

Community Conversations Report

February 10, 2022

Table of Contents

Introduction.....	2-3
Background.....	3-4
Structure.....	4-7
• Public Meetings.....	4-6
• Survey.....	6-7
• Website.....	7
• Correspondence & Promotion.....	7
Findings.....	7-34
• Survey Data.....	7-27
• Public Meeting Feedback.....	27-35
◦ Facilitation Comments.....	29-34
◦ Exit Survey.....	34
Conclusion.....	34-35
Annotated Bibliography.....	36
Appendices.....	37-162
• Appendix A: Community Engagement Survey – Full Responses	
• Appendix B: Public Meetings – Summary Responses	
• Appendix C: Public Meeting Information	
• Appendix D: Exit Survey Summary	
• Appendix E: Public Meeting Facilitation Notes	
• Appendix F: Community Engagement Survey Template	

Introduction

On September 1, 2021, City Council approved Ordinance no. 0358-2021¹ (the Ordinance) requesting the City Manager to convene an initial public engagement session no later than 60 days after the effective date of the Ordinance. The Ordinance requests for the City Manager, with input and participation from citizens, community councils, community groups, and City partners, to develop an additional community engagement plan. The plan will include a timeline and detail the resources required for the plan to be implemented by the City of Cincinnati, including the Mayor, City administration, City boards, Commissions, and Council committees, in order to achieve the policy goals described in the ordinance.

The Ordinance includes an outline of policy goals for increased community engagement, for which the City of Cincinnati will strive, as the City Manager enacts an additional engagement plan. The policy goals include:

- 1) providing, in a democratic and transparent manner, efficient and effective services that will make Cincinnati a better place in which to live, work, and play,
- 2) increasing transparency and effectiveness, improving the quality of government decisions, and enlisting the problem-solving capacities of the general public and organizations outside of the City,
- 3) acknowledging that those affected by local government decisions should have the opportunity to participate in an engagement process,
- 4) allowing for greater transparency and citizen participation, given the dramatic changes in technology, especially through broadcast media and the internet,
- 5) adhering to the previously established community engagement policy as summarized in the City Manager's FYI Memo dated February 26, 2021, including the established role of the Department of City Planning and Engagement, and
- 6) presenting an additional community engagement plan that includes a timeline and resources required for implementation, with participation from community stakeholders.

The Department of City Planning and Engagement has an operational role as the primary facilitator of community engagement activities in connection with city planning, land use, and development-related matters. Through sound planning practices, City Planning and Engagement ensures that our great city is

¹ <https://cincinnati.oh.legistar.com/LegislationDetail.aspx?ID=5119718&GUID=983BB4C1-14F6-4089-BD3A-21B56EF9C9B6&Options=ID|Text|&Search=0358-2021>

enriched with vitality, thrives as an urban center, and is a model to other cities, nationwide. Some of the Department's responsibilities include staffing the City Planning Commission, facilitating and collecting direct public feedback at Community Engagement Meetings and public staff conferences for projects prior to review by City Planning Commission, and developing special plans, including the Comprehensive Plan, Community Plans, Consolidated Plans, and Neighborhood Studies.

The City Manager tapped the Department of City Planning and Engagement to complete an initial engagement session for public feedback about City-wide community engagement to produce an additional community engagement plan, as outlined in the Ordinance. The Department has expertise in regularly engaging in a wealth of formal and informal community engagement activities and frequently providing services to facilitate community engagement for other City development projects. In the Fall of 2021, the Department initiated, planned, and implemented three City-wide, community engagement meetings and a community engagement survey to collect public feedback about City-wide community engagement tools and processes.

The following report represents an update about the initial engagement sessions. It presents the recent background of the project, structure of the initial engagement implementation, and findings from survey responses and meeting feedback, as to be used in informing the development of an additional community engagement plan.

Background

The Ordinance requests the City Manager enact a policy consistent with policy suggestions included in its supplement, Attachment A. Attachment A includes a list of policy goals, definitions, community engagement mission and vision, community engagement principles, and implementation and reporting guidelines. The content reflects an outline of previous resident, City, and City partner feedback from several years of collaboration between these groups. The feedback is intended to assist in mapping the parameters of future, City-led community engagement and citizen participation.

