAILORED ENGAGEMENT

TARGET POPULATION	ENGAGEMENT METHODS
<p>Homeowners in single-family residential neighborhoods outside urban villages and centers</p>	<p>Where: Regular meetings of community councils and district councils; sector-wide meetings, neighborhood events and festivals; block parties.</p> <p>When: Scheduled meetings and events.</p> <p>How: Community council and district council email lists; mailings; flyers.</p>
<p>Low-income immigrant and refugee families and youth</p>	<p>Where: Schools; Head Start, child care, and after-school/late-night teen programs; ESL classes; ethnic-based places of worship; community-based organizations; ethnic-owned small businesses; housing providers; canvassing of rental buildings.</p> <p>When: Convene sessions or partner with existing community groups during periods of time convenient for participation despite work schedule (daytime, evenings, weekends).</p> <p>How: Translate and/or interpret materials; build partnership through trusted elders or community natural leaders and community-based organizations; door-to-door canvassing; use of ethnic and language-specific newspapers, television and radio programming.</p>



CONCLUSION AND NEXT STEP

The City recognizes the countless hours and efforts by community members that were invested in the development of the neighborhood plans in the 1990s. We will continue to engage those who participated in the neighborhood plan process and who are still active in stewardship of the neighborhood plans, and we will use the neighborhood plans as the foundation for the updates, building on the community's past work.

In updating the neighborhood plans, we have an opportunity to expand outreach efforts to engage a more diverse population, including under-represented groups, through formal and informal organizations within target neighborhoods.

As the next step, the City will prepare an Outreach/Engagement Strategy report that includes the following:

- **Articulation** of the value of broad public engagement
- **Checklist** of the types of represented, under-represented, and unrepresented groups
- **Menu** of engagement methods, including community leadership development
- **Diagram** of the plan update process, perhaps for a specific sector as an illustrative example
- **Strategy** for communication

This Outreach/Engagement Strategy report will lay the foundation for engaging as broad and diverse a cross-section of Seattle's population and stakeholders as possible during the neighborhood plan update process.

If implemented, the recommendations in this report and the upcoming Outreach/Engagement Strategy report will help the City remove barriers to public engagement, as well as create engagement that lasts beyond the plan update process and provides a model for other City initiatives.



APPENDIX 1

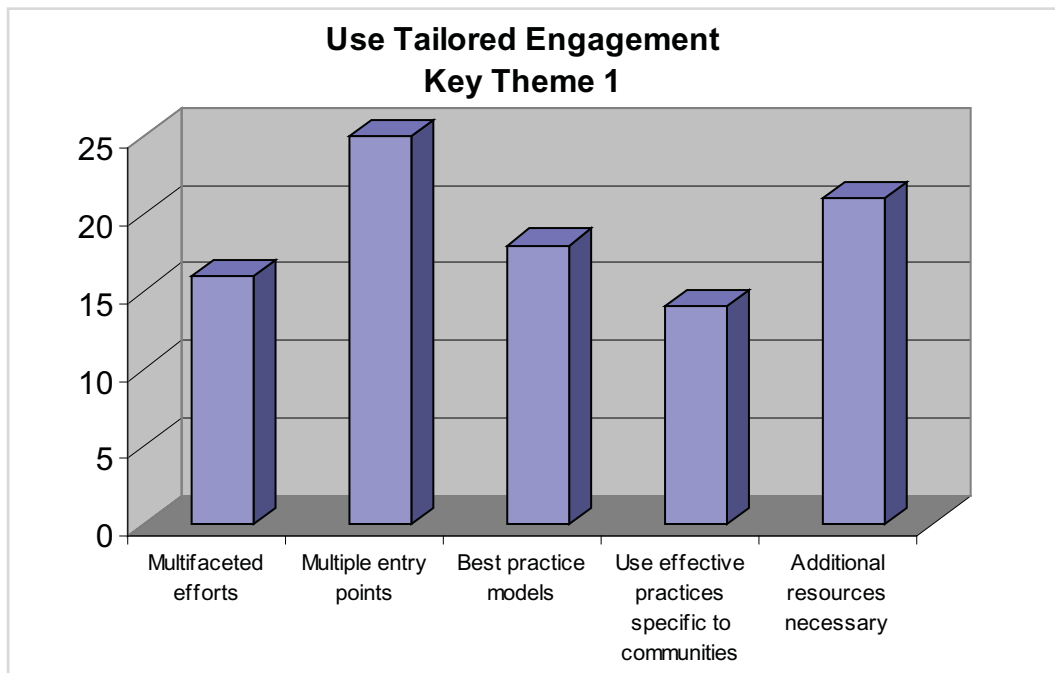
SUMMARY DATA ON GROUPS, SESSIONS, AND THEMES AND CONCERNS

Feedback was obtained from the following **groups**:

- City Neighborhood Council
- District Councils
- Community Councils
- Stewardship (neighborhood planning) groups
- City Commissions
- Environmental groups
- Parent groups
- Ethnic clubs, organizations, and coalitions
- Non-profit organization program participants
- Senior groups
- Youth groups
- Low-income housing residents

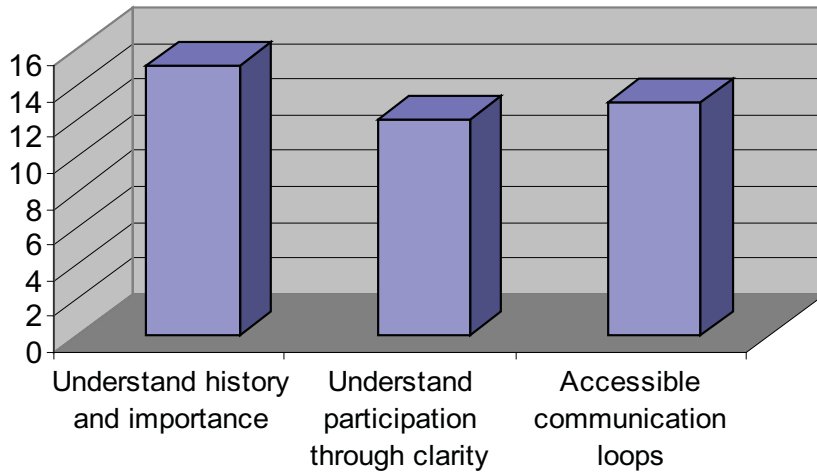
Number of feedback sessions: **50**

Below are four charts with the **themes and concerns** that emerged from the responders:



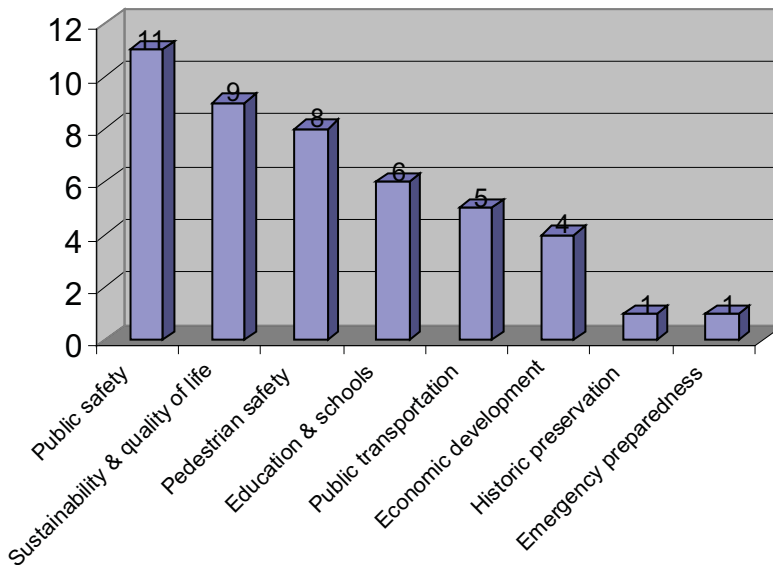
- Multifaceted outreach and engagement efforts: 16
- Multiple engagement entry points for various populations: 25
- Use best practice outreach and engagement models: 18
- Use effective outreach and engagement practices specific to communities: 14

