

## Section D

### Building on Strengths — What to Continue or Expand

#### City Administration/Citizen Participation

- Ordinance No. 11228, Tucson Code Chapter 2, Administration, Adding Article III, Public Communication, Community Engagement and Integrated Planning Sections 2-45 through 2-47, passed by Mayor/Council on Dec. 9, 2014 mandates that the City Manager ensure that Mayor & Council intent is carried out; use full-fledged stakeholder identification and inclusions of stakeholders in communication plans and work programs.
- Formation of OIP-TRRG Committee "Developing the Keys to Collaboration Playbook." The resulting document is to be used to improve the function of working groups, such as existing Boards, Commissions and Committees (B/C/C's), and internal/external interactions of city staff.
- Formation of OIP-TRRG Committee, "City of Tucson Open Government Portal" to provide public input into improved technology for better communication

#### City Government Administration

- Fill the vacated position in the City Manager's Office to focus on process improvement in City government
- Adequately staff the Office of Integrated Planning so that it can continue to be a citizens' access point for City troubleshooting; expand the Office to include an "ombudsperson" for citizens who need help negotiating their way through processes that affect their homes and their businesses.
- Long range planning for transit needs with consultant Jarret Walker
- Parks and Recreation plans for landscape up-grades and leisure classes be carried out
- Interim City Manager Martha Durkin's visibility and participation at Mayor/Council meetings and committee meetings is a welcome precedent

#### Citizen Participation

- City Charter Commission is a model for other B/C/C's on how to function and interact with the public
- Citizen involvement in the City Manager and Police Chief search process should lead to identifying other City administrative positions which merit citizen advisory participation in candidate selection
- PlanTucson was written by the people; now citizens need to be involved in its implementation and evaluation for progress; Environmental Justice, as rated by STAR, and neighborhood service areas are two topics of specific interest

#### City Administration/Citizen Participation/Neighborhood Enhancement

- Formation of a TRRG Code Enforcement committee to work in collaboration with the Code Enforcement Administrator to explore ideas of how to improve function
- Formation of OIP-TRRG Committee, "Neighborhood Services Enhancement," to address the fact that neighborhood services have been decimated in recent years

- Neighborhood association yearly newsletters sent out are appreciated, but there is a need for more frequent distribution to keep neighborhoods healthy and informed
- Environmental Services providing adequate roll-offs for neighborhood clean-ups
- Educational pamphlet on how to report graffiti put in water/sewer/ environmental service utility bill; good avenue for other Code Enforcement topics
- Downtown Saturday Night and other family recreation opportunities build community spirit
- Tucson Police Department organizing a citizen volunteer group to assist them; need for other departments to pursue the same avenue (willing citizens to help PSD's Code Enforcement, for example)

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**A final note:** This, in no way, is a comprehensive list of what works well in City of Tucson government at this time. TRRG did no systematic evaluation or survey to generate the items included. It does, however, reflect what some TRRG members thought of when asked to identify good things happening in Tucson. Many of them are recent initiatives which TRRG members perceive as harbingers of more good things to come.

### **Concluding Observations**

On June 20, 2015, Tucson Residents for Responsive Government held a special event, "Mr. Ortega, meet TRRG." Twenty five Tucson residents chose to give their opinions about their current impressions of the State of the City of Tucson (COT) government administration. Results from four different measures have been compiled in this document.

Four recurrent themes are evident:

- TRRG members want the opportunity to be part of the solution to their perceived COT problems.
- The Office of Integrated Planning is seen as the most positive and promising COT administrative unit for public engagement.
- Code Enforcement is a top priority for TRRG members who wish to see Tucson's appearance improved.
- Decisions made by the Planning and Development Services Department and the Department of Transportation have the potential to have a major impact on surrounding residential areas. Both departments mandate public processes. The result? Too often the project proceeds on what is perceived as a predetermined course, and the public is left disillusioned and distrustful.

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 June 2015