The current engagement policy is outlined in the City Manager's FYI Memo, dated February 26, 2021², including the established role of the Department of City Planning and Engagement, as it relates to development in the City. An additional community engagement plan was requested in the Ordinance so that the City Manager may put forth policies within all City Departments, Commissions, and Boards. Use of the plan will allow for a clearer directive on

² <https://www.cincinnati-oh.gov/noncms/cmgr/memo/index.cfm?action=public.viewpdf&name=41951.pdf>

how the public can engage with City Departments, Commissions, and Boards to share input and feedback.

By facilitating City-wide public engagement sessions and a survey, the City hopes to achieve collection of City-wide feedback from residents, community councils, community groups, and City partners about City-led engagement tools and processes and how to improve public engagement in the City, as a first step in developing an additional community engagement plan.

Structure

The structure of the Department of Planning and Engagement's process was organized into the following major components: public engagement meetings (*Community Conversations*), the Community Engagement Survey, the *Community Conversations* community engagement website, and correspondence and promotion.

Public Meetings

The Department of City Planning and Engagement planned three City-wide, public community engagement meetings, held in November 2021. These meetings were held at almost equal intervals throughout the process: the first meeting was located at Bond Hill Recreation Center, the second meeting was held at Westwood Town Hall, and the third meeting was held virtually, via Zoom. All public meetings were held in the evening. Meeting notes and associated presentations are included as Appendix F.

All meetings were structured to be small group conversations, facilitated, and led by department staff. Additionally, staff collected the small group feedback. The Department of City Planning and Engagement received support from the Department of Community and Economic Development as additional facilitation staff for the virtual meeting, due to the large participant group. Facilitators used the following meeting prompts to engage and collect feedback from residents:

- 1) What does successful engagement mean to you?
- 2) In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?
- 3) In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)

- 4) Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?
- 5) In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?

Below is an outline of the three public meetings:

Meeting #1: Bond Hill Recreation Center - Tuesday, November 9, 2021

There were 23 participants that attended this meeting, with eight Department of City Planning and Engagement Staff serving as facilitators, notetakers, and assistants. Councilmember Jan-Michele Lemon Kearney was in attendance during this meeting.



Figure 1. Community Conversations in Bond Hill. Photo credit: Department of City Planning and Engagement.

Meeting #2: Westwood Town Hall - Wednesday, November 17, 2021

There were 21 participants that attended this meeting, with nine Department of City Planning and Engagement Staff serving as facilitators, notetakers, and assistants. Councilmember Jan-Michele Lemon Kearney was in attendance during this meeting.



Figure 2. Community Conversations in Westwood. Photo credit: Department of City Planning and Engagement.

Meeting #3: Zoom - Monday, November 22, 2021

There were 41 participants that attended this meeting, with 10 Department of City Planning and Engagement Staff serving as facilitators, notetakers, and assistants. City staff from the City Manager's Office, as well as Council Member Jan-Michele Lemon Kearney, were in attendance during this meeting.

This meeting was scheduled to serve those who could not attend the first two, in-person meetings and to provide a virtual option for those who still are not comfortable with interacting in large groups, due to the Covid-19 Pandemic.

A copy of the summary of facilitation feedback is located in Appendix F.

Community Engagement Survey

As another method to gather feedback from the public, the Department of City Planning and Engagement conducted a SurveyMonkey survey, called the

Community Engagement Survey, to collect information about public feedback on current City engagement tools. The survey went live from October 15, 2021, to December 1, 2021. Full survey responses are included in Appendix A.

The survey link was placed on the *Community Conversations* website, marketing documents and emails, as well as numerous social media posts on the City's Facebook and Twitter accounts. The survey allowed residents an in-depth opportunity to provide feedback and comments, digitally and via hardcopy. Hardcopies of the survey were made available at the *Community Conversations* public meetings.

A copy of the full survey questionnaire is included in Appendix G.

Community Engagement Website

The Department of City Planning and Engagement created a *Community Conversations* website for the community engagement project.³ The website served as an initial information point for learning about the purpose of the community engagement project, taking the survey, and noting *Community Conversations* meeting dates.

As a reference resource, the website outlined the background of the request of the Ordinance. Resources and contact information were displayed on this page to guide visitors for comments or questions.

Correspondence & Promotion

In addition to accessing materials on the *Community Conversations* website, the Department of City Planning and Engagement created flyers to promote the *Community Conversations* meetings, including a QR code, for access to the website. Flyers were emailed to the Department of City Planning and Engagement and City lists, such as community councils, community development corporations, and City recreation centers. Weekly email blasts of meeting and survey information, as well as the flyer, was sent out for distribution to the City Manager's Office, Invest in Neighborhoods, and other City partners. The Department of City Planning and Engagement's Facebook and Twitter page were updated, weekly, to distribute meeting information, as well.

