

## **Small Group Session Comments from Community Engagement Meetings**

### **Van Dusen Community Engagement Discussion**

(1/29/07)

#### **Main Points**

Knowledge of those at the grassroots must be respected

All neighborhoods need to be held in equal regard

Respecting & empowering and recognizing grassroots knowledge

Neighborhoods must be funded to ensure communication with it's many diverse constituency.

Recognize neighborhood groups value in increasing two way - top down & down to up communication

Show me the money

#### **What can the City do to help you better participate in decisions?**

Actively seek participation from all citizens

Hard to find info on WWW

Gov't is representational

Explanations needed to be provided on decisions

Great inconsistency on willingness/ability to work with models within city that other depts could use.

Restorative Justice good example of how it works

1. Decisions already made
2. Departments involved but not engaged with citizens
3. Squeaky wheel - who really has grease
4. Inconsistent & confusing vs. consistent
5. Community group staff is important (cat herders)

Begin to reach out to youth

Squeaky wheel - not fair that bombarding city council is what seems to get results

Public hearing is sham - decision has already been made - e.g. DT Transportation (didn't have real input)

Discouraging when take time & effort - find that meeting is sham

NRP funds disappeared - now we hear there is a budget surplus

N'hoods don't have power - e.g. disregard n'hood on land use recommendations

Board takes time formulating letters but decisions seem to be made - ongoing problem but no feedback.

CLPC got heard on development. It was fun to be heard

Inconsistent process - hard to know what process will be from dept. to dept or board

Two-way communication about process e.g. talk to communities about decision making process

Requests w/input coupled w/barriers - e.g. impractical schedules / meeting times

What can the City do to help you better participate in decisions?

Listen to two-way communication between City & neighborhood orgs.

City must promote and empower neighborhoods (really listen)

More communication should occur between departments within City  
Info needs to be available through schools, park, and community centers  
Like it when city staff come to neighborhood - two way  
Condense (focus) info  
City must fund neighborhood groups  
City website (some of the website) is good but it needs improvement  
City staff need to know n'hoods & boundaries - e.g. notices only go to one n'hood  
No real power in our decisions - if city says "no" nothing can be done. There should be a process for impacting decisions.  
City does not utilize TV channel the way they could -wasted time e.g. radio broadcast, broadcast schedules, re: broadcast council meeting  
CE recommendations need to be communicated in clear way so anyone can understand  
What can the city do to help?  
Information spread through school  
Meeting places  
Continue NRP funding & empowering neighborhoods  
Create and maintain an open online forum  
Use a variety of communication tools & languages  
Dialogue with and in community  
Improve responsiveness of City staff to phone calls  
CE model process - standardize approaches but is still vague - no "two-way" arrows between stakeholders - city

**What is working now?**

Neighborhood communications to their residents is working (especially if they have paid staff)  
Communication between neighborhoods & NRP has been very good. If it goes away we need a replacement

NRP

Info dissemination

Geographic based activities - Decentralized format

Tech innovation

**What needs to change?**

Follow through and accountability need to be improved  
City needs to be more aware of what neighborhoods are doing  
Gov't doesn't necessarily need to be convener - community natural place for input  
Consistent channels of communications are needed  
Consistency in decisions is needed  
More opportunities should be available for this kind of engagement  
More effort must be made to connect with diverse constituencies  
Better P.R. but in plain language.  
Consistent channels of communication and decisions with follow through and accountability  
Need to know why - even if city disregards - i.e. communicate back to n'hood why decision was made the way it was.  
Reemphasize importance of groups  
Attitude toward neighborhoods & group assets

Recognize NRP and neighborhoods. They should be highlighted/valued  
Increase two-way communication

## **Burroughs School Community Engagement Discussion**

(1/29/07)

