

Neighborhood Based Organizations Interview/Discussion Groups/Issues

City Outreach

Too Much Information
<ul style="list-style-type: none">• Sometimes the flow of information is overwhelming• Too much is sent out. We spend a lot of time cutting through the fluff
Provide All Information, With Ability to Filter
<ul style="list-style-type: none">• Send more information rather than less• Don't predetermine what might be of interest• Let community members pick and choose what they're interested in• It would be nice to separate issues that pertain to my area from all the other emails I receive• Present information specific to areas to help us weed through everything• Be short; give links – a condensed treatment• Have brief notes from the breakfast meeting with the Mayor posted on the website• Create a friendly, viewable source of items on upcoming agendas on the internet—let people know of the option to give opinions early• Push notification out and let us choose what we want to receive through RSS feeds and other tools.• When we had the oil spill the city tried to use community councils to alert people. More communication was needed up front. The spill was at 9am and it took until 5pm to hear anything.• When presenting things, maybe the city can present or acknowledge other points of view.• I feel like I have to dig to get info
Communication Strategies - Electronic
<ul style="list-style-type: none">• The City may rely too heavily on email• Use Twitter and Facebook. This will get information directly to people instead of being filtered by someone at the meeting• Create a Google group page to have a uniform way people can get information• Titles need to be more captivating with the subject line. "Notice of Public Hearing" does not peak interest• Provide a website portal to host all community council websites• I love the record of decision emails I just started receiving• You could get information out by conducting web-based surveys.• Simplify the web page. Have links like "what's new" or "City Departments." Have web pages for Community Councils.• Use listserv• Use Council email updates

Communication Strategies – Non-electronic

- Most people prefer “snail mail”
- We currently get our information from TV and newspapers
- Open houses are not effective; the word doesn’t get out, therefore no one goes
- Open houses are valuable but they are not always at feasible times. Maybe hold one on Thursday evenings and another on the weekend
- The open house system isn’t working. The planners lack background information on the issues
- Utility bill insert could be better used
- Include a basic information sheet with utility bills once a year that includes information about where things are on the website, contact information for the Mayor and Council Offices, Also include contact information for Community Council Chairs and a “cheat sheet” of who to contact for different city services
- There are lots of volunteers available to help disseminate information
- Put public comment period on the top of the council agenda
- Use the water bill to get information out about getting involved.
- How often does the Mayor get out and tell people what issues are important?

Communication Strategies – Local organizations

- Establish relationships with leaders of existing organizations and they will carry the message
- Use Mestizo’s Coffeehouse and Mestizo Institute for Culture and Arts, especially their Facebook page
- Include organizations like Friends of Liberty Park, Lions Club, food coalitions, religious groups, minority groups, and senior retirement institutions
- Use other resources to spread the word - soccer leagues, food and business networks
- Send things through school community councils

Communication Strategies – Bilingual

- Increase the availability of information for Spanish-speaking constituents

Communication Strategies – Miscellaneous

- There are different audience segments. The City needs to use different communication methods to reach the different segments
- The City hasn’t put together a communication plan. There isn’t one cohesive thought on information sharing
- The City needs to distinguish between information and communication
- Unless the city defines communication boundaries, information will continue to spiral out of control
- Use less lingo and city-language to describe issues. Anticipate that people are listening to the items for the first time and may not be familiar with city jargon
- When you really want our feedback tell us specifically
- There is much information that is not getting communicated properly and timely
- Use media to get information out
- There should be consistency in the way the administration and community councils communicate. Every council district page is different from the others.

- How do you balance electronic communication with traditional mail?
- Any changes need to be started by the Mayor and his staff
- The city should do a post-mortem on the Yalecrest Local Historic District process to learn where the failures and successes were.
- City policies about notices don't work, or are not being attended to.
- City staff needs to know what they are talking about. I go to open houses and ask questions and the response I get is "I'm not the planner for the issue. He's out sick today" or "I don't really know much about this."

Are We Listening?

