

PORTLAND TRANSITION TEAM PUBLIC COMMENT REPORT

Date range April 1st – April 30th, 2024

From April 1st through April 30th, the Portland Transition Team received a total of **10** public comments through our online comment form, via email and verbal public comment. **0** out of the **10** comments were submitted on behalf community-based organization(s). To date, we've received **2,669** public comments during the transition of Portland's city government.

Raw public comments received during April 1st through April 30th.

Raw Public Comments

I cannot find what I'm looking for. Add a worked example of ranked choice voting to the Transition webpages.

Page 2 – As per what the Salary Commission learned – elected officials do not have job descriptions. Therefore, it seems prudent to avoid labeling anything as one of a new Council member's "main jobs" and, more generally, to avoid possible "overpromising" about what new councilors will do. Maybe replace that verbiage with something like: *Councilors can talk more with constituents*. Or since constituents is kind of wonky perhaps: *Councilors can talk more with people in their districts*.

Page 2 – Show six rather than six columns in the ballot graphic to avoid possible confusion with other references to being able to rank up to six candidates. Understand the space limitations, but consistency between RCV ballot graphics and what the ballot will actually look like seems prudent.

Page 3 – Even with a magnifying glass looking at a print out of the comics page in the 4/2 meeting slide deck, I can't read this text. A general question, though, is whether getting into the 25% election threshold topic essential? If retained, this page does seem like it could trigger follow up questions, so perhaps include a QR code to a webpage with more details? (I do see a QR code on page 2, but that looks to be how people can find out what district they are in.)

Page 4 – Replace the "Our Parks Need..." with "For Example, Parks Need..." Parks are a good example, but clarifying that it is just one example seems prudent.

Page 5 – Replace the Mayor's "I think we need a bigger parks budget" verbiage with "The parks budget needs adjustment". I understand that language is clunkier and there is probably

better wording. But it seems prudent to avoid giving the impression that a new mayor will increase the parks budget or that this comic is implicitly advocating for a larger parks budget.

Page 6 – Understand the interest in the “work better for everyone” clause but concerned that the “for everyone” is overpromising or could be a red flag for people who did not vote for M 26-228. Just saying “building a government that will work better” seems less vulnerable to criticism while still getting across the point that governance will be improving.

Thanks for the chance to review.

Suggestion: Have City Offer Budget Overview Sessions to Candidates

I write to suggest that you recommend that the City Budget Office offer, on a couple different dates if possible, a session to provide city council and mayor candidates with an overview of the city budget, including but not limited to those services and programs funded through the General Fund and those funded through various restricted funds.

I would foresee this being a high level review, not a detailed review of the budget item by item. I would expect the latter to occur after the election.

It would also be helpful if this provided information on revenue sources, fund balances if any, and so on.

I would like to report a hate crime towards me based on the one of the authority made me public for his political advances. now everybody taking advantage of this gmke. the authority telling the lower people how to come and play a game with me the authority putting my life in danger. stop using me for your political advances or i will take a lawsuit against you based on my country of the origin.

Transition’s presentation “**Shaping Future City Council Operations - Community Presentation**” listed a number of “Key Questions for Community to Shape City Council’s work” (page 6). The first two questions (see below) are part of the far larger question about how Portland can improve civic engagement going forward:

What is your experience accessing or contacting city council members?

What are some challenges you face when trying to engage in or stay informed about topics you care about most?

In my last email I mentioned I would follow up with further thoughts on this important topic.

I encourage GTAC/Transition to think broadly about what “civic engagement” can and should be. Envision a broad strategy and evolve that strategic over time focusing on a clear understanding of objectives, requirements and priorities.

Successful engagement with supportive processes/tools provides the opportunity to capture and leverage stakeholder input to the annual budget process; whether with participatory budgeting or not.

Slide 9 (see below) raises a couple key requirements/questions which the strategy must address:

How do stakeholders become **aware** of matters **relevant** to them?