### **Main Points**

Neighborhoods with ability to determine uses of funds are critical to CE  
Neighborhoods want to give input to the city before decisions are made  
Residents want to participate in setting the agenda  
Neighborhoods want to be proactive rather than react to a crisis  
Communication is the key. The best way to accomplish this is to use the already existing neighborhood organizations which represent thousands of citizens  
Concern about starting from scratch. Why not improve rather than completely new?  
Who is empowering who? Are people empowering city govt. to do their will? Or is it the reverse?  
What is a stakeholder and who defines stakeholder?  
What will be the outcome of participation?  
Explain Board's accountability - not understood and how "firm" are decisions  
Neighborhood decisions weight and influence is not understood  
Has there been true CE in developing CE report or system?  
Is adopting model binding and will it be followed? How will compliance be measured?  
City leaders set the tone & expectations for city staff  
Engagement is conversation --- Neighborhoods really want empowerment  
Investment of volunteers is on different hours than City Hall - Board meetings, festivals, community communication

### **What can the City do to help you better participate in decisions?**

CE applied by department heads has to be consistent and a priority.  
Make certain community involvement is not mistaken for community engagement.  
Simplify structure for CE  
Contact person refers to someone else & on & on. Story changes & no longer same story  
Contact person drops issue - Need to use a "Feedback Model". Person should tell what happened to topic i.e. "referred to", "denied", etc.  
City Hall should embrace a "Listening Model", neighborhood groups & "engagement"  
Consistent contacts are needed in each department --- long term relationships should be established between City and neighborhoods.  
Things the City should not decide on & leave up to "smaller" jurisdictions, communities, neighborhood groups, etc. should be identified  
Define roles of City vs. neighborhood  
Create a working, living model, not a handbook

### **What is working now?**

Small neighborhood groups are working; regional model does not engage more volunteers. Keep it small.  
Neighborhoods have made changes on a neighborhood level. POP was too big to fairly disseminate dollars.

### **What needs to change?**

Apply resources to a new effort to capture CE definitions from ALL stakeholders  
Flow chart is needed of people bringing issues to the City - neighborhoods initiate & City respond

Use more visual communication to provide consistent feel

CE has to begin earlier in any process.

Fund and strengthen existing neighborhood organizations (e.g. Cedar Riverside) as a means of communication

Come to the neighborhood before final decisions are made

Expand the report flow chart to better define which decisions neighborhood organizations should be involved in and which need to be handled by our elected officials (e.g. budget & major personnel = no; development & re-zoning, libraries = yes (these directly affect neighborhood orgs. and residents)

Create a monthly information package to notify neighborhood orgs. about changes, issues & updates (e.g. safety, schools, libraries, etc.). Neighborhood organizations 's get barraged with e-mails and information.

### **Plaza Verde Community Engagement Discussion**

(1/30/07)

#### **Main Points**

City government wants input from the community but not influence. "Real influence involves financial involvement in communities determined by the people"

"We take pride & ownership in our communities when we see what has been initiated & worked on by us"

Real influence, democracy & community engagement have bigger arrows coming from bottom than top. "By the people, for the people".

Communications, accountability, and follow through needs to improve

Empower and fund neighborhoods

Neighborhood groups are working but not supported enough

City government wants input from community but not influence"

Pay attention to what we say through the neigh. assoc.

NRP is still critically needed esp. in certain n'hoods. Recognize & support successful efforts by n'hoods to improve community.

City has not properly acknowledged end of NRP as a problem.

Purpose of current CE input process is unclear.

#### **What can the City do to help you better participate in decisions?**

Provide a specific place to go to address/resolve problems (311, Office of Getting Things Done)

Leaders need to listen to grass roots in decision-making

Funding pool should be available based on specific criteria, projects, outcomes.

City support (\$) for n'hood events and initiatives it takes credit for as city efforts (I.e. Powderhorn fireworks display)

Understand if they want people to be empowered, be engaged, they have to have real authority - resources to organize & do projects & programs

Provide money to make decisions real.

Clearer information about how people can get involved in city processes.  
Better communication about what city resources are available. (loan programs, fix up funds)

Continued support for and recognition of small, neighborhood-scale organizations

**What is working now?**

Cost effective for city to keep NRP. Tons of free citizen labor from NRP volunteers.