Foster Ownership and Communication Key Theme 2



- Provide resources for effective outreach & engagement: 21
- Understand history and importance of neighborhood plans: 15
- Provide clarity about process, decision-making, and timelines: 12
- Foster communication through translation, interpretation and relevance: 13

Primary Concerns to be Addressed



- | | |
|---|-----------------------------|
| • Public safety: 11 | • Public transportation: 5 |
| • Sustainability and quality of life: 9 | • Economic development: 4 |
| • Pedestrian safety: 8 | • Historic preservation: 1 |
| • Education and schools: 6 | • Emergency preparedness: 1 |

APPENDIX 2

COMMENTS FROM COMMUNITY ON PROPOSED NPU PROCESS

Gathered from meetings with community groups between July 23, 2007, and December 20, 2007. Note: The University of Washington Evans School of Public Affairs recently released a report about neighborhood planning and civic engagement. The report is based on a community forum held at the University of Washington on March 1, 2008. It can be viewed at <http://evans.washington.edu>. However, the analysis in this report is limited to the people and groups with whom DON and DPD staff met during the period July – December 2007.

Neighborhood Planning Sounding Board Notes - July 23, 2007

Criteria Issues:

- Validation process important/significant
- How will “growth” be used as a criteria?
 - Growth: City measure versus neighborhood perception
- Plan that needs to be updated, but sector not scheduled for awhile:
 - Is there a “Plan B”
- “Completeness of Plan”:
 - Clarify what this means
- Address issues that cross sectors, especially “big” projects
- Center City Planning Strategy should recognize other areas that touch Center City
 - South Lake Union/Queen Anne
- Re-definition of planning areas
 - Cross-neighborhoods
e.g. Fremont/Wallingford
- Outreach in next sector before finishing previous sector
- Build interest

Format and Topics:

- Historic preservation as “optional” element
- Optional elements
 - Action/implementation by neighborhood
- Clarify urban design versus design guidelines
- Make parks and zoning around parks standard
 - Maybe covered by Land Use element
- Add education/schools as element
- Align neighborhood planning elements with appropriate department
 - Lead to clarify - hopefully
- Multiple departments working on development of plans
- Who writes goals and policies of plan?
 - Should be neighborhood versus City of Seattle
 - Maybe collaborative
- Neighborhood planning group versus advisory group
- Need more step-by-step description of process; then get feedback

Neighborhood Planning Sounding Board Notes - July 23, 2007 (Continued)

- Think about more than just Urban Villages & Centers
 - Impact on nearby/adjacent areas
- From time perspective, how realistic is the one year timeframe?
- Committee: Get people thinking more broadly - not just their particular issue/interest
- Make people more aware of City Departments and resources; make people aware of neighborhood organizations and their work.
- Two-tier process
 - Broader communication
 - Working committees
- Market/hype/advertise the process
 - Blogs
- No summer meetings
- Multi-tiered process the last time
- Consensus is needed in communication process
- Next steps?
- Templates for process
 - How to recruit chairs
 - Hold meetings
 - Etc.
- Toolbox: resurrect this from the previous neighborhood planning process

Great Cities Initiative, Brown Bag on Neighborhood Planning - August 7, 2007

- What about non-Urban Village plans?
- Sustainability should be an over-riding factor.
- Sector definition should be by transportation nodes.
- Industrial areas? John Kane suggested should do updates in these areas, too.
- Structurally--How to do "in reach".
- Sector approach is good – allows access to be involved outside of Urban Village.
- Greening of neighborhoods should be a key element.
- Mobilize neighborhoods to do bulk of work – City should provide framework.
- Southeast – 3 plans and 3 Station Area Plans.
- Balance of resources – City and neighborhoods should both get resources.

Colman Neighborhood Group (Night Out Event Feedback) – August 7, 2007

- Come do a presentation to our whole group, with DPD.
- Use existing stewardship groups.
- The last process worked well in getting people involved; follow the same process.
- Give money to community groups to hire consultants to assist in process. They will be seen as neutral in the process.

City Neighborhood Council (letter to Mayor Nickels) – August 10, 2007

- Need to be clear on the reasons a neighborhood plan would be updated and what criteria would be used to decide that.
- The concept of doing a data- and fact-driven analysis of which plans are not meeting or are exceeding housing and job targets should provide a prioritized list leading to whatever grouping will be done. Please don't lock in a sector-based approach until that analysis is completed.
- The growth rates, demographics and city investments "background report" will provide useful information and statistics, but each Neighborhood Planning/Stewardship Group should be given the opportunity to review a draft report prior to its release so that the community and city staff can agree on what the data represents.
- The other "background report" on relevant policy documents is described as having citywide scope...What is needed is not a citywide compilation but a more refined analysis of how the various citywide plans and policies affect each neighborhood plan.
- We support the one-year duration within each "grouping" as long as the one-year period applies to the amount of time used in the public outreach and validation process. The data collection and planning/staging phase should start prior to the one year window so that all data is ready to go at the very beginning.
- City-funded contracting with Neighborhood Planning Groups to conduct planning activities worked well and should be continued. [N]eighborhoods that prefer to have City staff plan for them should be allowed to do so.
- The effort to limit what topics may be addressed is counter to the principle that the Neighborhood Planning/Stewardship Groups are to address what is important to their community. If a Neighborhood Planning/Stewardship Group believes that several of the topics now labeled as "optional" are critical to their ability to encourage and sustain growth, the community should be able to include those.
- We are not completely clear on what is intended by "standardization" and, insofar as it has been explained to us, we disagree with that intention. Neighborhood
- Planning/Stewardship Groups who are happy with their plan (if the plan is on track relative to the growth targets) should not be required to reopen their plans just to achieve a level of standardization. We need clarity on the reasons to standardize the plans. It is our understanding that the current plans were prepared in compliance with the Growth Management Act even if they are not all formatted identically.
- We understand from the July 23 Sounding Board meeting that City staff would do the actual writing/editing of the final wording of the redone neighborhood plans to be submitted for adoption. An important lesson learned from the initial planning was that the community must "own" the plans, down to the final wording. When staff writes the plans, there is a potential for misunderstanding or miscommunication between the community and the author/editor.
- It appears that the neighborhood plans that would be placed first in line for updating will be those that are not meeting their growth or job targets. We suggest the more balanced approach of placing first in line those plans that have either not met, or have exceeded, their growth and job targets. An excess of new housing units or jobs over the planning targets raises the question of whether infrastructure and amenities are keeping up with the greater demand.
- A lesson learned from the first neighborhood plan process was the importance of having stakeholders receive consistent information and remain involved from the beginning if possible. The next outreach program must provide ways for all participants in a planning area to attend the same meetings or to have access to minutes or other electronic reporting.