Findings

This section outlines the main themes from the community engagement feedback, including the responses from the Community Engagement Survey and the *Community Conversations* meetings. These results are not statistically

³ <https://www.cincinnati-oh.gov/planning/planning-projects-and-studies/active-ongoing/community-conversations/>

significant - the number of responses received do not qualify the data as a sample size that is representative of the City population.⁴ Data shared in the responses is indicative of initial public feedback and may assist the City in their approach as a starting point for more in-depth data collection and analysis in the future.

Survey Data

The Department of City Planning and Engagement received 159 responses to the Community Engagement Survey. The Department utilized SurveyMonkey data analysis tools to highlight data maximums and minimums, rankings, and similarly drawn themes from the open-ended responses for each question, where applicable.

⁴ https://help.surveymonkey.com/articles/en_US/kb/Significant-Differences?uid=RX236wQjbq84UR7XI9xsD_2FThklulmQnzTJD5xe8sOFZvcx17wdCsFL5uXT1fKdbCnSm9jyWOnv7yfSR3_2FoPuH_2BSZp0rfluscF_2FMyKT5Nfhl_3D

Community Engagement Survey

The City of Cincinnati is seeking feedback from residents, community councils, community groups, and City partners about how to improve public engagement in the City, in order to develop a community engagement plan. Community engagement includes methods and processes of communication and convening that allow the City to inform, consult, involve, and collaborate with residents on City matters.

The City will hold a series of public meetings to facilitate small group discussions about current City community engagement tools and associated successes, challenges, and opportunities for improvement. To participate in a feedback meeting and/or for more information, please visit [the Community Conversations website](#).

For information about City Council's request, please visit [Council Online](#).

This survey will close December 1, 2021 at 11:59 p.m. (ET). For questions and assistance, please contact:

*Jesse Urbancsik at jesse.urbancsik@cincinnati-oh.gov, 513-352-4843 or
Ashlee Dingler-Marshall at ashlee.dingler-marshall@cincinnati-oh.gov, 513-352-4854*

Start survey, here!

The following are some of the tools that the City of Cincinnati uses to engage residents:

- Website (cincinnati-oh.gov)
- Social Media (i.e., Facebook, Twitter, NextDoor)
- Email
- City Council and Committee Meetings (in-person, virtual meeting, CitiCable)
- City-led presentations at community council meetings and Invest in Neighborhoods meetings
- Mobile App and 513-591-6000 (Fix It Cincy App/Phone)
- Board and Commission Meetings (in-person, virtual meeting, CitiCable, i.e., Cincinnati City Parks Board, City Planning Commission)
- City-led, community engagement meetings (i.e., community engagement meetings for development projects, public staff conferences for zone changes)
- City-led, special engagement meetings and processes (topic- and site-based public project meetings, i.e., Oskamp Recreation Area Expansion, Rapid Run Park/Dunham Recreation Center Connection, Property Tax Working Group, Police Station District-Five Site Planning)
- Community Budget Requests and Neighborhood Project Suggestions
- Neighborhood Planning Process
- Special events (i.e., Neighborhood Summit, Greater Cincinnati Water Works Events, Neighborhood Leadership Academy, etc.)

Figure 3. Survey Introduction.

The questionnaire included 19 questions, using multiple-choice, open-ended, and ranking-style questions that collected quantitative and qualitative data. The survey intended to gather general information from the public on their experience with and understanding of City engagement tools and processes, as defined in the survey introduction (Figure 3). The survey asked respondents to provide suggestions on existing tools, such as the City website, City social media, City email, and City board and commission meetings. In addition, the survey asked respondents about their satisfaction with their current level of engagement with the City and barriers to becoming more engaged. The last question of the survey was an email list form for inputting contact information

for respondents that would like to remain informed about the project. Over 40 records of contact information were received.

Optional demographic data was collected, based on race, ethnicity, gender status, employment status, and highest level of education completed. Please note that the number of respondents within demographic responses were not large enough to determine significant differences between demographic groups. (For full summary data based on demographic responses, see Appendix A.)