Saves hundreds of thousands of dollars of planning money.

Comm. Engagement builds community & civic engagement

Problems are addressed by those closest to problem. Strength comes from those closest to problem.

Green Institute

Community engagement driven cameras, shot spotter, greenway. BOTTOMS UP not down

People have fought way through

Election system is working

City does chose who it funds

Council member attendance at N'hood meetings

Council member Schiff's & others newsletter

Existing working relationships between city staff, council, & community

Council members attend mtg's

Funding neighborhood orgs

NRP process

City support for neighborhood initiatives

Small, local scale of neighborhood orgs. "Small is beautiful"

Helping communities/neighborhoods get stuff done

Arrows going both ways - they listen now.

City boards & commissions work for the people who are on them (not well known)

Is public television working

**What needs to change?**

If you want to influence community give them money

City should re-evaluate commitment to NRP and continue funding it. Especially for neighborhoods in dire need.

Top Heavy

Things may need to be tweaked & run better. But no reason to end neighborhood programs.

Who is engaging who: the community is engaging city not vies versa

Are City electors empowering city or is the city empowering city electors?

Does not seem MPLS is following true democratic model.

The community engagement report is another tool keeping citizens away

Neighborhood organizations need money for capacity, need to be supported in work

TIF money < get back to original money it's warped into something else

Community organizations are a tool we use to push things through even though powers downtown (contractors) don't feel the same way.

NRP works "bottom up" not "top down". Report focus is top down

How reports & surveys are initiated does not work.

City needs to keep supporting successful & effective community organizations & projects.

N'hoods & residents must be genuinely invited to the table.

See "regular faces" at these meetings. Those who most need to be involved are not engaged or included.

Block Clubs and N'hood orgs are best at "door to door" level outreach - this is not properly acknowledged or valued by city.

Need a clear flow chart - "weight: of activities on pg. 6 not explained - who has the most say, and where?

Where is this meeting & this process leading?

Community capacity building at the grassroots level should be better acknowledged & utilized by city

The energy put into this report and these meetings could have been "put to work" to start fixing the system now instead of just talking about it - need an overall vision.

Report feels "top-down"

Language such as "impending decision" is ominous

Need flow chart to understand process - MPLS gov't harder to understand than Washington D.C.

Roles of overlapping jurisdictions is very confusing e.g. Library Board, Met Council.

No clear system for building requirements, zoning, codes, etc.

Culture of respect w/city staff

Every 5-10 yrs have to start over again w/community engagement discussion

Clearer engagement processes are needed

Feedback about outcomes is important (Will the survey really impact anything?)

Did our effort result in something?

Last minute decision making & rushed big projects

Just because someone says they represent a community, doesn't mean they do. Check w/neigh.

Not enough interest in boards or commission

Know difference between public & private relationships. Don't take it personally.

People are just expressing frustration.

Communication & engagement w/immigrant pop.

General disconnect of citizens

Vision statement needed.

Why community voice is important

Benefits of relationships!!

Return to Democracy!!

Have to go downtown, middle of day, not time specific or time changes

Systemize between dept's & community engagement on on-going basis.

Not explaining process, unclear

Certain developers have learned to work the system

Empower & fund neighborhoods

Funds to address issues (blighted housing) others

When individuals have issues, city has not made it easy to communicate & affect change, improve conditions (safety, traffic, others)

Takes a long time to get things done

Lack of follow through

**Minnehaha United Methodist Church Community Engagement Discussion**

(1/30/07)

**What can the City do to help you better participate in decisions?**

What about money for neighborhoods?

Tell us about the meetings earlier and use a variety of sources--

Online

TV/Radio

Welcome Wagon

Library/Parks

Do you really want to hear our input?

Recognize that residents have busy lives

Elected reps must be responsive

Use neighborhoods to help get word out

Centralized city info

Customized to neighborhoods?

Better defined rules for engagement

**What is working now?**

Initiatives from neighbors

Neighborhood solutions for neighborhood problems

NRP does CE process because it is a non-city community empowerment program

NRP & participation works. What is the future of this process?