How are stakeholders aware of who/how to contact such that their comments get to the appropriate officials/staff.

Reasons and Ways to Engage Future Elected Leaders



□ How are stakeholders made/become **aware** of matters **relevant** to them in a timely manner

□ How are stakeholders aware of who/how to contact such that comments get to the appropriate staff

Source: Shaping Future City Council Operations – Community Presentation

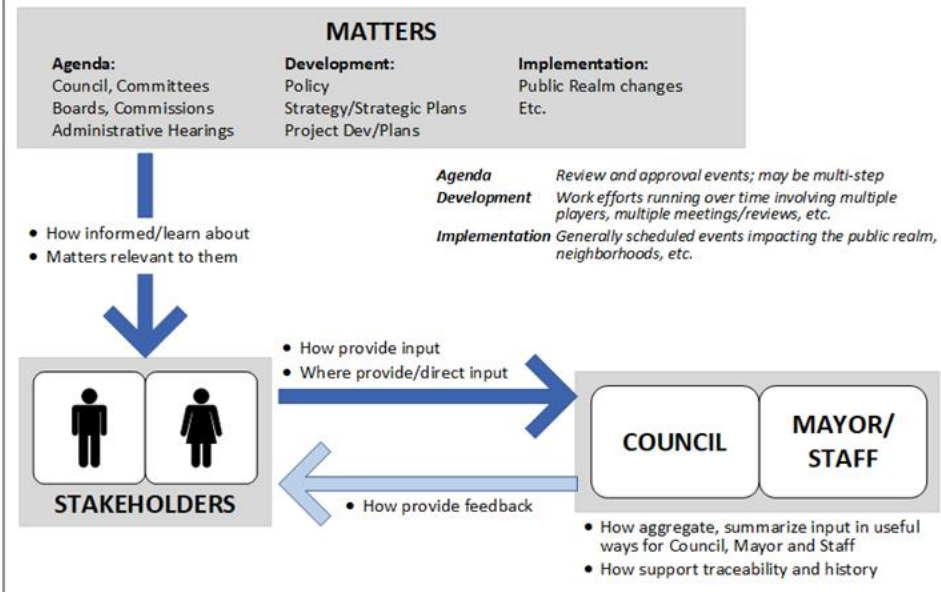
Civic Engagement can/should be viewed more broadly that just matters before Council/Committee meetings and Council and city-hosted meetings, events and surveys. The next slide presents a possible scope of the civic engagement landscape. In addition to showing the two previously mentioned requirements: **how learn of relevant matters** and **how/who direct input**, I would like to suggest the eventual solution includes such matters as:

Agenda matters before not just Council/Committees, but Boards, Commissions, Administrative Hearings, etc.

Development efforts re policies, strategies/plans, projects/plans, etc.

Planned **Implementation** effects that effect the public realm, etc.

SCOPE OF CIVIC ENGAGEMENT



Technology can be a major enabler if such a strategy is developed. AI tools for civic engagement are emerging.

I am not suggesting that the city try to attempt all the above at once. The City should develop a vision for an end-state and a phased implementation strategy informed by a clear process and technology strategy.

The appendix below provides further thoughts about current state and possible future state. The future state discussion attempts to provide further details that should be thought about (whether discarded or not) and to animate the “art of the possible.”

Regards,

APPENDIX

1.0 Current State:

Currently, it’s difficult for stakeholders to be aware of issues, matters, etc. coming up for deliberation/action that are relevant to them unless:

They know how to navigate portlandoregon.gov.

They avail themselves of new outlets (that report), whatever mailing lists the city uses (they are subscribed), and/or knowledgeable friends, neighbors and colleagues, etc.

City legislative actions (Council as well as boards and commissions) are scattered across portlandoregon.gov as are the city’s myriad of work streams (managed out of bureaus) that are spawned to assess needs/issues, develop proposals, seek comments, develop

plans/strategies/codes, etc. All of which is relevant to varying constituencies but difficult to find, follow, engage and provide input unless they are “in the know.”