Yes/Positive Comments

- The City does a better job than some give them credit for
- As a community, the Avenues is well-informed about how to voice their concerns
- People think that anytime they deal with the City it is going to be a fight and are surprised when they find the City might agree with them
- Paying your water bill and any communication with Public Utilities is "Frigging awesome." They are very helpful with any kind of question
- The Mayor has worked hard to spread information and be accessible
- The Mayor seems real and open
- Yes. The administration is genuinely trying to make changes happen
- City officials are patient with those that are extreme and deal well with community council chairs who are trying to deal with extreme portions of their membership
- City officials sit on non-profit boards. This helps them stay informed.

No/Negative Comments

- The perception is that the City does what the City thinks is best for the area and does not listen or consider input from the community
- Feeling is that community council input is being done away with
- The general public does not feel that government is listening
- People in our community do not feel that City government is listening to them, whenever they call the City, they get the run-around; get passed around from department to department. Nothing ever gets resolved
- It seems that the City is going out of its way to be officious
- When the community council votes against something and the City goes against that vote, why didn't the City pay attention to our opinion?
- There is a lack of transparency regarding the alcohol ordinance
- "Political policies" sometimes make it hard for employees to clarify and explain
- People feel "blocked by bureaucratic channels." Meaning information given at meetings is phrased in a way that can make people feel like the City is working on something, but keeping the citizens at arm's length
- Employees appear to be unhelpful or not willing to find solutions
- The City does not follow through

- Follow-up isn't the best
- When we call for help no-one shows up or calls back
- No, people are unhappy with the recognition ordinance changes. They don't like the short notice for public hearings or changing the requirements to notify community council chairs
- The appearance that parts of the decision has been made prior to public comment leads several to believe that government is not interested in their thoughts or the public process
- Perception is that decisions are made on the basis of who will sue
- There is a concern that the City is making it harder for citizens to give input
- Are refugees even on the city's radar?
- We would like earlier notification and more detailed information on local development projects. We didn't hear about the Marmalade project until we saw bulldozers
- People feel angry, frustrated, bitter that the City has not invested on a larger scale on the Westside
- In order to get information I have to tell someone I'm interested.
- If it was more clear who to contact in the City on specific issues, there might be more reinforcement of feeling that the government is listening
- There is a strong perception that the Mayor doesn't really want to hear from us; it's all for show
- People feel their questions about Community council changes are being deflected at the Mayor's Breakfast
- City staff isn't helpful all the time.
- Is the city aware of the intercommunication going on between community councils and neighborhood associations?

City Support for Communities and Neighborhood-based Organizations

Support – Funding / Other Resources

- More financial help with mailings
- Opportunity to make copies or mail postcards with City resources
- Pay for Community Council meeting notice mailings
- City council help with fundraisers, or publicity on website
- Provide funding for festivals or grassroots efforts
- Perhaps make computers available for Chairs
- Provide grant money for special projects such as infrastructure improvements, parks, education, and special events
- Distribute funds to community councils based on populations
- You need to consider how funding will change the relationship between the City and community councils
- The city could help with grant writing and guide neighborhood-based organizations to

grant opportunities

- Give community councils yard signs they can put up to advertise their meetings so that more people are aware

Support - Staff

- Create a staff position designated to serve in an advisory role to the community councils to help increase awareness of the community council and its activities
- The Mayor's liaisons are great. They take abuse, get answers, and bring good information
- Having a Mayor's Office Community Liaison at our meetings is great. They bring specific information to us, and they are open to questions. We could take greater advantage of the community liaisons
- Mayor's office liaisons function well. They inform community council of issues, and collect input on pending city decisions
- Mayor liaisons are not effective at neighborhood meetings. The information they share could be emailed instead of having them announce it. The liaison's roles don't allow for progress to be made and they are not actively engaging with the community
- Have a City Council office representative at meetings (either staff or elected officials)
- Enhance the visits from City staff to obtain input. Visit all the community councils regarding issues that have city-wide impacts prior to the information going to a deciding board
- Have a person from the City immerse themselves into the lifestyle of the Westside to build better relationships/understanding. Longer-term sustainability rather than short shots. The relationship needs to be consistent because government leadership is constantly changing
- Dedicated interface with the City liaisons to present City issues at meetings and listen to input