City Neighborhood Council (letter to Mayor Nickels) – August 10, 2007 (Continued)

- At the July 23 Sounding Board meeting, DPD and DON proposed that the update process could be accomplished with only two or three public meetings. This does not seem realistic, as planning must be in-depth to be meaningful. If the intent is two or three public meetings with multiple smaller, stakeholder focused meetings in between, then timely, objective and easily accessed documentation of all meetings is even more essential to allow for plan validation.
- This update process should not entirely replace the procedure created by City Council Resolution 30238. There must be a way to amend a plan without waiting for its turn in the cycle, which could be as long as six years under the executive branch proposal.
- Alternately, if a plan can only be updated on the sector cycle, then citywide policy changes such as Comprehensive Plan Amendments should not take effect until a neighborhood plan is updated and any changes have been validated at that time.
- Special interest groups should not be allowed to amend the neighborhood plans through any “backdoor” method.
- We need to know if a Neighborhood Planning/Stewardship Group will be able to say that their plan is OK and not in need of updating or any type of formatting changes.
- We need definition on what the City Council’s role would be during the process of the updating and the community outreach period, and what the Council approval process will be.
- We need more information about the validation step of the process.
- We need to understand how any disagreements between the Neighborhood Planning/Stewardship Group and City staff would be handled and resolved. Will there be a mediation/adjudication process? We need to know if the Neighborhood Planning/Stewardship Group will hold line item veto power if City staff are allowed to do the final writing and editing.
- How will conflicts be handled between stakeholder groups within neighborhood planning areas, or between Neighborhood Planning/Stewardship Groups of adjacent planning areas?
- We are concerned about the possibility of City “agendas” getting in the way of a community process. If a neighborhood is not in agreement with a particular City policy, that neighborhood should be able to include its perspective in the plan, for the record. What will the City do to ensure an open process in that regard?
- We do not have much detail on the funding and staffing request that will be submitted in support of this effort. We believe that neighborhood-level planning is very important and should be funded accordingly. We understand the desire of the City to find existing resources in each department that can support this effort, but several dedicated positions are probably needed as well. In particular, DON should be seeking funds for significant outreach efforts.
- We need better definition on the role of the Sector Advisory Groups.
- We need better definition on how both the Neighborhood Planning Groups and the Sector Advisory Groups are formed. Are they expected to be volunteers? Would they be appointed by the neighborhood, City staff, City Council? What will each group be empowered to do? How will the City facilitate consensus and decisions within a Neighborhood Planning Group? How would the new process address current community/stewardship groups that are already in place and working to implement their plans? An organization or flow chart of the decision making process will be helpful.
- How will neighborhoods without a plan be addressed? Ways must be found to help those neighborhoods if they wish to plan.

City Neighborhood Council (letter to Mayor Nickels) – August 10, 2007 (Continued)

- The Mayor and City Council should set clear goals for the next phase of neighborhood planning with respect to how the projects in the current Adoption and Approval Matrixes will be funded. This clarity will be particularly needed in areas where growth has already outpaced needed transportation and utility improvements, provision of open space and preservation of neighborhood character.

Queen Anne Community Council (letter to DON District Coordinator) – August 10, 2007

- Give the advisory groups a line item veto of content of all drafts and final drafts of neighborhood plan revisions.
- Allow the advisory groups to add topics beyond the proposed limited list to the neighborhood plan revisions. Add education and parks to the list of topics for neighborhood consideration for revision.
- Authorize established stewardship groups to nominate the members of the advisory groups.
- Allow stewardship organizations to fund research and planning as they deem appropriate through Neighborhood Matching Fund grants or by other means.
- Develop a plan for more extended community outreach during all phases of a sector's neighborhood plan review and revision.
- Provide for stewardship organizations to participate in the City Council adoption process beyond limited speaking times in public hearings and public speaking at Council Committee meetings.

New Holly Community Builder – August 18, 2007

- Be clear on why we are updating the Neighborhood Plans.
- How is this process different the SE Action Agenda?
- Be sure to include those that were not involved. Go to individual community meetings.
- How will the City be sure that the “same” people do not control the process?
- The process seems like a City “top-down” approach; is this what is going to happen?
- Provide outreach and interpreters. Discuss how getting involved in the process will have an impact on daily lives of community members.

Asian Pacific Directors Coalition – September 12, 2007

- Must get out to various groups – don't expect them to come to the City.
- Many people don't want to come to meetings – determine other ways to reach people.
- Need interpreters at meetings.
- Basic education process
- Media outreach – community newspapers
- Provide other ways to give input on purpose of/questions at meetings.
- Explain why process is important.
- Skills asked for help in doing outreach

Wedgwood Community Council – September 13, 2007

- Wedgwood Community would like to learn more about how to impact zoning. The proposal/ plan looks fine; however, the City should be clear on how the plans will be used.
- How can a neighborhood develop a “new” plan?

Uptown Alliance meeting - September 13, 2007

Comments:

- Report on Neighborhood Plan Updates Outreach April 2008
- There is a concern regarding sharing the sector with the Commercial Core. Most of the resources will go to them and Queen Anne will lose out. This would be the case for whoever gets paired with the downtown core.
- The sector approach is seen as a “bright spot” in this process.

Suggestions:

- One of the sectors should include the following neighborhoods: Queen Anne, Uptown, Belltown, Denny/Broad/Aurora Triangle, South Lake Union, and Cascade.
- Have more than one sector advisory group.
- Leaders of local planning committee should be elected and have presidents/vice/secretary positions.
- Decisions should be made by consensus.
- Stakeholders on the committees should be selected through both self nominations and neighborhood nominations.

Questions:

- Q: Who will write the final plan?
- A: It will be a partnership (between City and community).
- Q: When will the sectors be chosen?
- A: January 2008 chose sector and begin work.
- Q: Will the end result be one sector plan or separate neighborhood plans?
- A: One new sector update of all plans in that sector will be the end result.

East African Business Association – September 13, 2007

- The proposal is okay; but be sure to reach out to the East African Community.
- Recommends going to the existing community meetings and use established leaders to help educate the African community on why and how they can be involved.

Northwest District Council – September 18, 2007

- We should make developers follow the Neighborhood Plans. The City should be better at implementing the established plans.
- We need less consultants and updates and more implementation.
- The City should look at the benefit gained by doing all the plans at once. Everyone in the City can be focused on this.
- The entire community should vote on the plans.
- When you do outreach we think you should take out full page ads in all the newspapers.
- We think that consultants would work better to meet the needs of the community.
- The process seems City driven and it should not be.
- Areas of the City without infrastructure, like the areas north of 85th with no sidewalks, should get special attention in the neighborhood plan process.
- If you want to involve more people this time, you should use general mailings to all the residents in the area; don't just rely on the “usual suspects.”

Northwest District Council – September 18, 2007 (Continued)

- The plans should be about policy, not politics – don't just put the latest fad or newest label on the plans.
- Schools should be the number 1 concern of neighborhood plans, especially walkable elementary schools.
- You should start with 'gap' reports that show what each community is missing, e.g., parks or community centers, etc.
- If the plans are going to include a strong element on sustainability, why is OSE not involved?
- The City's pedestrian plan should drive neighborhood policies; we need safer places to walk.
- Plan for children first, and then we know the plans will serve everyone.
- Will the City need to adopt levies to pay for the needs the neighborhood plans identify?
- The City should look at accommodating increased densities in single-family neighborhoods, e.g., through multi-generational housing.
- The Northwest sector should include all of Aurora Avenue.
- Worried about the Aurora Avenue Merchants Association controlling Aurora planning.
- I-5 is a better dividing line between NW and NE sectors than the district council line.
- There is not enough opportunity for community input on new big buildings.
- Neighborhood plans need to address how to accommodate growth.
- Schools and the school community should be important components of neighborhood plans.
- Encourage communities to be creative.
- The city should examine whether existing plans, policies and codes are constraints on neighborhood creativity.
- It would be good to standardize neighborhood plans so that City staff can understand and deal with them.
- The City should put more energy into implementation than planning.
- The outreach plan needs to use many different techniques from big public meetings to small working committees.
- What is the outcome the City expects from these plans? What would be the table of contents for a plan?
- There needs to be a physical component in the plans, e.g. a project list that shows comprehensive plans -- a right-of-way plan, not just a transportation plan or a drainage plan.
- City should produce a white paper explaining what it means by "sustainability."
- How will the plans be connected to implementation?
- We do not want big box retail in urban villages, like the Fred Meyer in Greenwood.
- There needs to be more project review by neighborhoods, not just 'design' review.
- The 'sector almanac' should include ongoing and long-term City CIP projects.

Minority Executive Directors Coalition -- September 19, 2007

- Make sure to use different ways to get to people.
- Reach out to those Seattlelites who have been displaced with growth and want to return to Seattle.

Othello Neighborhood Association - September 25, 2007

- The sector approach is okay; but how is a sector chosen?
- What weight does the plan carry with the City and the community? Be clear on how the Plan will be validated; all community members should have a voice. Public Safety
- Report on Neighborhood Plan Updates Outreach April 2008 should be a key element to every neighborhood and this should not be optional. We should make developers follow the Neighborhood Plans. The City should be better at implementing the established plans.

