



Community Outreach and Engagement

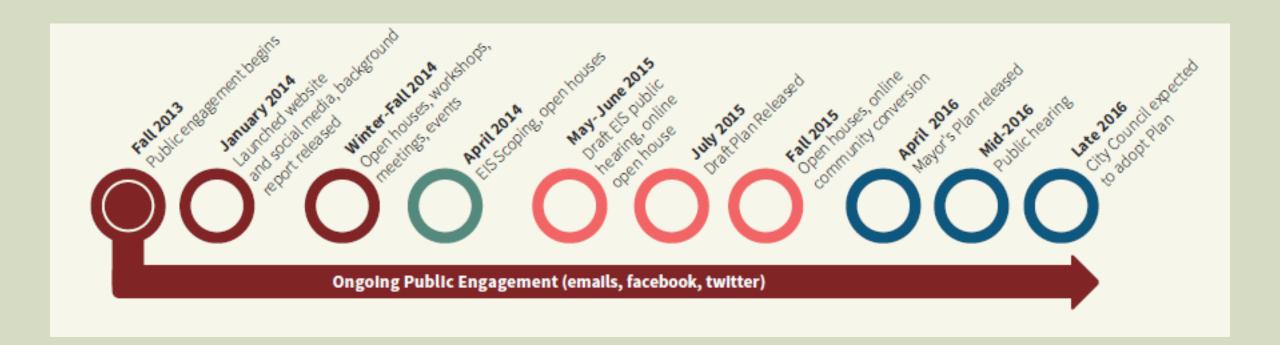


Agenda

- Overview
- What We Did
 - In Person
 - Online
 - Underserved Communities
- Other Strategies
- What We Heard
- Lessons Learned



Timeline





Public Engagement Goals

- Boost the quality and quantity of engagement.
- Promote understanding of the plan's purpose, need and process.
- Involve people early and throughout the process.
- Incorporate input.
- Reflect community's values and aspirations.
- Improve the involvement of hard-to-reach audiences.
- Make the process accessible and engaging.



By the numbers...

In-Person

- Met 2,600+ people in-person
- Hosted 23 public hearings, open houses and other events
- Gave presentations at 32 stakeholder gatherings
- Supported 9 POEL meetings in historically under-represented communities
- Briefings for Seattle Planning Commission, other commissions and City Council

Online

- 2,400+ people joined email list
- 1,000+ Facebook fans
- 760+ Twitter followers
- 4,700+ people visited the Draft EIS Online Open House
- 410+ people participated in the Draft Plan Online Community Conversation
- 1,900+ comments
- 6 surveys and 2,100+ responses



In-Person Events





Public Hearings & Open Houses



- Scoping EIS (Spring 2014)
 - 1 Public Hearing
 - 5 Open Houses
- Industrial Land (March 2015)
 - 3 Open Houses
- Draft EIS (June 2015)
 - 1 Public Hearing (with simulcast)
- Draft Plan (Oct/Nov 2015)
 - 5 Open Houses



Open House + Event









- Pecha Kucha Seattle
- Seattle Art Museum
- Seattle Central Library
- UW School of Built Environment
- Seattle Design Festival
- MOHAI
- King County



A Different Kind of Open House: Key Directions (June 2014)









- Make it fun
- Make it interactive
- Involve other city staff –
 IDT, Get Engaged,
 Planning Commission
- Thank people for coming



Go Where People Are – Tabling!!









Seattle Public Library

Sightline

Futurewise

GreenDrinks

SDOT

Seattle Chamber

PSRC Equity Summit

Multicultural Center

Office of Arts & Culture

MOHAI

Downtown Seattle Association

Cascade Bicycle Club

PSRC Growing Transit

Communities

Office of Housing

Seattle Parks &

Recreation

Uptown Alliance

Youth Summit



Stakeholder Presentations, Briefings & Meetings

- Seattle Planning Commission
- City Council
- Neighborhood District Councils
- Boards & Commissions
- Urban Land Institute
- Seattle Chamber of Commerce
- Transportation Choices
- City Club



Special Topic Events





- Development Capacity Workshop (Sept 2014)
- Community Engagement Roundtable (Jan 2015)
- Sustainable Seattle Neighborhood Project Presentation (Jan 2015)
- Equitable Development Presentations (Sept 2014, Sept 2015, Dec 2015)