Support – Elected Officials

- Utilize the Mayor and establish a campaign to get involved
- It is always the elected official's job to know how relevant a neighborhood based organization is
- Our councilmember is great—always helps resolve issues/concerns
- If Council Members were regularly attending community council meetings, it would feel more like government was listening
- There needs to be better cooperation between community councils and the [City] Council members
- Regular attendance by City Council person to listen to the community's issues
- Councilmember updates are helpful and seem to be a good way to get information to spread

Support – Information

- Provide email lists to community councils
- Share information
- Send out newsletters to all residents within the boundary at least twice a year
- Seek to ensure accurate information is distributed so that good comments can be

received

- Provide material with enough advance notice of items to allow community councils to address issues at their regular meetings
- When the City makes a presentation, they should not present as if an issue is a done deal or already decided upon. This puts people on the defensive
- We used to mail meeting notices to everyone and then were told we could only send to 500 people. Now people complain we aren't notifying them of our meetings.
- Maybe "how to" templates could be posted on the web as a resource guide for community councils
- The current ordinance is broken

Support – Miscellaneous

- Provide permanent places to hold meetings where [community councils] don't have to compete for space
- Be active
- There is a lack of trust between the city and community councils regarding information sharing.

Expectations

- Expect civility and collaboration
- The city can't expect consistency because of the independent status of each neighborhood-based organization
- We need a basic dialogue of mutual expectations
- As independent organizations, the city shouldn't impose too many expectations on community councils
- Respect, listen with an open mind, and be willing to compromise
- Provide Community Councils a checklist of items for them to work on. Give them a task
- Tell Community Council where the city wants their help
- Get a response from community councils even if " we [community councils] don't have time"
- The City should know that Community Council chairs are acting on behalf of their community councils rather than just individuals
- If you want interaction with us make us feel like our opinions are valued
- The City needs to acknowledge the community council powers
- [The City needs to] make sure to implement suggestions from community councils
- When we were working on our community council web page city IT staff told us we couldn't do some things. We found we could do more with our own separate page.

Community Council System and Responsibility

CC Purpose – General

- To establish their mission statement into their roles
- Some feel community councils are special interest groups. They are a special interest group for their neighborhood and residents

- People don't have time to keep up with city council (weekly meetings); they can afford one evening a month
- Community Council chair's role is to facilitate and get feedback, not to do votes
- To provide a strong organization that enhances lifestyle and property values
- Serve as a non-profit organization that supports and interest that comes from the community
- For long term residents, it is a feeder system to running for City Council
- To represent residents. They currently don't represent businesses

CC Purpose – City and Neighborhood Link

- A place to spend time with government in a meaningful way
- Act as a conduit for public feedback to the City to help city make a decision and for City information to get the community
- Community network integrating
- A bridging institution between government and public life
- Be a link between City government and the community
- They act as the liaison between residents and the City administration
- The recognition ordinance is a commitment in City code to seek out neighborhood input, especially in land use issues. This requires accountability for developers and cities.
- "A bunch of citizens giving advice"
- Represent specific neighborhood concerns to the city
- To seek out concerns and issues of the neighborhood and send them back to the City
- To provide two-way information so the City can find out support, or lack of support, on issues
- To funnel issues of the community, put a strong voice to the issue and add knowledge of the local people. Then to bring the issue well defined to the City
- They find out the community's majority and minority opinion on issues and feed that information to the City
- Promoting connectedness, security, sympathy
- There needs to be clarity on how much influence and feedback from neighborhoods make a difference on City initiatives
- Community Councils are partners in the city process, we need to be helpful and not an obstacle
- Encourage participation with the City and the community council
- If you want a representative group, go to the community, not to the city

