



PORTLAND ENGAGEMENT PROJECT

Listening to All Portlanders

It's Been 50 Years...

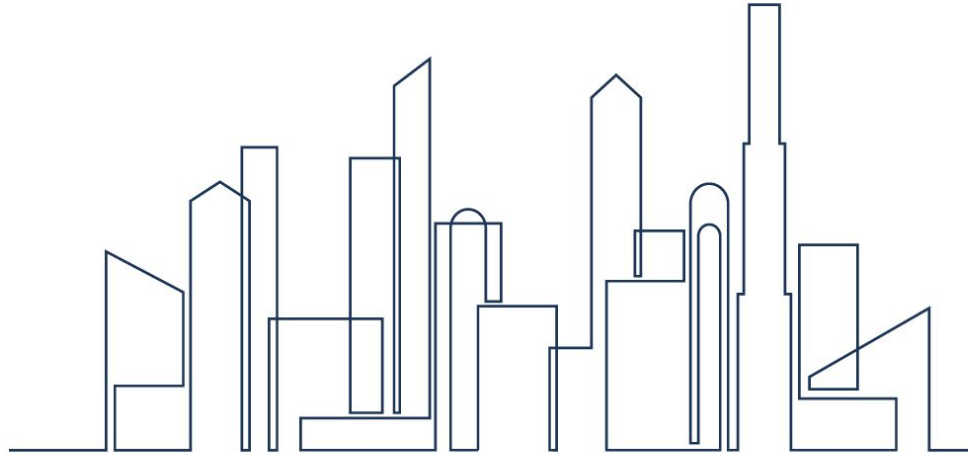
— — —

1974. That was the last time our City created a fresh framework for civic engagement.

In 2023, we're still using that framework. Sometimes it works. Too often, it doesn't. Most Portlanders are not engaged with City government.

Our city - and our world - are different now, and will keep evolving. In order to make Portland inclusive, equitable, and future-ready, we need to understand why and create solutions to make it easier for everyone.

Let's be ready for the future with an evolved framework that works for all Portlanders, today and tomorrow.



How can we shape Portland's future together?

— — —

Portland's Office of Community & Civic Life is leading a multi-year reimagining of community engagement.

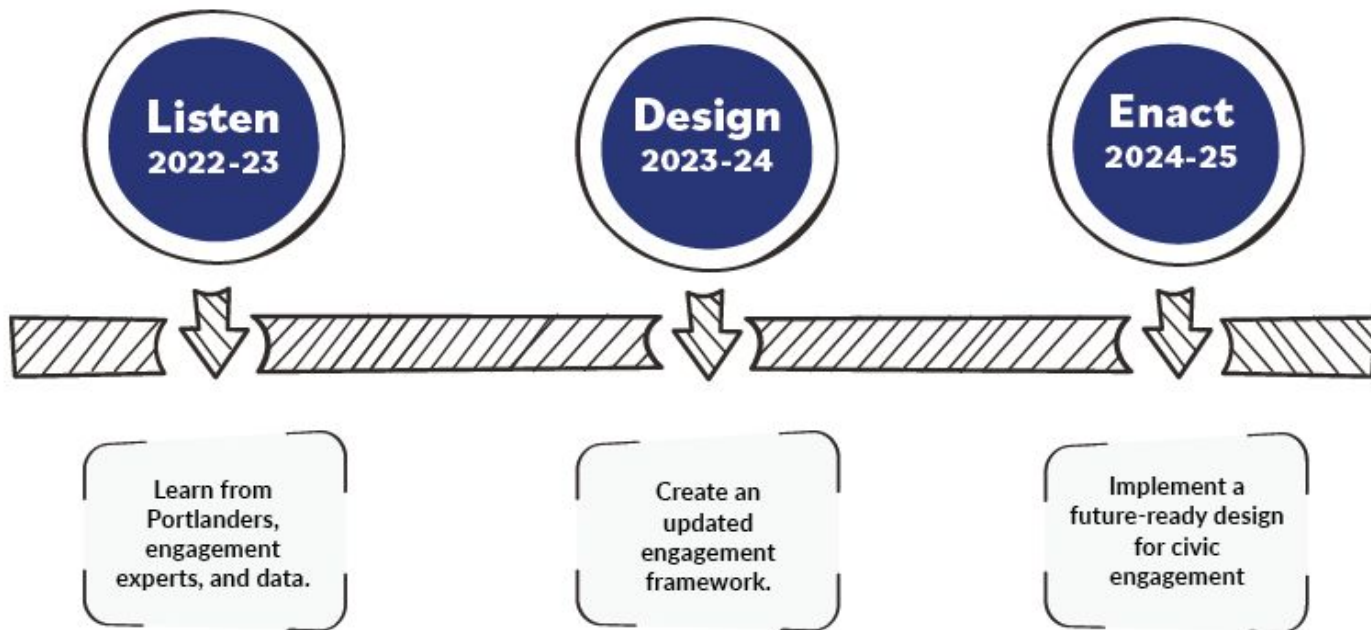
Our goal is to create a city that's truly connected and responsive to ALL its people.