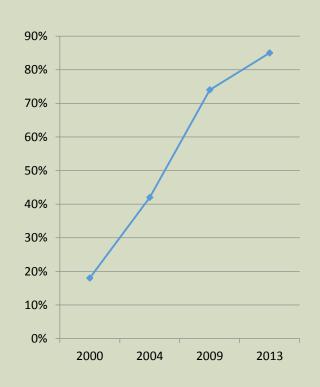


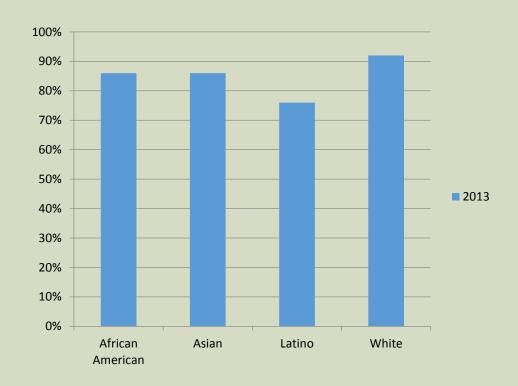
Online Engagement





Who is online?



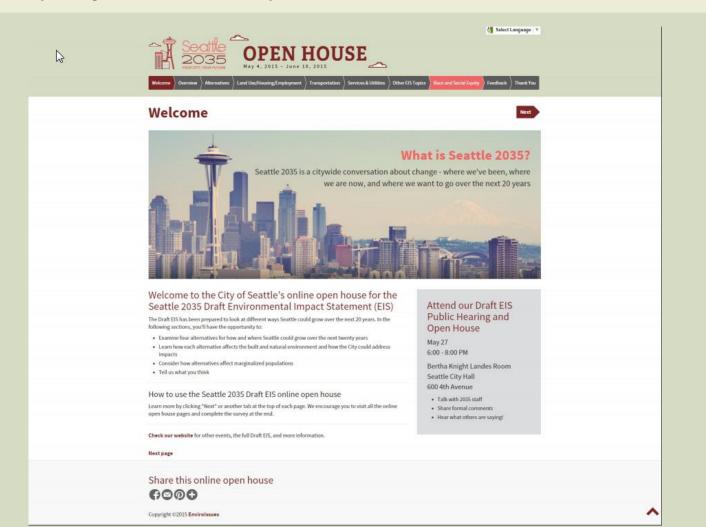


Source: City of Seattle Survey 2013



Online Open House & Survey

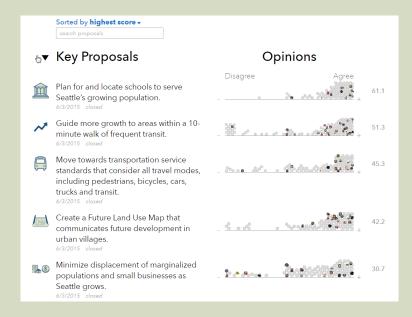
(May - June 2015)



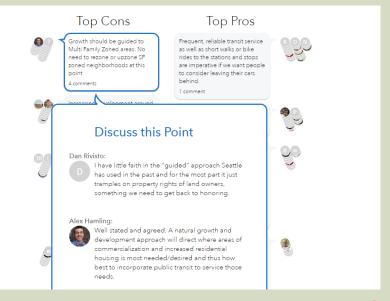


Draft Plan Online Community Conversation

(July - November 2015)









Engaging Underserved Communities



What we did...

- Group discussions led by POELs
 - 9 communities (Summer 2014)
- Coordinated & Integrated Meetings
 - Transform Seattle (Dec 2012)
 - Goodwill Industries (Dec 2014)
- Supported outreach organized by others
 - Futurewise, El Centro, One America
 - SCIDPDA (Fall 2015)
 - Black Seattle 2035 (March 2015)
- Translated fact sheet
- Google translator



POEL Small Group Discussions

(Summer 2014)



- POEL training with City staff
- City provides materials (fact sheet, presentations, discussion questions)
- Translated fact sheet
- Plans and convenes small group meeting; 9 communities



Coordinated Meeting

Transform Seattle: Many Voices, One Future (December 2012)















Coordinated Meeting – Housing & You

Goodwill Job Training and Education Center (December 2015)





- Engage students of Goodwill programs
- Presentations by multiple departments
- Opportunity to learn about policies, services and other resources
- Workshop, Survey & Resource Fair
- POELs & Translators available



Integrated Meeting

Draft Plan Open House at Filipino Community Center (November 2015)



- Host recruits people to attend
- Guide (city staff) leads group through displays, poses questions; host translates
- Host leads small group discussion using survey questions



Seattle 2035 Connectors

- Share information (social media, newsletters, email)
- Invite Seattle 2035 to your events
- Promote Seattle 2035 public engagement events
- Suggest other ways to raise awareness and generate excitement



Brand for Awareness



How much has Seattle's population grown since 1990?