CC Purpose – Information Exchange

- A place for people who are not familiar with government to have a conversation that's safe
- To empower the public and help them to have a safe voice
- Community Councils are the most important part of democracy. Through them, the public begins to understand that individual voices are important, but you have to be vigilant

- Provide a public forum
- To find out what is going on in the community and being able to relay information to the community
- Disseminator of information out to the neighborhoods
- Depending on how open and diverse the community council is, it serves as a place to go for information
- To pass on information important to your neighborhood
- Work with other community councils to share information
- The best neighborhood based organizations can offer is an open and welcoming place to come share ideas and opinions
- Ask who is this mailing list reaching? People move and the list gets outdated quickly

CC Responsibilities

- Community Councils should respond in a timely manner
- There should be two-way communication throughout the process
- Community Councils should offer ways to solve problems
- They should provide input and feedback
- Community Councils should inform the City of what they're doing
- Community Councils have power in that they can give input in the initial portion of the process
- Community Councils need to understand that the elected officials have the legal obligation to decide
- Focus the attention on "how we become a great neighborhood" instead of complaining
- Be aspirational instead of reactionary
- Require visits from developers
- Community Councils can't make anything happen
- Community Councils have more power to obstruct
- If neighborhood associations form, they need to be involved in the larger community council system, and it is the chair's responsibility to keep all groups within the community council up to date on issues
- Fairness of issues and objective thoughts
- Conveyance of the full picture

CC Structure and Organization

- The City should decide how it wants Community Councils structured and find a way to empower them
- Give Community Council a clear description of what they are or are not when it comes to decision-making on City issues. The City needs to set limits on what a Community Council's role is or is not in the process, and let Community Councils know what those limits are
- The city can decide what they need to do their job and the neighborhood-based organizations can figure out how to respond under this structure
- The City and neighborhood organizations have to recognize their separateness. They are separate organizations with separate purposes

- The general public has no clear expectations of community councils or the city. Even our neighborhood trustees don't know the mutual expectations
- The recognition ordinance lays out expectations and makes community councils independent organizations community councils should be careful about having too many expectations for the City, for fear of losing their independence.
- There isn't a top down solution to strengthening communities. It is a grassroots effort that the City needs to encourage
- The City should not set a size restriction
- We have bylaws but they need to be updated
- The ordinance should have the community council put into their bylaws that they must hear voices from the minority and majority population for a better balance
- I don't think we have bylaws
- Have all neighborhood-based organizations obtain their own 501(C)3 status
- Taking away the smaller neighborhood councils loses the breadth of public involvement
- Community councils should be whatever they want to be
- Develop consistent rules for application across the board. Some community councils have a way of operating as a corporate structure within a democracy, creating confusion
- Community Councils are independent organizations
- Some Community councils perceive themselves not as a partner in city government, but as an adversary to city government
- The system needs to allow for community councils to expire when the community support for them no longer exists, as well as to reign in large community councils
- Would larger councils be better?
- Fewer community councils would make it easier for the City to attend all of them. This would be more effective and the City could get a better sense of what is going on
- Change the community Council structure
- Community Councils have a range of activities and should be nimble enough to act when needed. Some Community councils are so large and complex they can't act quickly on anything.
- Community Council Chairs are not a substitute for the Mayor and/or council
- The current structure leaves out people who work or can't hire a babysitter
- Community Councils are very hierarchal
- How Community Councils are set up in the code is reflective of who created them
- Maybe the LDS Church assumes the role of Community Councils in terms of people networking and socializing with neighbors
- For some community council councils it is very difficult to get something on their agenda (need to talk to the board three weeks before the board meeting, then wait an additional two weeks for the community council meeting)
- Look at how the city utilizes the downtown association. Maybe that model will work with other organizations.
- There needs to be a structure

Coalitions or Other Organizations

- Review the role of the Salt Lake Community Network. Define how they participate and whether or not their role is necessary, or if it challenges the community council's bottom up purpose in transmitting thoughts
- The Salt Lake Community Network is rich with knowledge and a very valuable resource
- The ability to work with other chairs through coalitions is nice