Council will only hear from those who attend meetings (assuming they are aware of those relevant to them) and make calls/send emails/comments online (assuming they are aware in time, of matters relevant to them)

All the above applies to the myriad of boards and commissions and the matters they review, approve, etc. Many of the matters that go before these entities can be relevant to stakeholders (e.g. building permits, Design Commission reviewed projects, etc)

Many times there is little/no advance warning about the planning for and timing of bureau projects (e.g., any kind of projects affecting the public realm, etc) that can impact neighborhoods and therefore limit ability for stakeholders to provide input.

Presumably, the new Council members will want to know the input from their stakeholders not just on agenda items, their own meetings, etc but from issues/complaints re city constructure, etc. in their neighborhoods.

2.0 Possible Future State:

Following are thoughts about a future state that could evolve over time to broadly address civic engagement (informing, receiving input, directing input to appropriate individuals for review/action):

Matters stakeholders may want to provide input

Relevance of matters stakeholders

Methods of stakeholders providing input to Council and staff

Two perspectives of facilitating stakeholder awareness of relevant matters

Thoughts on leveraging technology to support civic engagement

2.1 Matters stakeholders may want to provide input:

There are many kinds of matters that stakeholders may want to be aware of, participate in and provide comments that a strategy/solution should address:

Issue (unique to individual), 311, etc.

Matter before Council, Committee, Board, Commission

Policy drafting, comment, approval

Ordinances

Strategies, Programs, Projects

Code changes

Contracts

Taxation

Budget

Priorities (input)

Comment on drafts

Bureaus (projects, etc. bureaus conceive, schedule and launch). Included but not excluded to: plans, construction projects, building permit requests, etc,

Budget & Finance: Revenue & Finance, Business Ops, Disability/Retirement

City Operations: Asset Mgmt, Fleet/Fac, HR, Security, 311, Equity/HR, Procurement, Tech

Comm & Eco Dev: BDS, BPS, PHB, PP, Permitting Auth, Spectator Venues

Comm Safety: Comm Safety Bus Ops, BED, BEM, PFR, PP

Public Works: BES, PBOT, WB, Nat Res

Vibrant Comm: PPR, Childrens Levy

Portland would be unique if it had a robust civic engagement platform supporting this breadth of matters. Clearly, the level of effort to support all such matters is significant, the question is why would the city not want to support such a scope in the fullness of time?

2.2 Relevance of matters to stakeholders

The city's strategy/solution should facilitate informing stakeholders of matters of most interest (relevance) to them. Two key perspectives:

Location: Inform/engage stakeholders on those matters in/near location(s) of interest; for example:

Neighborhood(s)

Radius from an address (e.g., home, business)

Topics: Subjects/topics of interest. These should a thoughtful set of easy to understand keywords that cover the various services/programs provided by the city as well as kinds of efforts (e.g., strategic plan, etc).

Portland would be unique if it had a robust civic engagement platform that proactively informed/ facilitated residents knowing just those items relevant to them verses them having to wade through everything.

2.3 Methods of stakeholders providing input to Council and staff

Platforms displaying matters should have an option for stakeholders to submit feedback and that feedback would be directed to:

Council members of district and/or all council members

Applicable offices/bureaus and designated staff members

Phone calls, emails; issues:

Who to contact (best contact) and how on a matter

What happens with communications, logged, summarized by topic, etc.