Civic Life is inviting all Portlanders to shape the design of a more equitable community engagement model to solve issues of today and into the future.

The Portland Engagement Project (PEP) is designed to hear from all Portlanders, to learn how the City of Portland can build upon existing successful engagement practices and improve civic processes.



PEP Timeline



2022-23: Listening & Learning

We'll start by listening to you, capturing your ideas, and discovering the truth about what works.



Let's Do This!

How It Works

Listening Session Agreements

1. Share your perspective on each of 3 questions.
2. The facilitator's job is to help everyone's voice be heard.
3. Be future- and solution-oriented.





**If you need to tell the City something
or get information from the City,
are you happy with your options?**

1. If you need to tell the City something or get information from the City, are you happy with your options?

Yes, I know the options and I'm happy with them	2
Not sure, I don't know the options	22
No, I know the options but they could be better	34

If you need to tell the City something or get information from the City, are you happy with your options?

— — —

Reasons why/why not:

- I feel like it goes into a bottomless pit .. I get a 'received' notice .. but no action
- Do not like. Send in email and get no response or don't get questions answered
- I get agency speak and no action or we don't have funds and revert back to agency speak.
- There is no clear location for this on the website. I would like more visibility for communication both ways.
- They never answer our direct questions and always beat around the bush. Never get a direct answer
- Very few times does anyone respond directly to us. Usually a staff member tries their best to give an answer, but not detailed enough.

If you need to tell the City something or get information from the City, are you happy with your options?

— — —

Reasons why/why not:

- No - many forums like this occur but no solutions suggested by the community are enacted. Recommendations are ignored or brushed aside
- PDX reporter makes it easy to report an issue but without my regular PEMO meetings I would not have any feedback.
- Don't listen.
- Don't trust the city to really care about our needs they have their own agenda
- Not clear who to go to which bureau
- People who can call you back
- they don't take recommendations from people who work in the community
- a clear contact list from each bureau on who to contact with concerns
- there is not much access and I have no exposure to them
- changing dept names - accountability
- confusing websites
- getting the run around



**What is your idea for how the City could
communicate better with you?**

Idea = positive suggestion for change

*"I hate getting
paper mail."*

This is not an idea.

*"Portland
should have a
skywriting
airplane!"*

This is an idea!



2: What is your idea for how the City could communicate better with you?

— — —

- Honest feedback, transparent communication and stop skirting the questions.
- E-mail & sms
- Communication through mailers, email/newsletters, text campaigns and social media.
- Quit referring to us as "out there" or "you people"
- at a minimum, an open forum board .. on line .. it could be confidential .. but have the questions/suggestions posted with response or POC.
- District or neighborhood offices - this has never been done in Portland (sorry PEP there has never been a community engagement process)
- The city should have documented how it with resident and if questions where answers to satisfaction
- we used to have a magnet that was offered at block parties in August! listed pOC's and numbers
- How about regular meetings with neighborhood associations where we could ask questions, or maybe send questions in advance of the meetings.

2: What is your idea for how the City could communicate better with you?

— — —

- Clear ways of communication with timely responses
- The city should have a central group that manages outreach and communications with residents that span all parts of city operations
- Budget hearings and community workshops
- Email
- PSA messages
- Electronic news hub - all bureaus/depts press releases and a uniform City calendar of public events
- The best idea is to have more and better representation for all neighborhoods. That will be addressed by the charter reform and local offices for council representatives
- Adding an option for languages other than English to attend
- I would like brochures with city bureaus names and personnel/ who to contact with issues. Please explain acronyms (these can be handed out at community events and street fairs/meetings) Simple language preferred

2: What is your idea for how the City could communicate better with you?

- More facetime with elected officials like Town Halls on a regular basis
- Emails to neighborhood and social sites
- Social media as effective for general announcements
- Community meetings funded by city
- Help in building bridges with active non profits
- Each condition of neighborhoods puts out monthly concerns for neighbors. what latest communication from city. Fund NA general meetings one a year
- Email notice (or next door) for city council topics. Push out information don't expect us to possibly find it
- Checkbox selection of topics of interest newsletters. City-wide, by district, by agency, by language
- Do communications how I get my news. email, next door, etc. I choose what type of news I want to get direct messages tailored to my interests
- Email community meeting
- Because of war people came from ethiopia but the gov is not help anything especially housing or jobs
- By sending news magazine website
- More govt officials in East Portland
- Support our small community
- Languages for smaller community, more advocacy, reaching out to communities

2: What is your idea for how the City could communicate better with you?

— — —

- more grant, sponsorship to communities
- I would like a more diverse leadership
- Actually call back
- zoom meetings
- if mailed it needs to stand out (hot pink paper?)
- be reflective mirror my concerns before you start your political spill
- send a text
- newsletter
- have a channel with recorded messages, town halls, etc
- have contacts with the police
- don't send me an email
- community meetings
- mid county memo - type of publication to inform
- city reps go out to neighborhood associations
- a clear contact list from each bureau on who to contact with concerns
- more language access
- test for emergencies not for ongoing matters business

2: What is your idea for how the City could communicate better with you?