Involvement in City Decision Making

Participation

- An average of 5 people attend community council meetings
- Involve all ages. Work on projects that involve teenagers and children
- Not enough attend community councils. Those who do attend already know what is going on
- Empty meetings are about 15 people, crowded meetings are 100 people. 30 people is normal
- Offer food and great programs to encourage attendance
- Rose Park community council has tried to be inclusive. They want more people to get involved, but don't know how to do it
- Several people are involved via electronic or phone means, but may not be attending meetings
- Avenues Fair is a good way to reach out to greater community
- Continued involvement is difficult, since people attend when they are specifically worried or supportive of an issue
- Seek public minded, not issue minded people. This will improve attendance/participation
- Only a small group of people are involved. How do we overcome apathy?
- A good program encourages participation
- There is a segment of the population you can never reach (homeless, abuse, those in survival mode)
- Break up the insular group consistently forging the efforts of the few instead of listening to the whole
- Democracy is run by the people who show up, and it's not many who show up
- Increase advertisement?
- Participation has been low since being told by a City council member at one of our community council meetings that our input wasn't needed
- A lot of people don't know about community councils
- There is a core involved but there is little opportunity for new people to provide input and feedback
- The number of people attending a Community Council should not be the determiner of whether or not that Council is effective
- Lack of attendance is not a sign of weakness, rather it should be viewed as an

opportunity for improvement

- [Community councils] are doing our best to be “representative” and trying to get people out to meetings
- There is a small percentage of the population that have agendas and portray the issues/information how they want to
- Some people perceive that even if you get involved, your input doesn’t make a difference. It does take time to make a difference
- You need to build trust one person at a time
- Citizens budget their time and attention to community councils, not to a different process (e.g. open houses)
- People involved in the community Council system are busy bodies and complain too much

Diversity

- Have more diversity on City boards and commissions
- Have more diverse faces to increase the feeling of inclusion
- We need capacity building for Indians to feel able to participate and recognize their need to participate
- Organizing geographically is good for neighborhood integration, but a more effective way to start would be to engage the refugee community by populations
- Greater Avenues Community Council reaches out to those who are alienated
- Search and utilize graduate students at the U of U to become a part of city boards and commissions
- Need to find ways to reach out better to younger, transient community

Training

Topics

- Education on how to organize
- Training on how to conduct meetings
- How to involve all community members
- How to share information
- Training for new community council chairs once a year. The training should include what planners need to come to community council meetings with, and what issues from the City go to the community councils
- Explain how city ordinances work
- Educate people on city processes
- The community doesn’t know enough about the system to give input
- Education community on civics 101
- Models for more inclusivity
- More outreach in diversity
- Teach people how to use the city’s website
- Create a handbook of essential information

- Teach people about funding and grants available (CDBG, CIP, etc.)
- There is little opportunity (or education) on how to even get on a community council agenda, and how to address issues of concern
- It is helpful to have a resource that can assist with education and organization of efforts
- More education needed. We get our information from the newspaper.
- If you email more than 500 people you need a separate server otherwise it will be marked as spam
- I'd like tech assistance on how to get mass emails sent without being marked as spam
- Project development process
- Utilize block captains

Venues

- Have a round table discussion so different organizations can discuss how they can help each other
- Have conferences to help facilitate cooperation between the various neighborhood based organizations
- Use leadership training offered by NeighborWorks Salt Lake. Some community leaders have participated and have gained more confidence and give them the opportunity to grow as a community leader

Businesses

- Community businesses are important to the neighborhood and relationships are helpful
- Community Councils have power and they don't want to lose it. Businesses don't have any power so any changes to the current system that are made are welcome
- Businesses need to be equal with residents
- Business operators need to be included in the system
- [Community councils get] views from residents, but they should also get input from businesses as well
- It seems that small businesses are being heard more by the City than the residents, but the small businesses do little to promote ride share or carpooling, reducing the effects of small businesses on neighborhoods
- Many business owners feel that community councils are notified about business issues but the business community isn't notified as well. Our neighborhood business district initiative should help with this problem, as businesses start working together.
- Businesses do feel that they are at a disadvantage to community councils who can pull together to support or oppose something the city might be proposing.