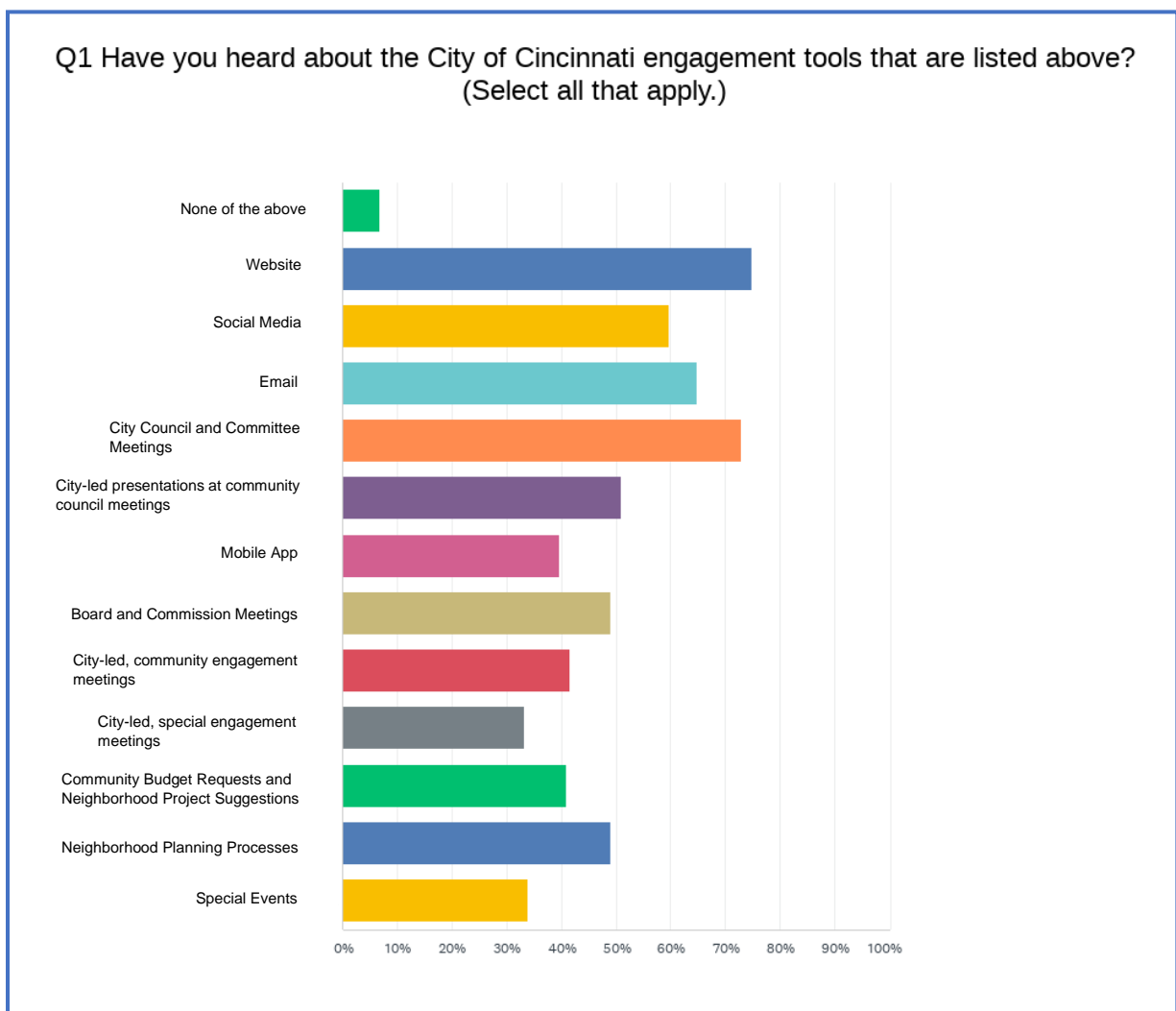
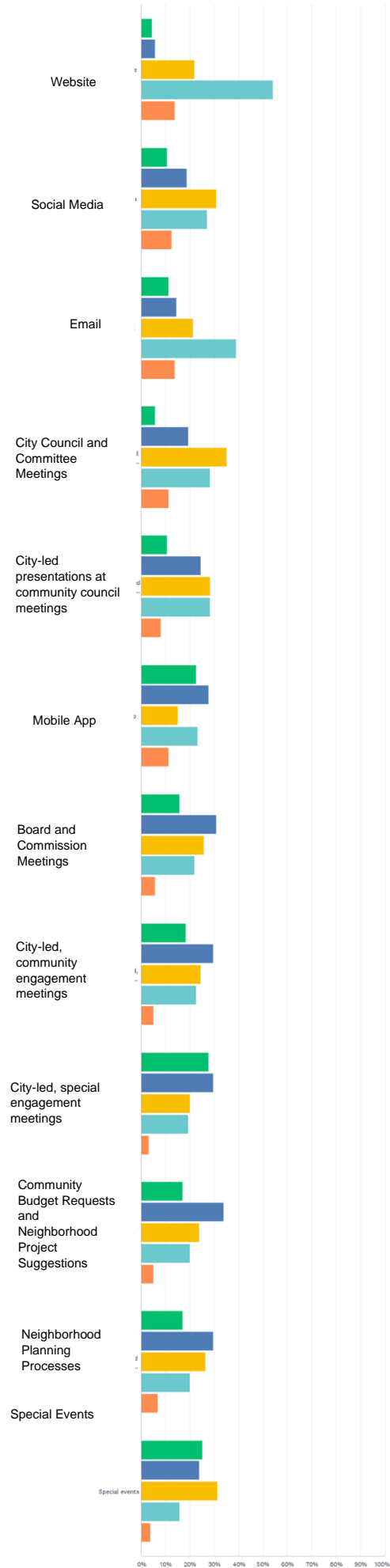