Seattle Neighborhood Group - September 28, 2007

- Many refugee and immigrant communities would not provide feedback on the proposed process since many are not aware of Neighborhood Plans or were/are not involved in the plans now.
- It is important to make the plans relevant to all communities.
- The East African community does want to be involved in the planning process and the City should look for ways to include them.

North District Council – October 3, 2007

- This was a joint meeting with Councilmember Clark. If we use the sector approach, Northeast wants to go first.
- Community discussed the need to do community outreach and reach out to immigrant communities.
- The City should have an expert in diversity outreach.
- There is a lot of positive energy in Pinehurst around development (including a “green” Safe-way store).

Leschi Community Council – October 3, 2007

- Leschi Community would like to learn more about how to impact zoning and keep the integrity of the community.
- The City should be clear on how the plans will be used.
- Leschi developed a neighborhood plan in 1985 and again in early 1990's but it was never accepted. How can a neighborhood develop a “new” plan and get it accepted/adopted by the City?
- Sector approach is okay, but neighborhoods still should be able to continue with their own planning and not have to wait for the City.

Magnolia/Queen Anne District Council – October 8, 2007

- The Queen Anne/Magnolia District Council wrote a letter to the Mayor regarding the update the process, and this letter is the official district council response to the Mayor's proposed plan.

Additional comments from the district council meeting:

- If DPD writes the revisions to the Neighborhood Plans the final say should be from the community.
- There is fear about the Neighborhood voice being heard over the City's voice.
- The Neighborhood Plans should include schools, as all NP grow out of schools. Schools are the cornerstone to the community.
- The most important thing about the plans is not necessarily updating the plans, but implementation. What is the city going to do about implementing plans?

Central District Council (Central Area Community) – October 11, 2007

- We think it is time to update the plans.
- Who will decide which sector goes first and which sector goes last?
- The Central Area Plan has been divided which has left us as a residential village. This should not be the case, as we have key areas like 23rd and Jackson and Madison which are not considered in our plan. How can this be addressed?
- City staff being consultants is not a bad idea, but they will have to listen and let the community lead.

Central District Council (Central Area Community) – October 11, 2007 (Continued)

- The City should attend the October 27 CADA meeting and hear more from the community.
- There should be an implementation plan. If we go through the process there needs to be follow-through from the City. The City should have someone that makes sure the plan is viewed and used all the time.
- How does this proposed plan address the issues highlighted in the Auditor's Report?
- Before you go forward with updating the plan be sure you have addressed all the issues in the audit report.

Downtown District Council – October 11, 2007

- We would like to be at the table to help determine what sector is chosen first.
- Updating plans is a good idea. Who would go first? Who will choose the order?
- We are concerned with the City not continuing with implementing the plans.
- The City has not had high regard for our current plan.
- How does the update process integrate with Vision 2030?
- We need to discuss what Downtown will do with out the Viaduct.
- We like the idea of updating the plans as it will raise the visibility of neighborhood plans.
- We think boundaries are the key. What neighborhoods will DT be linked with.
- What will be the boundaries?
- The shorter process is good. We vote for a streamlined process. Last time the planning took too long.
- All plans downtown should address the Viaduct.

Refugee Planning Committee (City Wide) - October 11, 2007

- Maybe your office [DON] could put together a message to ESL programs throughout the city, translated as appropriate, which could go to students by way of the agencies. The Seattle Consortium (community colleges and CBO ESL programs, including SJESL) would be another agency-level access.
- We do see ourselves as a liaison and do try to facilitate sharing pertinent civics information to the extent that students are interested, including having agency representatives attend tutoring sessions or having a special gathering. For example, the Community Mentors Project recently had an immigration lawyer come speak with students from several of the tutoring groups."

Seattle Planning Commission – October 11, 2007

- The Commission generally supports the overall proposal and the sector approach. Specific-comments/recommendations:
- Show sectors on a map, show timeline
- Consider 6 year schedule, not just the first sector
- Consider looking at Urban Village boundaries
- The introduction in the proposal implies that neighborhoods can create a plan if they think there is "too much growth". Should correct that.
- To achieve real inclusiveness, more funds may be required
- Engage neighborhoods in sectors that come late in the planning schedule while they're waiting
- Engage residents who don't live in neighborhood planning boundaries
- Define which growth targets will be used for the process
- From a former Planning Commissioner: be clear about the role of plans, be clear about why we're updating, what happens if a neighborhood chooses not to update
- "Public involvement" is the wrong term. Use something that illustrates collaboration

Multi-cultural Family Council (Lake City) – October 17, 2007

- Be sure everyone has a chance to be heard.

Greater Duwamish District Council – October 24, 2007

- Overall feedback was that the plans do need to be updated, but doing it by sector is not favorable.
- How will the City ensure that all plans get the same review and attention?
- Concern that the plans have not been used by the City. How can the community make this happen.
- Concern that the proposed process will lead to the City doing what it wants versus what the community wants. Top down versus community driven.

City Neighborhood Council (letter to Seattle City Council) – October 30, 2007

(This letter proposes conditions for approving funding for the plan update process.)

- Require that up to one half of the funds be made available as direct grants to neighborhoods so they can contract to conduct the neighborhood planning process using the inclusive, cost-effective grassroots model that produced all of the current neighborhood plans.
- Require that the funds be available to allow neighborhoods that do not currently have a neighborhood plan to develop one, whether or not they are an urban village.
- Require that the Approval and Adoption Matrices that the City Council passed by resolution as a part of the neighborhood plans will continue to have effect, and that any changes in them will require further City Council action. Require that results of the neighborhood planning updates that are not reflected in specific ordinances or resolutions will be represented in City Council amendment of the existing Approval and Adoption Matrices.
- Prohibit the executive from imposing on the existing neighborhood plans a plan template that will identify a standardized format and topic content.
- Require that half of the neighborhood planning update funds go to the Department of Neighborhoods.
- Require that at least one quarter of the neighborhood planning funds be spent on planning and/or coordinating implementation of the prior community-approved actions in the Approval and Adoption Matrices and other City commitments that emerged from the neighborhood plans. And require that the funds be spent in part to improve City staff training about and implementation of the neighborhood plans.

Rainier Vista Tea – November 1, 2007

(Vietnamese, Cambodian and Chinese Residents) Interpreters were available and assisted in asking the community questions.

- Key concerns are public safety, youth engagement, and neighborhood cleanliness.
- The group would like to participate in neighborhood plan, and want a voice.

Lake Union District Council – November 5, 2007

- District Council supports the CNC letter and comments sent to Council and the Mayor's office.

Mt. Baker Community Club – November 7, 2007

- The proposed process seems like a top-down approach.
- The City should do more to implement the plans and distribute resources fairly.

Southwest District Council – November 7, 2007

- Pleased that urban design will be a possible topic in the plan updates
- When you are measuring aspects of the neighborhood, you need to look at neighborhood schools and the populations they serve and make sure there are enough schools to serve the local area
- How will the City follow through on the updated plans? There are still things we were expecting in Admiral from the current plan that the City hasn't delivered yet.
- All neighborhood plans should include an economic development element. Seems like some neighborhoods get all the benefit of growth in West Seattle we just get the growth.
- The Admiral plan does not address growth; when you update it, it needs to figure out how the area will grow and what the neighborhood will get out of it.
- What leverage does a neighborhood have in shaping its plan and then in getting the City to follow through?
- What is the link between the City's comprehensive plan and neighborhood plans?
- I've heard that the City wants to take a top-down approach to neighborhood planning; I think the neighborhoods should take back responsibility for preparing the plans like they did last time.
- Why doesn't Alki have a neighborhood plan?