How do you get your information from the city?

Traditional

- Word of Mouth
- Door hangers

- Notification on the information boards at City libraries
- Attending meetings
- Activity-specific campaigns
- Gossip tree
- TV news broadcasts
- Newspapers
- Radio (KCPW)
- Smaller community groups within the larger community
- Barber shops and Salons
- Resident liaisons
- Community centers
- Rumors
- People rely on personal relations to get information. A lot of people don't have those relations

Traditional (City-Related)

- Councilmember newsletters and updates
- Public notices
- Monthly meeting with Councilmember
- Mayor's breakfast with Community Council Chairs
- Mayors Liaisons
- Press releases
- Direct communication with elected officials or City staff
- City mailings (regarding planning issues)
- Hard copy of agendas through mailing list provided by the Mayor's office

Electronic

- Listserv emails
- Email
- U of U and SLCC emails
- Twitter and Facebook
- City website
- Hot topics on city website

Organizations

- Through the neighborhood-based organization
- Existing clubs
- Announcements at church
- Schools/ PTA
- Personal membership in various organizations
- Community Council newsletters

How would you prefer to get information from the city?

Traditional
<ul style="list-style-type: none">• Door hangers• TV and radio• Newspaper• Many community members would prefer snail mail notices• Residents like some type of notification such as letters• Some identify “trusted” leaders that they talk with about community issues• Minority group newspapers• Literature that can be handed out at Church or barber shops
Traditional (City-Related)
<ul style="list-style-type: none">• Utility newsletter• “Snail mail” from the city (paid for by the City)• Councilmember updates• From a trustworthy confirmable source, particularly a City official• A unified source of information from the City• Does the Mayor have a weekly address?• Do an expo where every current city project has a booth so the community can come and get all of the information they need• The community needs to hear different points of view. Maybe host conversations where there are different people representing different sides of the issue giving short presentations.
Electronic
<ul style="list-style-type: none">• City’s website, if easier to navigate. It is difficult to find information on specific issues• Email• Email is as good as anything, but if it is really important do something to designate it as something other than “business as usual”
Organizations
<ul style="list-style-type: none">• Personal presentation to organizations• Faith-based organizations• At community council meetings not open houses• Meetings with heads of organizations• School community councils• Through the Utah Refugee Services Office• Link with non-profits. Wouldn’t it be different to tap into advocates to help get city info out?

What issues are you concerned about?

Public Safety
<ul style="list-style-type: none">• Crime / Safety• Speeding• Gangs• How the City can help with gang awareness• Graffiti• Cultural competency training for public safety officers• Good police coverage
City Processes
<ul style="list-style-type: none">• How the City makes budget decisions• How tax money is used• Even handed decision making• Notification to residents on changes to city code (process seems to be limiting requirements)
Land Use
<ul style="list-style-type: none">• High density development• Planning / land use• Building and zoning• Long-term planning
Economic
<ul style="list-style-type: none">• Contract opportunities• Jobs• How easy is it to do business downtown• Business accessibility• Business opportunities• Housing• Discrimination in jobs and in housing
Education
<ul style="list-style-type: none">• Schools• Drop-outs• Careers
Open Space
<ul style="list-style-type: none">• Parks• Park usage by dogs• Dog parks
Quality of Life
<ul style="list-style-type: none">• Parking• Noise• Street lighting• Sustainability• Pollution

- Quality of neighborhoods
- Explanation of late hours parking enforcement
- Street beautification
- Property rights to enhance neighborhood
- Garbage along the Jordan River
- Historic Preservation
- Food and health-related services

Miscellaneous

- Issues involving fraternities and sororities
- Logistics for large funerals
- Libraries
- Public meeting spaces
- Youth assistance
- Special events information
- Skateboarders
- Soccer complex