1941









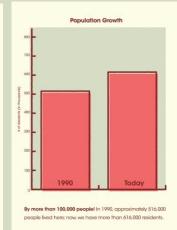






World's Fair

April 21, 1962. The Century 21 World's Fair was developed to celebrate the 50th anniversary of the 1909 Alaska-Yukon-Pacific Exposition. The event welcomed over 50,000 visitors on the 74-acre fairground now known as Seattle Center, and featured the unveiling of the Space Needle: a 605-foot reminder of man's past achievements and a future of possibility.



Yesler Terrace Opens

Date Unknown. The Seattle Housing
Authority, established March 1939,
received \$3 million to build the Yesler
Terrace complex. Located on First Hill, it
now occupies 30 acres and houses
1,200 residents, who earn an average
of 30% below Seattle's median income.

Many ways to provide feedback

SEA2035 **f**

@Seattle2035

Email: 2035@seattle.gov

Web: 2035.seattle.gov

Mail



Communication Products







What we did...

- User-friendly summaries
- 10 Key Proposals
- Fact Sheets
- Brochures
- Bookmarks
- Comment cards



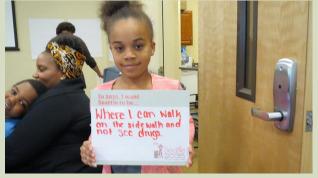
Everyone loves to Photo Journal!









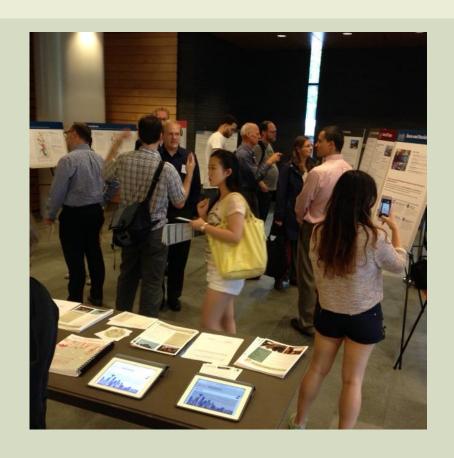


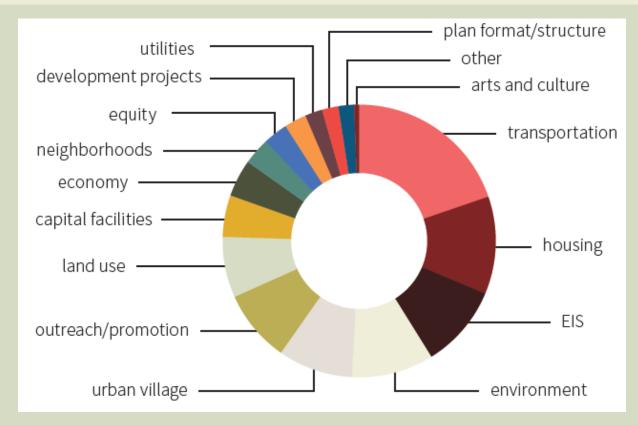






What did people talk about?







What were the top issues?

- More affordable housing, less displacement
- Improved transportation
- Invest to support growth and reduce disparities
- Infrastructure and services to maintain/improve quality of life
- Focus on race and social equity
- Desire to retain character, culture, community, sense of place, spirit, etc.



Lessons Learned

- Commit to a plan, schedule and resources for engagement early
- Visioning is easiest way to engage
- Be open to trying new things, even if they fail
- Invest time with the "connectors"
- More channels, more flexibility, more customized tools make it harder to aggregate and synthesize feedback

- Work harder to simplify complexity
- Be strategic in "going where the people are"
- Explore new models to engage underserved communities