Figure 4. Question One.

Based on the responses for Question One (Figure 4), “Have you heard about the City of Cincinnati engagement tools that are listed above?”, most respondents have heard about the City website (74.84%), City council and committee

meetings (72.96%), and City email (64.78%). Most respondents have not heard about City-led, special engagement meetings (33.33%), special events (33.96%), and the City mobile app (39.62%). It appears that respondents do not understand how some administrative and decision-making processes work, do not know how to get connected to them, and the website is not helping them with those issues. Moreover, events and meetings identified as “special” are either unclear or unidentifiable by most respondents (please note that a description of each City-led engagement tool was provided in the heading text of the survey).

Q2 How often do you use the City of Cincinnati engagement tools that are listed above?
(You may have to scroll, horizontally, to view all response options.)



Based on the responses to Question Two (Figure 5), “How often do you use the City of Cincinnati engagement tools that are listed above?”, respondents use the City website (13.84%) and City email (13.84%) most frequently. However, occasional use of all the tools listed was the most common response. Respondents most frequently said that they never use Community Budget Requests, Neighborhood Project Suggestions (33.96%), and City board and commission meetings (30.82%).

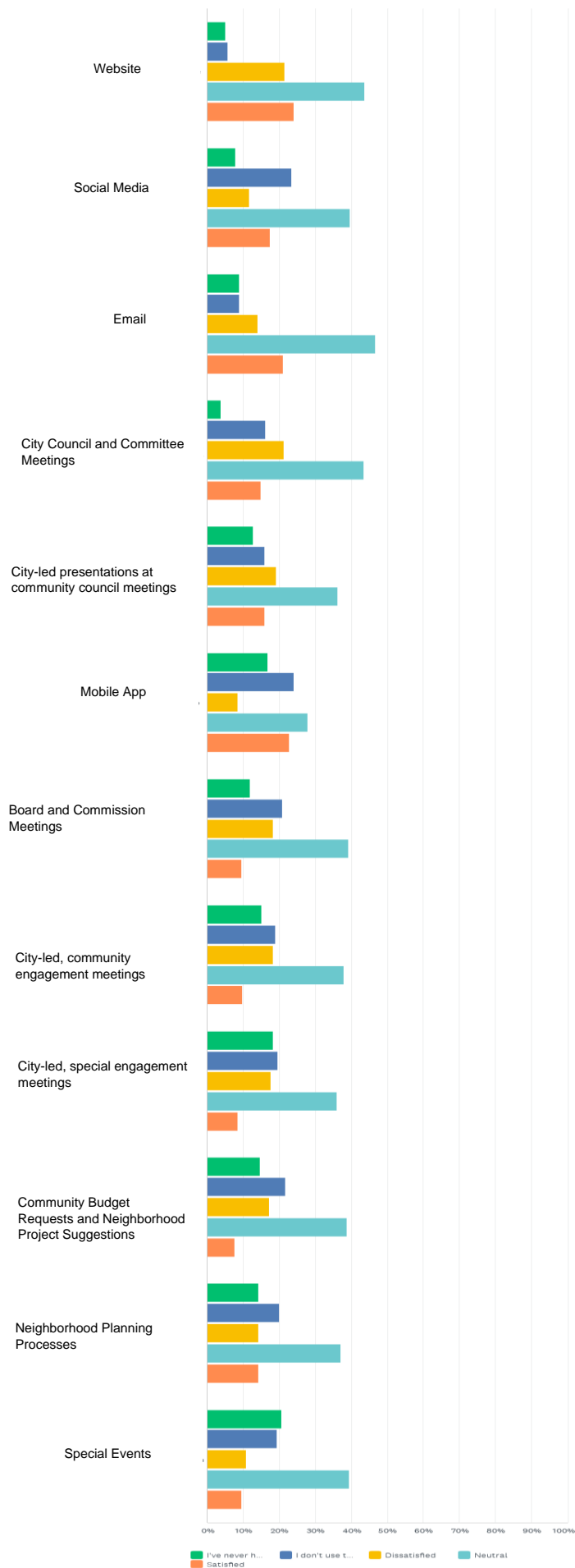
A common open-ended response depicting use of City-led engagement tools is that the information on the City website is difficult to find and hard to navigate, including, “I don’t understand where key decisions are made that I need to be engaged in.” There are comments about using the City website to reference meeting dates, contact information, and general content. Generally, respondents stated that the City website can be difficult to navigate, especially when trying to get an understanding of upcoming events or find event advertisements, from meetings of City decision-making groups to special events. Most respondents do not utilize City social media because it is not their preference or only provides occasional updates that are not timely. Respondents do not use the email option unless they are signed up for the City newsletter or they are attempting to get into direct contact with an elected official. There is a stated aversion to the formality, jargon, and meeting times of the City council and committee meetings, City board and commission meetings, and City-led community council presentations, but most respondents stated that they will attempt to participate when an issue or activity affects them. There appears to be a lack of presence of City-led presentation at community council meetings.