Wish Lists

Business Wish List

- A clearly stated and publicized vision of where the City plans to go with regard to local business and how they plan to get there, along with a top-down effort across city government to bring that vision to fruition
- Bottom-up education of City employees concerning the reasons for that purpose statement and the value of locally owned independent businesses to the local economy; city employees should regard locally owned businesses as valued customers who collectively represent the economic backbone of the city
- An umbrella Purpose Statement at the beginning of the City's zoning code that appropriately supports and describes the value of local business
- An effort to embed language from that purpose statement into the zoning code at all levels
- Adoption of the draft commercial zoning guidelines which we have been discussing, so the City can align property owning community to improve their own businesses, engage in constructive partnerships with the city through Local First programs, and thus have a positive impact on the local economy
- Promotion of unique neighborhood business districts in City publications and website, similar to Tacoma. Local First would love to partner with the city in these efforts; our expertise in organizing, branding, and educating fits perfectly and we would love to be a part of this effort
- Appointment of an ombudsman (this is already done, I believe) and intensive education of this person(s) on the necessity of thriving local business to the economy. Also,

intensive customer service training for City employees who interface with the public

- A place for a Local First staff and board member on the Business Advisory Board and inclusion of Local First in efforts to sustain the business community whenever economic policy decisions that affect local business are contemplated and wherever organizing, education, branding efforts are needed
- Proactive policies on Local Business issues; this might take the form of City/Local First Partnerships to nurture and sustain locally owned independent businesses in Salt Lake City and cut the cycle of boom and blight that is so common in business nodes whether on Main Street or in neighborhoods. To do so would greatly improve the economy as a whole. One idea is a partnership between the city, the SBA and bank(s) to grant loans to businesses trying to buy their buildings. There is legislation along these lines before the legislature in the state of Washington
- Support for Local First so that we can continue in our educational, organizing, and branding efforts throughout the city. Education of the public about the value of locally owned businesses to the economy and the community is vital since increasing public support of local business has been shown by study after study to be pivotal in improving the overall health of the economy, not to mention the vitality of the community as a whole
- Review how policy changes affect the process
- Consider the small items that really damage or delay the movement and progression of small businesses (e.g., grease traps)
- Consider the success of the applicant, rather than the absolutes

Community Council Chair Wish List

- Come to community Council meetings instead of using open houses
- Better definition of community councils
- Regular attendance by City Council person to listen to community's perspective
- If the City continues to utilize open houses, they need a clearer schedule. They need to do all they can to let people know about them ahead of time
- Some smaller community councils don't have the participation they need to be effective. In order to improve attendance, the City could designate a staff member to serve in an advisory role to the community councils to help get a formal newsletter going, and help contact businesses to help pay for the newsletter costs. Another option could be to have a tech person available to help with setting up a Google group site if the community council wishes to have one
- Permanent place to have an office to hold meetings. A place they don't have to compete for space
- More financial help with mailing (or maybe we should be raising our own money?)
- Better training for chairs
- If community councils are to have a "consultive function" in planning, they should be indemnified by the City
- Intern
- Purpose statements for ordinances (talk about ordinances in context)
- Information about what is going on in other community councils

- Website portal to host all community councils
- Hold more than one Open House (i.e., Saturday mornings, Thursday evenings)
- A reliable contact person
- More information on the process and follow through with various involved parties
- Update Master Plan of East Bench Corridor
- Access to a website where the community council can post agendas
- A detailed Channel 17 programming schedule on City's website
- Quarterly postcard to members in the community
- Notification when a business license is issued
- Better access to staff
- Receive information from staff sooner
- Notification when a unit is sold

Community Leader Wish List

- Review the role of the Salt Lake Network—define how they participate and whether or not their role is necessary
- Place the record of decisions on the web page
- Develop a close relationship with the media
- A clear description of what Community Councils are and are not when it comes to decision-making on city issues
- Look for projects that make sense for the city and University to do together
- Staffing positions to help keep channel of communication open and help present issues to the community
- Give the community councils a grant with compliance measures