NRP is user-friendly.

Keep community decision-making decentralized. Build on NRP model - use the NRP public input process for other city decision-making.

**What needs to change?**

Report premises questioned

Top-down view of CE needs to be more Bottom-up

Report assumes CE not working

Separate NRP funding discussion from City-CE process & funding

City encouraged to support NRP extension past 2009 in the MN Leg.

Metrics/yardstick needed to assess Community Engagement

Example metrics:

Satisfaction w/results

Surprised (or not) w/actions/results

Random sampling/scientific measurement is essential in measuring results

Present some data – clearly.

More CE (i.e. engagement of residents) is needed in formulating the CE process

Do a better job of getting the word out

Want to know that our input is valued & has some effect

Neighborhood organization's & elected officials are listening & responsive

Streamline processes but not lose our power to have a n'hood solution w/city resource

Not enough dialogue on what's broken that needs to be fixed

How do / can n'hoods help the city engage residents  
If the city is looking for feedback - allow time for stakeholders to respond; people need time to be made aware, time to process and talk, and time to respond. More time on front end.  
More citizen participation & input on funding decisions  
Need to know funding priorities  
Clarify process & next steps and share with neighborhoods  
Clarify roles & responsibilities of partners  
Define accountability for all partners  
Web site of city hard to use - not well designed.  
How can Neighborhood help the city participate in the Neighborhood discussion of issues & making decisions?  
Engage residents early in discussion - before proposed decision.  
Share power  
Make it easier to hear what the Neighborhood says  
Continue to fund NRP - define for what purpose  
Use community papers to disseminate info  
What is broken that needs to be fixed?  
Lack of dialog?  
How can engagement happen without an impending decision - e.g. problem to solve  
Call Council representative  
Participate in neighborhood organizations  
Organize Block Clubs  
Use 311  
Develop a Handbook on how to address issues  
Neighborhood groups working on larger issues  
Funnel info up from the Neighborhood level  
City departments need to listen & respond to citizen engagement  
Empowerment different from engagement  
Example = master planning process where citizens empowered  
City doesn't enforce laws that are on the books. What can citizens do?

### **Marcy Holmes Community Engagement Discussion**

(1/31/07)

#### **What can city do to help us better participate in decisions?**

Buck stops??? Here?  
Clear lines of responsibility  
Like idea of "President's Council" from neighborhood associations to cross-pollinate  
Build a huge spirit of inclusiveness that people believe  
Invite everyone to the table  
City council meetings should travel to neighborhoods  
Complete budgets need to be transparent, clearer to people & in timely manner  
Go beyond "written word" to build consensus



You'll get more participation if people feel their voice is important / being used in decision -making

Offer leadership in getting communities more engaged w/their schools.

More interaction / cooperation between neighborhoods

City priorities/longterm goals should be:

The understanding of importance of education as crime prevention

Priorities and goals should underpin all decision-making (core values)

Make rest of state proud & supportive of our city

People are too busy / how to engage?

### **What is working now?**

Parts of NRP

Neighborhood organizations

- more participation at neighborhood level vs district level

City should support - neighborhood newspapers, neighborhood websites, newspaper websites

311 system

Local police precinct cooperation

Engaged city council members / good relationships

Council members' e-newsletters/updates

Third Ward Summit w/residents & city officials

NRP

Neighborhood orgs.

Odemtotu pf meogjbprjppds

Neighborhood initiated proposals for change

Community input and control over how resources are spent thru NRP provides important information for what's really going on

Community orgs. Provide greater access to information about what's going on.

### **What needs to change?**

Lack of accountability / follow-through, esp. Housing Inspections with outstanding orders

Quit using "lack of funding" as excuse for inaction

Develop more/new leaders - not same old folks

More "proselytizing" / outreach

Other methods

Govt. 101 primer needed / start @ grade school level & new immigrant communities

Everything takes so LONG...

Why are all the boards separate (MPRB, Library, Bd of ED, etc.)