Georgetown Community Council Chair – November 8, 2007

- Georgetown very much needs to revisit its plan. I've read about a dozen other plans to see how various communities tackled theirs and I see the obvious variations presented. Georgetown's is ambiguous at best. Though I rely on our plan quite frequently when dealing with the city, it's not the most useful tool or resource.
- I understand the template that the city is proposing: that each neighborhood plan needs to address some basics like zoning, safety, open space, etc...I am in full support of that. I understand the need for consistency. Our plan definitely missed some key areas: it would be great to have the chance to correct that.
- As far as the proposal being too top-heavy. I think there's concern when the key staff are from DPD rather than DON. I don't want DPD telling us what we can and can't do.
- I don't want them talking to us, or at us, rather I want them to be listening.
- I have heard that only urban villages and urban centers would be allowed to revisit their plan. Georgetown is a 'residential anchor' so it sounds like we wouldn't have the opportunity. I hope this is not the case and we are given this chance. With the development occurring here, we need to alter things.
- I am also curious how the city would navigate the MIC's plan with the Georgetown residential plan. We both want a say in this area and often our views for uses are different. How would the city remedy this?

Ballard District Council – November 14, 2007

- The District Council has formed a committee to address this issue. The committee will meet the last week of November. There has been a lot of growth in Ballard and there is a feeling that the City should slow things down. Can the infrastructure handle the growth?
- Growth is out of control; seems like no one is in charge; neighborhood planning needs to make it possible for neighborhoods to put a limit on how much growth occurs, or how fast it occurs.
- Why would the City (DPD) be leading this process?

Ballard District Council – November 14, 2007 (Continued)

- How will the City decide what Sector goes first?
- Bringing City experts into the process can make the plans more understandable and consistent.
- What data will the City collect as part of the background reports?
- Does the City know how much growth the existing water, sewer and roads can accommodate in each neighborhood?
- Ballard is like a slinky that someone put at the top of the stairs – it got started and just keeps going.
- Neighborhood plans need to look beyond zoning and transportation; need to look at our quality of life
- The process used for neighborhood plans the last time was the right one, but more involvement from City staff this time might help get to conclusions quicker.

High Point Community Potluck – November 15, 2007

- Vietnamese, Cambodian, and Chinese Residents. Interpreters were available and assisted in asking the community questions.
- Things that were mentioned as needed for the community: better bus transportation. Safer streets: 35th Ave is hard to cross.
- If the City is helping develop a neighborhood plan, residents would like to have a grocery store in the neighborhood.

Yesler Residents Meeting – November 27, 2007

- Overall comments:
 - o It is important that the mayor is soliciting our input on how to manage the growth.
 - o We need to see and understand the planning that has already occurred.
 - o Our input should be based upon what has been decided and in the areas that are important/relevant.
 - o Traffic is getting worse in the district--crossing the street can be dangerous.
 - o Housing issues--we need to ensure that the elderly have air conditioning and heat when the need arises--not everyone has this and they are health concerns.
 - o Hard to say what the entire community wants and needs but it is important that we are included in the process and that we can provide our comments in our own languages--from people we trust.
- Public safety
 - o There are many crimes, drug dealing that goes on during the day.
 - o Whenever the police are around, the bad people are organized and flee--in fact,
- I have seen people wearing whistles so that when police come someone whistles, and then everyone goes in every which way to avoid the police.
 - o Perhaps there need to be plain clothes police officers who have a greater presence in the ID.
 - o There are definitely bad areas in addition to the crime that occurs during the night and day.
 - o The bus stop at 12th and Jackson where the bus shelter is—this is a bad place that people hang out at. There is no consideration even when I have to wait for the bus and it's raining--people are just milling about in the shelter and not letting me have a place to stand. For buses (# 9 & #60).

Chinese Information Service Center – November 27, 2007

- Walking and bicycle-friendly city
 - Too much reliance on people's cars.
 - Gas prices are increasing.
 - There needs to be better planning that accommodates friendly walking paths and bicycle paths.
 - Green fields and more open spaces improve the environment.
 - Chinatown and International District environment
 - Gentrification is happening.
 - ID is still inhabited by many low income elderly and slowly but surely the transient population is moving in. Homeless people and panhandlers are constant in the district.
 - Parking is a huge issue-when the elderly are sick and their children or relatives come to visit them at the high rise, there is NO PARKING even if it's paid.
 - Roads are uneven, and crosswalks need to be marked better: Maynard Ave and Weller Street is a very dangerous intersection.
- Busing
 - Buses in and out of the ID are more available during peak hours but more buses are needed. I commute from Renton and there are always a shortage of buses.
- Garbage
 - There is garbage all over the place.
 - There needs to be an educational campaign.
 - Managers of high rises need to inform their renters that they need to keep their garbage in the buildings and in their dumpsters.
 - Perhaps if we fine people for spitting or dumping garbage, that money can be used to bring in more police.
 - More trash needs to be picked up during the holidays.
- Public Safety
 - Crime has gotten worse.
 - I feel unsafe walking around the ID, especially after it's dark.
 - Panhandlers are out all the time.
 - Police never have a presence in the ID.
 - People are getting bold and hassle the elderly as they are trying to get to their destinations.
 - Elderly do not report crimes that happen because they are scared.
 - There are many incidents of crime activates that happen and when police are called, the response times take forever--sometimes hours (one time incident at 1 am and not until 6am did anyone come).
 - The language line when calling 911 does not work well--one time a burglary was happening in Beacon Hill and it took many hours before someone came.
 - Underneath I-5, people urinate there and it smells--it's offensive.
- Miscellaneous
 - Carts to help transport luggage at the airport should be free especially for foreigners--not convenient.
 - Signs at the airport should be inclusive of Chinese-Americans as well Japanese-Americans (Port of Seattle suggestions?).
- Resources
 - International District Emergency Center is a resource, but they need to have a person on staff who speaks Cantonese and Mandarin.

Chinese Information Service Center – November 27, 2007 (Continued)

- We need to have interpreters like Mr. [Eugene] Shen to bring messages to the Mayor and the Department of Neighborhoods Director on what our needs are and what changes need to occur.
- This effort to reach out to Senior Day Care participants is a good one. We want to see results that the Mayor takes these suggestions seriously--how can we ensure that it happens and that a community advocate keeps in touch with us?
- Monthly meetings with staff from the Mayor's Office are a great idea--no interpreters are a part of this meeting--so it's pretty useless (in fact offensive) that we are asked to participate but we do not have an opportunity to give real input.

Denise Louie Early Childhood Center – November 28, 2007

- Public Safety
 - In order to cross the street (Horton) it is very dangerous, especially at night and especially with small children--the street needs to improve.
 - Perhaps there could be an overpass on top of the street so that traffic does not have to stop.
 - MLK and Alaska street is another dangerous intersection--what can be done about that?
 - Why is it that certain streets in Beacon Hill do not have sidewalks? It's dangerous for our kids with traffic coming from all directions. How do we ensure that our streets are safe?
- Recreational Facility
 - There is a need to have an improved facility like a gym--there is no place to bring our kids to play.
 - Jefferson Community Center needs updating.
 - We also need a swimming pool.
 - Rainier Beach is too far and it's not convenient for families to utilize.
 - We need a covered playground for kids to play in.
- Future thinking
 - What is going to happen to the reservoir area on Beacon Hill?
 - Would like to continue to dialogue about the process and to have us provide input.
 - We need to outreach to other families--for instance, families that are not associated with Denise Louie, perhaps through a mailer about what is happening.
 - We need to ensure that there are interpreters at any upcoming meetings and that anything mailed to us is in our languages that we can understand--so we can provide direct and valuable input.

Nonprofit Assistance Center –Trusted Advocates – December 3, 2007

Wisdom:

- Look at the South Park resident engagement and organizing model. They are gaining a momentum with their multiple partnerships. Residents are engaged....it took time but they are at the table.
- The Trusted Advocate model has also been successful and are being asked to partner and on varying capacities. Use this as a model.
- Have the City of Seattle's DON hire line staff from the community who have a real and direct access to their communities.
- DON needs to put together a Steering Committee filled with multicultural representatives from the community--have them be paid. There needs to be resources tied to these opportunities but you will get good results. Have these people come directly from the communities you want to target.

