

Section B

Opportunities for Public Engagement

One of the adopted policies in Plan Tucson is that the City shall: "Offer opportunities for productive public engagement in City policy, program, and project initiatives from the beginning of and throughout the planning and decision-making process."

What City program or process can you think of where better opportunity for public engagement needs to be developed and communicated? (Responses have been organized by topic — most mentioned to least mentioned)

I. Planning and Development Services

Land Use/JDC/Zoning - suggested areas for improvement

- Committees writing code need to reflect a balance of viewpoints
- Documents need to be available in a timely manner
- Notices sent out should be written for layperson understanding, sent to the correct addresses (this may be fault of neighborhood associations or OIP records not being current), give adequate time for citizens to be able to respond
- Citizen feedback needs to be utilized and concerns addressed as staff works through any permitting process

Code Enforcement

Citizens feel shut out when offering to assist beleaguered staff in various ways

II. Boards, Commissions, and Committees (B/C/C)

Need to evaluate the 16 Boards, 17 Commission and 25 Committees listed on p. 3.54 in PlanTucson, asking questions, such as:

- What is its purpose? Is it relevant today?
- With whom does it interact? Mayor/Council, City Manager, department head?
- How do its members get selected?
- How do residents know of vacancies and get the opportunity to be considered for service?
- What training is provided so that members, chair and staff work most effectively?

III. Department of Transportation

- Some City-RTA-County projects which used the Citizen Task Force format have troublesome histories; property acquisition process has been confusing
- Staff seen as lacking transparency and responsiveness to Advisory Committee or neighborhood expression

- Concern that restricting design planning, such as that for the Streetcar, to one-quarter mile radius rather than to one-half mile can result in negative impacts on neighborhoods whose residents never have any opportunity for involvement
- Desire for input on public bus routes and stops

IV. Means to Better Communication/Problem Solving

- Invite the best minds in the community to meet to address on-going problems, such as homelessness, particularly looking for public/private partnerships
- Better visuals for public understanding during Mayor/Council Study Session
- Solving playground equipment problems at parks to prevent law suits
- Use social media, outreach to multi-family units, libraries, bus shelters, etc.
- Request that Police attend to high incidences of break-ins and general property crime

V. Office of Integrated Planning (OIP)

- Logical site for a designated ombudsperson since public sees OIP as its access point to City administration
- Possible site where citizens can meet with staff from a variety of departments, breaking down the silos and run-around which citizens may get when trying to transact business or communicate about an issue which involves more than one department
- Desire for OIP to lead by example: the process of establishing OIP work priorities needs citizen involvement. "Unfunded mandates" get dropped on OIP regularly. How are these "high priority" current events to be melded with longer term priorities, such as assuring implementation of PlanTucson?

A final note: TRRG members have been participants for years. What we seek is "PRODUCTIVE PUBLIC ENGAGEMENT" from the beginning to the end of planning and decision-making processes when appropriate.