Some public hearings don't function well

- Better technology

- Bigger room

Differentiate jurisdictions / what each does

Help with Independent zoning from an attorney

Money to hire outside person to help with process issues

Meetings that affect you should happen in the neighborhoods & at night

Ombudsman for zoning & planning issues

Grievance procedure for planning actions (& other boards & commissions)

Recognize, support & fund NRP  
City leaders & staff have respect for community members  
Review policies that bypass community input like administrative review  
Council members recognition of NRP  
Council members that are "home grown" from the neighborhood and community  
Property info on website  
If city asks for input needs to be valued not ignored  
311 (weekend hours)  
Earlier public release of agendas & reports  
Use of consent calendar (Planning, zoning board of Adj.)  
Boards & Commissions should be fair, balanced, transparent  
Civility - respect  
Better communication & notice of citywide issues to citizens  
Need non-geographic groups/boards  
City should provide resources to make neighborhood orgs. work  
Inform of budget/money ahead of time  
Review successes and failures of past  
Apply principle of measurable outcomes to develop best practices from previous system  
Concern that we are "throwing the baby out with the bathwater"  
Don't start all over - improve what we've got  
Would like to have full picture over entire decision process  
communicate input up front  
less information over time  
current process went to quickly from planning to reaction  
communication broke down - not consistent  
Have info ahead of time so community is able to plan - not react  
Need to understand the whole process to effectively influence decisions  
How is input used in decision process  
Hearings are not public engagement  
Front end is defining - community and communication. Engagement is formality  
no way to revisit  
more of a show than authentic conversation  
no chance to shift direction  
Arrogance from elected officials  
City controls questions, expertise.  
Charge is framed to what they want the answer to be  
Citizen involvement to define scope of work  
Community needs to understand regulations and questions when community input is  
required (i.e. zoning)  
Give citizens knowledge of the tools they have to work with  
Broker priorities by having control over resources  
Public hearings should be held at times when people can attend. Other opportunities  
should be available for input other than at times of decision  
Improve ways that information is disseminated  
Be clear about the critical question for decision  
Speak to that issue

Report back to community how input was used - rationale for decision  
Explain limits of power - both city and community  
Clear expectations  
Assure that there are as many ways / options as possible to participate  
Encourage everyone to participate.  
Everyone must be included in the decision process.

#### Somali Subgroup

Very important to be involved  
Information is a key  
Immigrants attend meetings and want elected officials to come to their meetings  
Regular meetings are needed with officials and organizations that can assist with meeting community needs.  
Direct relationships are needed/cut out the middlemen  
City needs to establish a relationship with SWIM to help better solve problems  
Direct contacts are needed with decision makers  
More information and education is needed to help address community needs

### **Firefighters Hall & Museum Community Engagement Discussion**

(1/31/07)

#### **What can the City do to help you better participate in decisions?**

Go to a meeting to be informed  
Communicate with the community  
Get to the place where the community is asked by the "City" prior to making a decision  
Find new ways to include people in the process  
Encourage and support greater collaboration between groups  
Involve us early in planning vs. okaying a decision  
Get young people involved  
Put a face on the City at a community level - ombudsman

#### **What is working now?**

Geographical-based/neighborhood based groups that are multi-jurisdictional  
NRP vulcanized the City - made neighborhoods important  
Neighborhoods tend to know what they "don't" want vs what they "do"  
Small groups (neighborhoods) making decisions and moving them up  
Smaller groups allow us to have a voice at the local level  
Neighborhoods can use their resources to improve property values  
People engage because they know resources (\$) are available  
NRP very effective at bringing people together via the n'hoods, bringing resources together to make things happen  
Neighborhoods know the business of neighborhoods better than the City - give us more resources to get things done  
Funding stream creates independence

#### **What needs to change?**

311

311 - depth of info is lacking, not complete (for example no info available on appropriate signage, parking of vehicles - which kind)

City can ignore decisions made by neighborhoods (how can we expect consistency when this can happen) / capriciousness

Hard to make "dirty things" transparent

If NRP as it is now goes away what does the city plan to put in it's place? Since NRP has been so effective, what could they propose that would be as effective?