Nonprofit Assistance Center –Trusted Advocates – December 3, 2007 (Continued)

- Have DON work with Human Services more closely--why aren't both departments working more closely?
- Continue to do what you are doing through [Eugene] by connecting with our ethnic communities one CBO at a time. Need to develop the relationships. This takes time and needs to continue to happen. What is the funding for this in 2008 and beyond?
- Look at the Indian Center of West Seattle--that is a model of how to engage with all your residents to ensure inclusiveness.
- Community engagement needs to be in the general funds of the City's budget. There needs to be a line item budget year after year as opposed to being a part of the levy that will not be a sustainable connection with the communities over the long term.
- All materials about the updating of the Neighborhood Plan need to be provided in all the major languages, or you are not attempting to be inclusive at all.
- Need to hire multicultural staff directly from communities so that they are a part of the effort. All communities can tell you who are the best organizers by name and people that will be the catalysts to getting their community constituents and families/parents to the table.
- There needs to be a community hotline that is in multiple languages so that there is a direct link for families and residents to address their concerns.
- Look closely at the different themes of each month: African American heritage month or APA month in May etc. Take note of ethnic cultural events and get input at those select places. How can we expand on this and touch as many communities as possible?

Safe Futures Youth Center – December 4, 2007

- Key points from youth:
 - o Public Safety--deaths have occurred--we need someone from the City to listen!
 - o Recreational activities--youth have no places to go in their neighborhood.
 - o Transportation needs
 - o Discrimination and education
 - o Driver's education needs to be low cost or no cost.
 - o School system accountability
 - o Job opportunities in the neighborhood
 - o Diversity Festival--cultural recognition
 - o Benefits and resources
- Public Safety
 - o 35th Ave SW is dangerous--3 people have been killed attempting to cross the street at Graham and at Juneau. Traffic is high and drivers do not slow down. People that cross by the car wash are at risk.
 - o We are tired of talking about how dangerous this street is and year after year, meeting after meeting there is no change! This needs to be resolved now!
- Recreational needs
 - o There needs to be a recreational center such as the YWCA.
 - o No swimming pool nearby.
 - o How about an arcade?
 - o Learning center?
 - o Just need more activities period!
 - o What about a P-Patch?
 - o 24 hours indoor gym.

Safe Futures Youth Center – December 4, 2007 (Continued)

- o There used to be a basketball court at least in the past, but then that was taken out, and houses are now there for rent.
- Youth from this area want to feel comfortable with their peers.
 - o There needs to be free membership or free entry for the youth.
 - o Staff need to be respectful of youth.
 - o A computer lab
 - o Going anywhere else is inconvenient, and if you are from a different neighborhood you don't feel welcomed.
 - o Safe Futures is a huge help, but there needs to be more resources for us.
- Transportation is an issue:
 - o Youth have a hard time getting to places, especially when they have to be close to home to take care of siblings and family.
- Discrimination...
 - o Is alive and well and quite evident.
 - o Depending on the color of your skin you are treated differently.
 - o There needs to be greater education on the differences and similarities of our community.
- Driver education classes
 - o More often
 - o It costs \$415 to complete the necessary classes towards getting a license, and not everyone can afford that.
 - o Youth driving is the difference between families who do not speak English getting to the places they need to get, especially our refugee and immigrant communities. Many older youth are the spokespeople for their families, but cannot afford to take the driver's education classes because of the costs associated with them. How can we get this considerably subsidized or waived?
- School system
 - o Some school representatives do not care about the success of the youth.
 - o There is not enough challenge put into the curriculum, and when school is let out for a meeting or an instructional day, there is nowhere for youth to go. (Why are there so many days off for youth anyway?).
 - o Where is the accountability? Where is the motivation from schools/teachers towards the youth?
 - o What responsibility are the schools given to engage the youth during and before and after school?
 - o There needs to be more learning centers in addition to Safe Futures. SFYC are doing their part and have the trust and passion to help us--but they are not enough!
 - o If a youth is kicked out, then someone else comes in to fill it, but who's taking care or helping out the kids that have dropped out? (other than Safe Futures?)
- Job opportunities
 - o There needs to be some coordination of jobs for youth in the community near where youth live.
 - o We need to make money to help support our family and it gets us out of trouble.
 - o Teenagers can help with homework and get paid somehow.
 - o What about inspiring the youth to do mentoring?
 - o Paid internships with youth and business in areas they are interested to get involved in.
 - o What about jobs such as working with elderly, kids, or say landscaping?

Safe Futures Youth Center – December 4, 2007 (Continued)

- There is a restriction for youth up to age 18 to only be allowed to work 16-20 hours a week and anything more needs a parent and principal to sign off on it-- this needs to be more flexible.
- Diversity Festivals
 - Cultural Recognition events where the entire community and where other outlying communities have come to share in the music, dancing, fashion shows, talent and most famously all you can eat food from our diverse multi-ethnic communities.
 - They seem to have stopped now as a result of the New Highpoint mixed income housing, but in the past this was the one-time event that brought everyone out.
 - People could meet people, and share their experiences and cultures so that you would begin to break down what some of our cultural norms are...to create a greater understanding of our lives.
 - Everyone remembers these festivals...everyone had fun! These festivals served to educate and not alienate our neighbors. There are Highpoint blogs that discuss ignorance about our neighbors and create tension and division because of a lack of understanding. This is not community. There needs to be more opportunities for families to get to know each other.
 - Service Providers want to keep this going. It's a matter of who will organize and who will help to look for some funding. Someone needs to take the lead in this.
 - This was a showcase of multiple generations coming out to celebrate and to have fun and connect with your neighbors.
- Benefits and resources
 - Beyond Safe Futures and the staff that are there to help on a daily basis, there needs to be more sharing of the resources that families and youth can benefit from. We need help!
 - Food stamps, basic health plan, childcare, dental resources are all needed.

Latino Family Center – December 5, 2007

- In order to engage our community about issues related to our neighborhood, it makes sense to have large forums, say at a local church. There's a church across the street that is used frequently.
- Having a discussion in Spanish with English interpretation would work well.
- Short of an actual meeting, flyers translated in Spanish and perhaps a phone call about the topic ahead of time would work, as well.
- It would be great to see business people, residents, and people that come to this community involved in the same discussion so we can work together in all helping to improve our community.
- Seattle has a lot to give and for the most part has provided good resources for us.
- We are thankful for free ESL here.
- Local Spanish radio also seems to work for some of our community members.
- Often times, we need to find what resources are needed to settle conflict, say in our apartment buildings. I'd like to learn more about what organizations can help in different areas.
- Also a suggestions of having additional people like you (Eugene) to provide outreach to our ethnic communities about where and when and how to provide the necessary input. It's important that our community is civically engaged in the process.