Attend meetings

Council, Committee, Board and Commission meetings

Council member, Executive (Mayor, bureaus) organized meetings (e.g. district meetings, neighborhood meetings)

Meetings organized by others that Council members, Mayor, bureau staff attend

Issues

How stakeholders know about meetings (topics, timing)

2.4 Two perspectives of facilitating stakeholder awareness of relevant matters:

There are two perspectives which the city should support stakeholder awareness of relevant matters

PULL - Stakeholder/business searches for what may be of interest

PUSH - City proactively informs of matters coming up

2.5 Thoughts on leveraging technology to support civic engagement

2.5.1 Technology Support for PULL:

Pull defined as stakeholder/business having to search for matters/meetings of interest [Portlandoregon.gov](http://portlandoregon.gov) should be organized for intuitive search for meetings and “work threads” of interest. Currently, items are scattered across portlandoregon.gov with no intuitive way to search for matters of interest.

Centralized (common user interface) meeting/agenda solution providing:

Meetings (past/present/upcoming) of :

Council, Committees, Boards, Commissions

Informational/work sessions hosted by bureaus

Other jurisdiction meetings of interest (PPS, Metro, Multnomah County)

Provide

Agendas

Agenda packets (e.g., presentations, documents, etc)

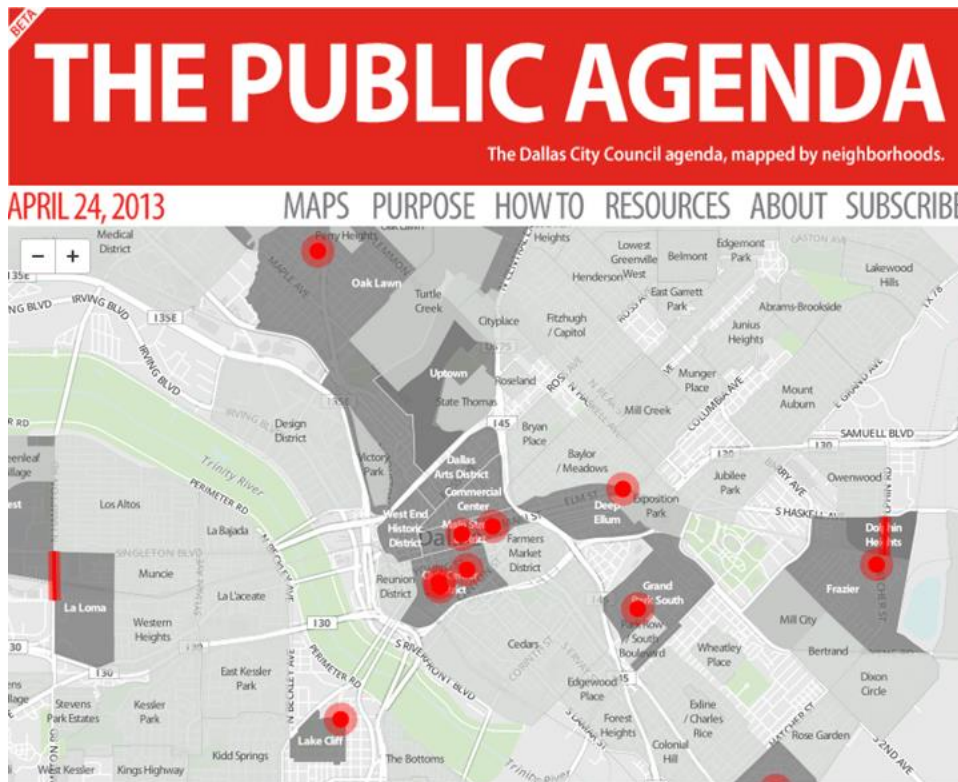
Minutes

Videos

I cannot judge the flexibility of the city’s web infrastructure to support the above. There are other solutions; e.g., Granicus’ Legistar that can be used for Council, its committees and all boards and commissions. However, unclear whether it could support the functions outlined in this paper. However, it would centralize all legislative matters across all city bodies into one solution.

Visually display matters relevant to the stakeholder on a map. 10 years ago, a non-profit in Dallas developed the web-based “**The Agenda**” (see diagram) which displayed all agenda items on a map, be it a specific location or construction project of given length. From there the stakeholder could click on an icon and see the agenda item and then send a comment to their council member. Unfortunately, it died due to lack of public interest and support from the city. The opportunity is that the stakeholder could visually see what might be happening in their neighborhood. There are many other considerations but wanted to use this example to animate the art of the possible.