Where is the acknowledgement - from the Council - that NRP has accomplished so much Empowerment - not just engagement

Suspensions about why we are talking about this again, why there is no talk in the report about budgets. How does the city define "community"?

Power is being taken away

Greater transparency -

The report has a model that shows how it could be improved, but where is the description about how it works now?

More "why" when things don't happen or things happen counter to n'hood requests

Why not let the City contract w/NRP to do the CE? (this could eliminate confusion, duplication, inefficiencies - the City currently contracts w/other entities w/in city departments) and this should be pushed out through the n'hoods

Does this suggest disinvestments in neighborhoods that will result in blight?

What about issues like eminent domain, aggressive developers, old houses being torn down to accommodate larger interests including the City

What will you do w/this?

Will we be asked again to discuss this - we are not convinced our engagement on these issues has been sufficient

Jurisdictional repetition

How are overlaps between City, County, State, etc. being addressed?

Continue to fund neighborhood org. (costs up/funding down - why?)

CMs - better communication budgets

Communication + 2 way = engagement

Designated neighborhood coverage for city departments (other boards)

CPED            Inspections

MPRB           Regulatory Services

Not only impending decision but which decisions

Decisions on completed plan not on plan

Priority setting < not just yes or no

Instead of creating -- fitting into existing boxes

Economic part - incentive to get ideas

Simplify language - lose the acronyms

Will the powers that be look at the information?

Will we hold them accountable?

Keep small structure (neighborhoods) & Improve

Keep NRP & have a "regional" group so they can cooperate for the area as well.

Larger area projects. Add an intermediate level

Neighborhoods - bring in more voices. Not limited to the "usual suspects"

Neighborhood organizations are not a buffer to prevent participation.

City wants more engagement but keeps cutting funding  
Joint office/community area for shared resources  
Tasks for levels better delegated  
Need specific structure to avoid "turf wars".  
Structure driven by task  
Groups driven by "passion" for the issue  
Encourage use of 311 and One Stop liaison. Avoid acronyms! But get them to WORK  
Make the city user friendly  
Proactive with city rather than reactive  
Keep small neighborhood system  
    Work up from there  
    Not a buffer  
City business held out in the communities vs downtown  
People don't feel their input is going to make a difference  
How can people plug into existing groups to influence decision-making?  
What we don't need is putting \$\$ into neighborhood organizations that become self-serving entities unto themselves.  
What do neighborhoods have to show for their effort?  
Lack of community participation/participants don't represent diversity  
Block clubs have weakened from the past where they use to be feeders to neighborhood organizations.  
Network with your immediate neighbors  
People feel decisions have already been made prior to neighborhood meetings  
Lack of connection with the youth  
Not having community schools takes away from community cohesiveness

### **North Regional Library Community Engagement Discussion**

(2/1/07)

#### **What can the City do to help you participate in decisions?**

- 1) Continue and expand use of block Clubs to cultivate community engagement
- 2) Provide money for home loans at reasonable rates
- 3) Reduce crime - respond to 911 calls

Not sure how individuals participate now.  
Block club leaders / don't know each other. Crisis brings them together  
Newspaper articles  
City emails  
Support for citizen patrols  
Who at the city is the decision maker?  
Where is the chain of command for getting info to neighborhood?  
As resident feels meetings are chaotic no structure over long period of time.  
City needs to communicate meetings/decisions better to neighborhoods  
City needs to state purpose for mtg.  
More people in neighborhood need to be communicated with.  
Community websites/blogs.