Center for Career Alternatives – December 6, 2007

- Need to go out to the communities and meet them where they are at with specific questions. Need to target each community, be sensitive and knowledgeable of the fact that when you include the East African community, it means: Oromo, Eritrean, Somali and others.
- These meetings have to be regular meetings.
- Al suggested that for instance in the Rainier Valley, there is the black clergy--about 40 or so different groups, so what type of investment are you (DON) going to put in reaching out to all the various communities?
- Need to go back to the method of going door-to-door to engaging each family into issues that are relevant to them.
- Matching the languages of each family is important. We all have to be educated on the difference of each ethnic group: all the Asian American groups and East African groups. How can we align the right people to have our communities discussing what is most important? Interpretation and translation that is appropriate.
- Makes sense to have trusted known providers that know people in their communities.
- Outreach--the furthest away from an email or a website. Because our communities don't necessarily utilize it. You need personal invitations to get people to come.
- There are known areas where there are larger concentrations of ethnic groups-- such as by the Red Apple grocery store on Beacon Hill, there is an apartment complex where there is a large percentage of Latinos/Hispanics. Who will do the outreach to them?
- Print the flyers in many other languages besides English, especially the larger ethnic groups' languages.
- How can we say work with census people or say City Year folks to work the door-to-door?
- Be sure that when you ask the community to come out that it is very specific.
- Al suggested an old model called Model Cities where "back in the day" the youth like him from the various high schools--Franklin, Garfield, and Rainier Beach--were asked to canvass the neighborhood to engage the community on various issues. We were paid.
- Peter wanted to ensure that people are asked to come provide feedback and guidance on specific issues. Had an example of how there was a group that came out to his neighborhood to discuss utilities at Seward Park. It had to do with rain water and where the run off was going. The process made sense--people were given a flyer, follow-up calls were made, and then the hour discussion occurred at a public place where 100% of the people that were asked and committed to come came. Great turnout--great meeting with a resolution and outcome.
- Be aware that when you engage youth, there are the class presidents, and then there are those that are leaders in other ways, perhaps dropouts—regardless, the input is different, and we need to accommodate all the views of our youth.
- A few key partners in this?
 - King County Community organizing
 - Clean Dreams--street outreach

Goodwill Industries – December 6, 2007

- What makes most sense to engage with the DON is to have them come out to us at our class or to be more present in the community. Who is it that's responsible in my area and who can provide me with the answers about, say, the P-Patch, where to get small grants for a project that I want to do with youth or employment, etc.
- Helps to have people come out to us and talk about different topics.
- Meetings about safety, education, jobs, racial profiling, small business-startup.
- Block meetings complete with flyer. Makes sense to get my neighbors involved in any of these topics.
- Provide incentives to the people that come, in addition to great food.
- Local newspapers work, not only the Times and PI but also the Beacon Hill News (neighborhood ones), ethnic papers, and perhaps the City of Seattle or Department of
- Neighborhoods can develop their own?
- Look at free TV and radio spots to get word out--PSAs.
- Why is CAMP not on your list to connect with?

Specifics:

- o Pierce County has a great book of bus schedules, better than Seattle, which has individual bus schedules that are not as efficient.
- o Renton and 51st is a very dangerous intersection--what can we do about it?

Staff comments :

- Have to meet people where they are at.
- Even though it's not services that you provide, you can link services with the DON to get people to connect better:
 - o Provide free flu shots at the local grocery
 - o Kids and backpacks or pencils
 - o Dental care/check ups with toothbrushes and toothpaste, visiting nurses or health appointments
- Why is REWA not part of your discussions? Or are they?
- Need to also speak to people that are no longer living in the city--they have input as well (what associations to gentrification and other issues?)
- Mixed income communities are displacing people of color: New Holly, Rainier Vista, High Point...people are being pushed out.
- Might want to connect with Head Start families that have a civic participation component--REWA? Neighborhood House?

Southwest Youth and Family Services, Samoan Intergenerational Group – December 6, 2007

- Advertise in the newspapers--PI, Times and local.
- We would like to ask our Samoan, Pacific Islanders etc to come to xxxx to discuss.....
- Have great food and childcare available.
- Have this invitation spread widely--to our people.
- Follow this up with personal phone calls.
- We need our community leaders to connect with the City and then for them to connect with us. (Manila and Fotu)
- Need to understand how to include and acknowledge the generational differences on how best to get us involved.
- With parents--we want to hear from our community leaders, and if they say it's important, then I come. With our kids, they see everything through myspace.com and through emails to get them involved. Other methods for them to get involved.
- We need both strategies.

Southwest Youth and Family Services, Samoan Intergenerational Group – December 6, 2007 (Continued)

- Ministers through our churches are also a way. But please note this can be very political-- people may be slighted, and you do may not want to deal with the sensitivity of our minister leaders making a decision.
- Churches mean: Protestant, Catholic, Methodist, 7th Day Adventist, Mormon, Assembly, and Pentecostal. There is a plethora of churches and religions. Ministers often weigh in and the congregation should follow? Ministers hold weight, too, and if they believe nothing comes out of it, then they may say pass.
- Elders are held in the highest level.
- Note: DON needs to honor our community in some way. We have made contributions to this city, and there is no reflection or connection to who we are. There is a pit at this park in White Center, but there is not pit back home unless it's accompanied with a cultural hut. A symbol of who we represent that we can identify with should be represented. There are acknowledgements of other cultures in our great city but not for us. Why? Wing Luke can also play a role--we need funding.

Asian Counseling and Referral Service – December 10, 2007

- Best opportunities to connect with this class is through venues like Citizenship class.
- Interpretation is key.
- We need to provide our input in our native languages.
- Providing notices of the meetings and the topic of the meetings are essential.
- Translated in various languages is what we need.
- These meetings should be on a regular basis, say monthly or quarterly.
- Chinese Information Service Center and other community-based agencies are the best way to get word out. It also helps to connect with communities, say at Beacon Hill, where there are a lot of ethnic groups that are concentrated if word gets out early.
- We have to make sure that time that is built in for discussion is more than just 30 minutes--to have a real discussion and that our suggestions are really taken in and worked on.
- It is key to have someone that we know and trust involved in these discussions.
- Would like to figure out how a community policing station can be activated in the International District.

Specific topics:

- Safety in the ID and response time of police officers.
- Public transportation and the busline on 35th Ave SW need to be discussed.
- Also, public transportation when the Mariners have a game. Bus notification and different routes/delay of routes need to be clearly displayed at the bus shelters, or else everyone is left out cold for hours.

Salvation Army Senior Center – December 12, 2007

- Many participants felt comfortable with having an open forum to discuss what the Department of Neighborhoods is doing. A lot did not know what they do and who they represent.
- If the Director of DON could come speak to us, that would be great.
- Participants were vocal in being appreciative of having a representative come to the group to get their input about the Neighborhood Plan.
- This group is a tightly knit group looking out for each other and helping out each other.
- There is no better forum to reach us seniors other than meeting with us at our luncheons-- they are every week. We are here, so come visit us.
- Makes sense for you to come and have lunch with us on a more regular basis so that we can provide greater input for the future.

Salvation Army Senior Center – December 12, 2007 (Continued)

- We had not heard anything about this Neighborhood Plan.
- Please continue to come and visit and let us know how the plan is progressing.
- “Come on back!”
- Flyers in advance of important upcoming meetings are helpful.
- Jeenece is an incredible gift/resource to the seniors.

Specifics:

- Potholes repair work
- Who represents or helps us in our neighborhood?
- Safety in our neighborhoods
- What does the White Center CDA do exactly?
- Chamber of Commerce is not very helpful.

Cambodian Community Club – December 14, 2007

- Who are we? Group of participants very limited in their knowledge of how best to engage with the DON.
- Often our lives are filled with ensuring that our families are fed and healthy. There is often not much more time for anything else. If our advocates ask us to attend a meeting that will positively affect us and our living situations, we will go.
- How do we get our information and provide feedback/discussion?
- Information about current news and current events are discussed in these meetings.
- Clearly, the advocates and interpreters are the greatest sources of engagement for most if not all participants. This includes resources, current events, and the goings on within the Cambodian community and local community.
- HANDLE- HIV Aids Network Development & Lifeskills Experience representatives are other respected elders involved in the program:
- Our advocates are greatest resource to us.
- There is a need for places where we as a community can come together to discuss what is most important.
- These groups come together four times a month at various locations, including Southwest Youth Family Services and New Holly and Neighborhood House.
- We can also find out what is going on in our community and back home by being connected to computers and certain websites.
- There are also radio stations such as VOA(?) and Free Asia
- Sometimes channel 20 (cable)--there is a specific black cable box that you must buy in order to get this station.
- Our language and culture are important to us. There is simply a lack of any television or radio for our families here.
- Many of our children are bored.
- Outreach to our community is key to us working together to improve our community.
- We need someone to come to us to tell us what’s happening and what we need to do or make a decision on.
- Our advocates help us to take on the obstacles and opportunities ahead of us.

Center Park Resident Council – December 14, 2007

- Who are we?
- Do not have any information about the community plans.