Unclear if/how stakeholders could indicate they want to submit feedback.



2.5.2 Technology Support for PUSH:

Push defined as the city proactively informing stakeholders of matters/meetings of potential interest to them

Stakeholder repository providing centralized repository of contact and relevance preferences

Stakeholder provided contact information

Select relevance factors

Select neighborhoods or geography of interest (e.g., # miles radius from home or other location)

This provides the parameters for pushing events/information of possible interest to stakeholders.

Methods:

Visual – use of map to provide geographic reference/relevance (see example)

Table

Both could permit:

- n. Selection of matter types, program, bureau, timeframe, etc. of interest causing map/table to populate with all current (within selected timeframe)
- Clicking to see relevant documents associated with the selected item
- Clicking to submit feedback (see 2.5.3)

2.5.3 Stakeholder Feedback

Feedback to Council, Executive/bureaus/staff:

Feedback can be directed to any/all of the following:

Council member(s) of district (specific to stakeholder)

Full Council

Relevant bureaus/offices (specific to item being commented upon) *which means each matter needs to be coded accordingly*

Input includes: contact information (if willing) or sign-on credentials, comments, position (favor/disapprove, 1-N scale favor/disapprove, narrative comments).

Input submitted should be directed to the appropriate individuals as email threads for the given matters and statistics Review and statistics of feedback submitted (#, geographic distribution, position, categories of feedback)

Investigate leveraging AI to interpret/categorize feedback. CitizenLab for example is advertising a solution for use of AI for analyzing civic engagement input/comments. It also has a number of solutions to facilitate civic engagement.

2.5.4 Phasing/Development

The scope of what has been outlined constitutes a significant undertaking and should be pursued in a phased manner due to:

Funds and staffing are limited

Some bodies and matters are of more priority than others

Possible interdependencies with other current/planning IT efforts

Addressing fostering civic information and engagement should be thought about strategically and include how the information about matters/events is collected as well as how the feedback from stakeholders is as seamlessly connected to the city's systems and processes.

There may be opportunities to leverage IT solutions regarding project planning, trouble tickets, etc.

To the greatest extent possible, all bureaus and city entities should leverage the same components (e.g., Council, Boards & Committees; including Prosper Portland.)

Several members of GTAC testified that they had made four recommendations for the future city council. I cannot find them on your website. Can you please send them to me?

I signed up for information about GTAC but your "updates" are after the fact and as far as I can tell do not facilitate proactive civic engagement. For example, you released a news release that says "In March, the Transition Team and Government Transition Advisory Committee (GTAC) hosted community listening session and an online survey about the proposed policymaking process for the future City Council, potential district offices and how the council will operate". Even though I signed up for information about GTAC I did not receive information about the community listening session and survey in advance.

Thank you for information on GTAC's four recommendations that several members mentioned during city budget meetings over the past week.

Hi. Portland City's RCV website shows a useful flow diagram Single Winner Ranked-Choice Voting but shows no flow diagram for Multi-Winner Ranked-Choice Voting. To insert the missing diagram for multi-winner ranked-choice voting, consider using the diagram posted by the League of Women Voters, at <https://lwvpx.org/how-ranked-choice-voting-works/> .

Thank you for your time at the LWVPDX meeting today. I thought I would follow up with some thoughts regarding the discussion about resident engagement with the city.