Recognize that not everyone is on-line.  
 Need city at block club crisis meetings and on the citizen's schedules  
 City depts. don't communicate with each other.  
 Block clubs need assistance.  
 Strengthen blocks, give funding for funding micro businesses  
 Organize around other things besides crime.  
 Block Club leaders, who give permission, would like their names listed online.  
 Community newsletters need info from city.  
 Bridge gaps between youth, ethnicities, online use, poverty issues  
 Need more info about City's Budget and where the dollars are going, and what the resources are!  
 Joint meetings with other block clubs  
 City is selective about what they hear from residents - they create the agenda.  
 City meetings are too formal - take too long!  
 One-way communication at podium  
 Process - communicate - results  
 Why are we repeating history with this process?  
   Do we remember lessons learned  
   Find the green dream book and have City Council members read it. (special emphasis)  
 Communications that don't just go through the neighborhood associations / low tech  
 Funding for communications and to have a "seat at the table"  
 Find out why Park Board did not participate in C.E. Report. (special emphasis)  
 Use the Mayor's website as e-mail system  
 Neighborhoods should be part of planning not just a rubber stamp.  
 Hearings & Boards, Commissions Mtgs - different times after 4 p.m.  
 More "authority" to N.A.  
 City website of issues organized by neighborhood (over lay with NRP website)  
 Good Community Engagement involved in determining the C.E. Plan  
 Diversity By Language (special emphasis)  
 E-mail/Blog method of posting  
 Input/views, on issues with acknowledgement, for people who can't make meetings  
 Empowerment + C.E. + \$  
 Recognize the added value of N.A. Actions/Initiatives  
 Create motivation & value to participate by integrating city info into current neighborhood activities.  
 Have city staff & officials attend neighborhood meetings.  
 Condense info into topic abstract & timeline.  
 Inform Early! & Often!  
 Create in the resident a value of participation as officials being good & effective  
 Early engagement / on-going participation  
 Fund the infrastructure needed to support engagement

- Childcare
- Interpreters
- Evening meetings
- Variety of communications

More direct engagement w/community from city departments /employees -

Early! & Often!! Notification (i.e. - City Inspection)  
LISTEN - currently don't listen - will our input make any difference  
Believe majority people don't know which neighborhood they live in - City do better job  
of letting people know which neighborhood they are in.  
Council meeting should have NRP decision makers present.  
Do we actually have say? We (N'hoods) are not even on the chart  
Funding > continued for NRP  
N'hood need the means (\$) to make change (Highest priority of group)  
Residents want a say in how funding is use  
Have some council meetings in n'hoods and stagger so people who work can attend.  
Get council meetings, library board & park board meetings (all boards) on dish TV &  
radio (more than just cable) in 4 major languages  
All public documents in libraries and parks (at city expense, not library or park expense)

### **What is working now?**

Crime rate is going up  
311 is not working / (is a waste of \$ & time)  
NRP coming to McKinley mtgs.  
CCPSAFE - Harrison - Tim Hammett  
Police advisory Cmte.  
NRP funding for neighborhood associations is empowering.  
City is interested in Econ. Dev. in North MPLS.  
NRP gives the residents voice  
Leader perspective: Most N'hood staff and boards work well. These are a lot of alliances  
and joint efforts between n'hood's and other organizations  
Front desk city staff great but those with title not so good  
Garbage collection  
911 usually  
311 usually, for something and many  
NRP!!  
Stacy rocks!  
People know how to org. block clubs  
Cultural organizations are working  
3rd Ward Care Task Force  
More Council Members working with neighbors in their own neighborhood.  
\*\*Neighborhood Associations\*\*  
Council Member Barb Johnson who comes to meetings  
My block club - CCP-Safe Crime rate working

### **What needs to change?**

639 foreclosures Near North/ hsg  
City must respond to 911 calls  
Standing cmtes of city hall  
Some mtgs in communities  
More parking  
City advisory/boards are not user friendly  
Create policy that requires city staff to directly (in person) engage with neighborhood  
groups. (Look to St. Paul)