— — —

- short to the point
- paper mail - flyer postcards - no envelopes
- come to our neighborhood listen
- talk with us not at us
- come to our center
- talk to us more after by sending more flyers or by coming more often to our community
- community member led city of portland liaisons
- city of portland recognition of the number of people and diversity so much compared to west side
- Talk less listen more
- how do you find out about east portland newsletters, my neighbors don't
- billboard notice about east portland

2: What is your idea for how the City could communicate better with you?

— — —

- hazel wood community meetings
- more community meetings in person
- mailers with info about those meetings
- emails about meetings
- online meeting too
- email residents
- billboards
- social media
- nextdoor
- it seems like civic life makes all the rules without neighborhood involvement



**How would you like to be involved in
the City's decisions and direction?**

3: How would you like to be involved in the City's decisions and direction?

— — —

- When the decision is made the community member were allowed to be a part of the city final plan.
- voting .. first .. but input from stakeholders and residents. At this point, I'm not sure anything I suggest is heard. Sorry
- we want to be involved in decision making before decisions are made!!! the discovery process is very important to hear. what we know in our own neighborhoods is very important and should be heard
- Survey and polls
- I applied to be on the reorganization group and was not selected and then received a less than kind email about the decision....in the future, honor people stepping up and talk with them and why they are volunteering...RESPECT.
- Testifying a City C isn't always possible .. there are limits, access limitations .. etc. I do like email input .. but is it really listened or read?

3: How would you like to be involved in the City's decisions and direction?

- Members of the East Portland Resilience Coalition participate regularly when offered the chance to contribute ideas to City bureaus. However, there is little reporting back from bureaus. The best group of staffers who model good community responsiveness is the Portland Clean Energy Fund staff. Also EPAP members regularly advocate on City issues. This takes a lot of volunteer time that most people don't have.
- Truly engage the stakeholders and residents before implementation of procedure changes allowing collaboration with the public rather than dictating policy or actions.
- Have more opportunities to meet with staff and less surveys
- Through electronic polls
- Community meetings and events
- City projects require neighborhood and adjacent landowner engagement.

3: How would you like to be involved in the City's decisions and direction?

— — —

- Have city officials come to community events - set up booths and communicate with the people
- decisions made before input from 'hoods.
- Pros and Cons of decisions that are on the horizon
- Have city officials come to community events - set up booths and communicate with the people
- The City should come to us earlier in the process because it feels the decisions are already done before they engage the population. X 2
- The City should be proactively engaging community, getting feedback, what's happening, and then making decisions. That is not how this city runs.

3: How would you like to be involved in the City's decisions and direction?

— — —

- **Make me king for a day**
- **Extend testimony time limit to 4 minutes. Keep people informed in a timely manner**
- **I want to be involved in positive planning with actual results. Not always after the fact or complaining**
- **Hybrid meetings**
- **Surveys to be done on our own time**
- **Have local commissioner offices in neighborhoods**
- **Know where to go to communicate**
- **Use community hubs**
- **I want to be involved when I know that; 1. the issue hasn't already been decided and the meetign isn't just lip service. 2. action will be taken, we are tired of endless studies. perfect is the enemy of done**
- **Conferences reaching out + close participation in their meeting, talking to commissioners what they have done**
- **Attending city meeting and events**
- **Be a part of any city organization in the neighborhood**

3: How would you like to be involved in the City's decisions and direction?

— — —

- The government will be hearing connected meeting with different community
- given polls/ surveys
- community listening sessions
- give incentives for attending NA meeting, daycare, free food
- listen to homeowners and pillars of the community, our elderly
- I'd like more transparency and communication w/neighborhood stakeholders
- be appointed to some kind of Board I am free
- Pay attention to our concerns for our community. basically helpless community meetings
- We want to feel valued, heard and included
- come to our meetings
- \$ we need funding for communities and neighborhood
- listen to residents + followup with action
- just like it use to be coalition be meeting with all the chairs and interrogated
- quarterly neighborhood meetings ot listen to residents
- followup is missing
- followup on communications
- followup with action

What's Next?

Online Survey - through April 30

pdxengagementproject.org

Listening Events & News

pdxengagementproject.org

Engagement Summit - April 27-29

Hear from subject matter experts

Listening Report Public Review - July

www.portland.gov/civic/portland-engagement-project

Design - 2023-24

Implement - 2024 and Beyond...



Listening to All Portlanders

Now through April 30
PDXengagementproject.org

Spread the word

Tell your neighbors to join a listening session or complete the survey.

Partner with us

Lead your own listening session or share the survey with your audience.

PEP News and Updates

— — —

PEP Website

www.portland.gov/civic/portland-engagement-project

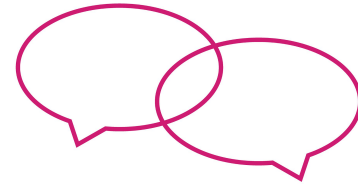
Civic Life Newsletter & Social Media

www.portlandoregon.gov/civic/78721

Questions?

Call 311

Or email civiclif@portlandoregon.gov



PORTLAND ENGAGEMENT PROJECT



OFFICE OF
**Community
& Civic Life**