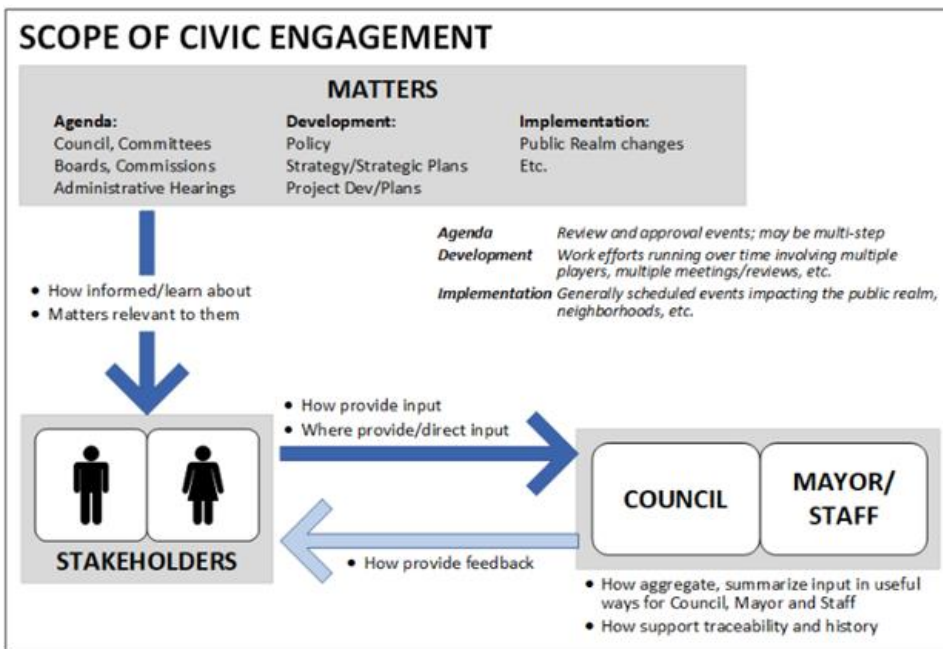
I was impressed with the comments submitted by stakeholders and staff as reported in the **Future Districts and Council Operations Public Comment Report**. I will forward comments to Transition/GTAC at a later date.

Stakeholder expectations for input to and responsiveness with Council and staff appear quite high from the survey.

I sent Transition and GTAC “**Comments on Civic Engagement**” on April 7th; in part suggesting there are two key questions to the slide “Reasons and Ways to Engage Future Elected Leaders”:

- 46. How are stakeholders made/become aware of matters relevant to them in a timely manner?
- 47. How are stakeholders aware of who/how to contact such that comments get to appropriate staff

Following is a figure I included:



The city has a great deal of transition work between now and January, is dealing with financial challenges and a myriad of reorganization challenges past transition that need to be smartly prioritized and managed.

I too have been frustrated by many of the city’s outward facing systems and internal ones projected through your website (Auditor’s eFiles). Addressing the expectations discussed during today’s zoom call as well as the two questions I raised above will, in the end, have to be addressed.

I do not believe “best practice” can be achieved without a healthy use of technology. My Civic Engagement comments are an attempt to get staff to envision an “end state” and evolve there over time; hopefully in a small number of years.

In my prior life, I managed operations and technology rationalization across 60 countries for a part of Citigroup. It’s exceedingly challenging. What Portland has to go through (organizational, process, technology, people) is pretty much same challenges but on a smaller scale. It can’t be done without technology.

I would like to ask about the money comes from the Federal Government for homeless people. I am one of them. I have been homeless for more than a 8 years in and out with no housing help. All goes to Mexican community and African. I want my house or apartment. Don't take advantage of homeless people. Give them the help they deserve for homeless people. What are you doing with the money Ted Wheeler?

I have a simple question as a donor where is my money that I give it to homeless?

Where is the Federal Money for the homeless Big lawsuit from the donor and the homeless community. where is the money coming from the private donors like Nike or Columbia? I have heard the money goes straight to you for your Mexican Cartells and African Gangs. They black mailed you to get the money and give it to them and leave the homeless behind you retards if they had a money for housing, they wouldn't be homeless it will be a big lawsuit form the donors and the homeless people i will be the first one. Good luck Mexican cartel or