Engagement should be automatic Not only when we scream!  
All city topics/reports should have summaries  
When budget is the deciding factor --- Tell us!  
DON'T make decisions before engagement!  
Market NRP  
Community Dev. Corp. More informative than CPED  
Provide \$ and technical support for communication system thru n'hood org.  
N'hood organization needs to be in decision-making schematic  
City should be open to receiving input and ideas versus us waiting for them  
More engagement of people of color >> NRP good @ homeowner but need more for rental  
General communication  
Because city understaffed (i.e. inspections example: I don't have time to talk to you.)  
A lot of trouble with inspections over the summer.  
Being unable to get a hold of an Inspector  
CCP/SAFE b/c don't have the necessary staff  
Police Dept. > response  
Not well organized  
Morale low  
Poor Coverage  
We have some council member that d/n talk to NRP staff and NRP staff d/n talk to council member with n'hood caught in middle and lose.  
Need to have a good plan for communication  
Don't throw out all the neighborhood work  
Investigations on lesser crimes are not happening i.e. burglaries, etc. are ignored.  
City staff living outside city don't have a clue what it is like to live here.  
Libraries closed  
Safety Center on West Broadway needs to happen.  
Perception - needs to change that cops are the solution  
- Need jobs, econ dev. etc.  
- More than just cops.  
Code of silence by elected officials and upper city leadership needs to end > Oh you don't need to know  
City has gone into a spin/marketing campaign needs to end > City is focusing on looks not substance.  
Less emphasis on cops and safety  
More on kid safety (over crowded schools and closed libraries)  
Closing of n'hood libraries frustrating  
Next NRP > More for youth  
Equity for North Minneapolis  
What can the City do?  
Get rid of the word City > I want to know who to contact  
> Get rid of 311 b/c the don't put a face on for city and no accountability



## Mill City Museum Community Engagement Discussion

(2/5/07)

### Why are we here?

Concern about future of neighborhood groups and their role in decision-making

CE Report ignores neighborhood role

Safety & future of W. Bank School of Music

### What can the City do to help you better participate in decisions?

Put a process in place that actually engages the community (20 minutes of input is insufficient) and use the neighborhood structure that exists.

Respect and honor neighborhood work on and decisions about issues like zoning and neighborhood planning.

Examine the need for all of the commissions and eliminate redundancies - get down to essentials.

Help organize inter-neighborhood meetings (info sharing mtgs to benefit neighborhoods)

Support neighborhood orgs. Including financial support

Reject broad district model because doesn't engage as many volunteers.

2nd layer of bureaucracy is a negative

Strengthen investment in NRP process - and continue it for 20 years.

Strengthen CE

Don't continue NRP past 20 yrs.- Should be self supporting

### What is working now?

People know who to call (out to neighborhoods and in to city)

Neighborhoods are geographically based >strong, clear

Some city council members do come out to neigh. and invite engagement

NRP funding is working.

311

NRP validates residents concerns for their neighborhood.

Avoids top down

Voice is heard through current system.

Report places citizens in reactive mode. NRP allows neighborhood initiatives to move up the ladder.

The neighborhood initiative is working

Neighborhood is quicker to notice and respond to changes in population and other local issues and respond

Geographic-based-small is a virtue; multijurisdictional is a virtue

Implementation funding has leveraged millions of dollars and volunteer hours and has successfully addressed local problems.

### What needs to change?

Slow down process on notification - need longer lead-time

City should come out to find out how to help orgs. Be more inclusive.

Info from city - needs to focus more on quality rather than quantity.

Criteria (CDBG) for funding doesn't meet the needs in the neighborhoods.

Need more education & outreach around elections.

Council member should inform about priorities and upcoming decisions so the neighborhood can discuss and weigh in.

Organize and lobby

City's website needs overhaul -

- 1) Search function is ridiculous
- 2) Connection to neighborhood organization's needs to be stronger
- 3) Better explanation of how neighborhood organizations relate to City Council

Problem of Representation

Need a better process to inform citizens of neighborhood

The CE Report is an example of the problem

Don't see empowerment and ownership by neighborhoods in the city's analysis -

Neighborhood accountability

Neighborhoods and citizens need power to make decisions that matter.

An example: an imbalance of power. Decision of the Neighborhood can be summarily dismissed.

Neighborhood organizations need to be validated that they matter

One funding source of non target Neighborhoods.