Center Park Resident Council – December 14, 2007 (Continued)

- We have a real mix of who lives in our area:
 - Pepsi plant workers
 - Lowes staff
 - Lighthouse for the blind staff
 - 2100 building
 - Atlantic Street
 - World on the other side of Rainier
- Residents versus those that pass through here needs to be mentioned.
- Most of our 170 or so residents have challenges in their mobility.
- Certain places people can't go. How will the light rail really affect us or not affect us.
- We need to know!
- There is a Metro bus that provides us with limited access to stores etc., but for the most part we need to calculate our distances, our buses, our actual route via sidewalks to our destination. Many places are not accessible.
- Housing and the intergenerational connection.
- For those fortunate to have family living close by or visiting, need to be sensitive to ensuring that families can access each other via Center Park to XYZ and points in between. An entire map can be drawn as to which route can be taken for families to meet with each other. I know of families that have deliberately tried to be much closer together so visiting with each other can be much easier.
- DERCS--dually elected resident councils:
 - Bylaws that govern how each council operates
 - HUD CFR 964
 - Resources can be acquired through HUD to help with meetings (supplies, computers and resident participation programs).
 - Some are more active than others and some are more functional.
- There are a lot of service-providers that frequent our sites:
 - Partners in Caring
 - Aging & Disability Services
 - Central Area Motivation Program (CAMP), foodbanks, etc.
- All residents have different entry points to engaging with the larger community:
 - Resident Area Councils (RACS) are not the only point of entry when it comes to connecting with Housing residents.
 - Ethnic communities may come together in other informal social groups that are equally as important when it comes to providing input to OUR neighborhoods.
 - There are many other languages: Vietnamese, Chinese, hearing-impaired, and some East African languages. More often than not there are one or two people that are able to interest their neighbors on issues that come about.
 - There are at times picnics or barbecues...when you have good food, people come out. There is very much of a sharing, helping, looking out for one another community. For instance, need to be sensitive to diabetics, or for those that need a straw in order to drink their fluids.
- Recent reasons for organizing--Getting Involved in Your Neighborhood training. This was a train-the-trainer model of engaging our neighborhood with the disaster preparedness work. Red Cross would help to send someone to do the training if you could get 10-15 people together willing to take the training and to help support getting the word out. North Seattle Family Center is also involved. Thomas Whittemore (DON) and Marcia Johnson (community builder) teamed up to provide this useful training. This was well received.(DON) and Marcia Johnson (community builder) teamed up to provide this useful training. This was well received.

Center Park Resident Council – December 14, 2007 (Continued)

- People are asked to develop their own emergency preparedness plan. Otherwise, there is mayhem without planning if a natural disaster were to occur. Where will people go? Who will you call?
- Exercise where participants are asked to map ideas that are important to them in your neighborhood and then to share that with the rest of their group. This allows people to understand what the resources are in the community and what people's interests and fun spots were.

Specifics:

- Need to have a very clear scouring of how the sidewalks and streets are in order for individuals and families to move about in the city near Center Park.
- Say within a 1-2 mile radius.
- E.g., sidewalks by McDonald's have been completely uprooted and wheelchairs can't get by, or it's really dangerous. Need much more superior pedestrian walkways.
- Communities here are:
 - Blind and visually impaired
 - Deaf and blind (about 10 people or so at Center Park)
 - Wheels (wheelchairs)
 - Larger Chinese and Vietnamese population
 - A few African-Americans and Eritreans and Somalis
- Group is more than happy and willing to be engaged in the future as the Plan gets underway.

Southwest Youth and Family Services – ESL Class – December 18, 2007

- When asked the question about the Neighborhood Plan, there were no participants that were aware of the existing plan.
- Discussion of how best to get input from these participants and the South Park community included:
 - Door knocking and having a questionnaire or survey for families to fill out.
 - Being invited to a public forum.
 - Have people come to this community center and speak out in a community gathering.
 - Connect with all the social service agencies, preferably ones that have Spanish speaking staff:
 - South Park Community Center
 - Library
 - Consejo (on 14th Ave)
 - Sea Mar
 - ECOSS
- Interpretation and translation are important for us to be available if you want our input.
- Childcare is especially important and is needed in community gatherings.
- Food will help to draw families, too.
- Note to have more than one meeting, say in the evening and during the day, because people work, and this would help accommodate people's work schedule.

Iraqi Community Center – December 18, 2007

- What meetings do your communities attend and might be possible venues to talk further about the Neighborhood Plan?
- King County Housing Authority meetings, school meetings for children, Making Connections summit (annual basis), family connection monthly meeting, and end-of school- year celebrations, cultural meetings for Iraqi residents.

Iraqi Community Center – December 18, 2007 (Continued)

- Should representatives from the City speak with key people to find out what changes need to occur?
- Yes, we need new things in the community such as information available in Arabic everywhere.
- Some of the women have been involved with the swimming pool-for-women-only program that is available to go to and would like to see that continue and be in other local areas.
- Given that DON needs community feedback, what is the best avenue for families to provide that needed input?
- Asking people what they really need in meetings, have a representative from the DON to come regularly and speak to us.
- Any suggestions on how to keep families informed of what is going on a regular basis?
- Send home flyers in Arabic, meetings, emails, have somebody from our community that speaks Arabic contact us, provide meetings in our children's schools with interpreters. Have meetings regularly when there is something new going on in the community.

Sikh Community – December 20, 2007

- Once the decision is made to work with the different quadrants, how will the information of what will be happening in these six quadrants be circulated?
- The WHO that is living in these six areas needs to be known.
- The data of residents is key in each quadrant.
- What is the mechanism the City will use to reach the entire community?
- Understand that mechanisms for disbursing information to neighborhoods may not align with how communities absorb and take action.
- For example, some ethnic communities rely heavily on traditional newspapers. Versus more topical issues in, say, their ethnic community papers? Versus electronically receiving information?
- Community support groups--that gather or receive information in other ways.
- Using the established neighborhood committees versus community gatherings to get the feedback--find out where they are and how they weigh in on decisions--all should be honored.
- Identifying the demographics of who lives in the community is key.
- Ready mechanisms--may be recognized...but how willing is the City to be prepared for alternative ways--publications, organizing? Sure, there are limitations to resources, but greater resources attached to engaging all residents will result in a more responsive/reflective-of-the-community product.
- Community organizations—these play a critical bridge to our communities.
- Have structure-performa design-to collect the feedback--what is the structure for DON to engage with neighborhoods? Is it inviting whomever over for roundtable discussions? Or is it a survey? Does it need to be modified communities from neighborhoods?--some are not captured.
- Who leads the discussion is key--how do we relay the information to key people so they as the organizers or community leaders who have the trust and knowledge get the community activated?
- Community-based organizations--we need this kind of environment—where, say, ten items that we need to get back to the City on--community organizations can get this, but who is the facilitator and engages and leads the conversation and the relevancy?
- Because the community may or may not be aware of this information. Be clear about the timeline, process, key decisions (given all the restraints of time/resources).
- Also how effectively can CBOs get the feedback? Look at the effectiveness of how different groups get word out--need to tailor the need for each community.
- Challenges of schools and parks--the alignment--how accessible and how welcoming are our parks?
- Do they speak to the diversity of the community—do they make the environment more welcoming?

Sikh Community – December 20, 2007 (Continued)

- Where we are at and then a call to action--once we have the clarity then to get back to their respective communities--either.
- Resources and time are limited--but there are limitations.
- BUT we lay out a plan that is viable and then to go out to the non-represented areas of our community and to lay a proper framework around it. Then it is a much more inclusive process for everyone involved
- Clear and well laid-out plan--then you can change it, modify it and alter it in a way that makes sense.
- As much time for community to weigh in must be reasonable.
- If the end result is not well-defined, then our data is skewed, and then we will get the data to support our activities....it will become flawed.
- Jasmit is prepared to help when the time comes and appreciates the opportunity to weigh in on this.