Respondents that use the City mobile app (about 25%) expressed satisfaction for how the FixitCincy program works and the City’s response to inquiries made by the public on the FixitCincy mobile app platform.

Respondents, again, commented that they cannot identify City-led, community engagement meetings or special engagement meetings, including Community Budget Requests and Neighborhood Project Suggestions. They are not sure whether or how the City communicates about these kinds of engagement tools.

It appears that there is an issue of education and awareness of government and administrative processes, and there is a gap between City-led presentations and community councils. Additionally, respondents were not clear about the full scope of events, processes, and calendar of engagement that happens within City neighborhoods.

Q3 How satisfied are you with City of Cincinnati engagement tools that are listed above? (You may have to scroll, horizontally, to view all response options.)



Based on the responses to Question Three (Figure 6), “How satisfied are you with City of Cincinnati engagement tools that are listed above?”, respondents are most satisfied with the City website (24.05%) and, then, the City mobile app (22.73%). Most respondents also happen to be the least satisfied with the City website (21.52%), and, then, with City council and committee meetings (21.43%). However, all tools scored the highest response rate under the “Neutral” option.

Respondents stated that they like the feature of FixItCincy that links to a property history on the online CAGIS platform⁵.

It appears that there is some neutrality about satisfaction with the City website, along with most of the other engagement tools. Additionally, it is not clear whether respondents are aware of and know how to use the CAGIS online platform for its full functionality in querying reference information. There may be a disconnect with the public about the reference tools and information available to them, as well as where to find that information, and most comments refer to website navigation being the source of the issue. Respondents are not satisfied with current structured processes and meetings associated with City community engagement tools, for a perceived lack of productively managed, public input. It is unclear whether an improvement in communication about structured processes and meetings would improve satisfaction.

Suggestions for engagement tools include: 1) an updated approach to communication portals, such as an improved City website portal for mobile phone access and a chat feature for the City website, 2) increased staff roles, which are dedicated to assisting the public in understanding technical information, such as zoning enforcement matters within the Zoning Division, 3) further transparency and feedback about how public input on social media is used, including Facebook and NextDoor, 4) improved meeting management, such as sharing meeting agendas via social media and adding deadlines for changes to agenda materials, 5) transparent and standardized City email procedures, such as faster and consistent response times to email inquiries and increased access to department email contacts for projects, 6) and increased means for group notifications for residents who do not have access to the internet. Most of these suggestions were themed around an expectation of improving customer service in communication delivery.

⁵ (<https://cagis.hamilton-co.org/cagisonline/>)

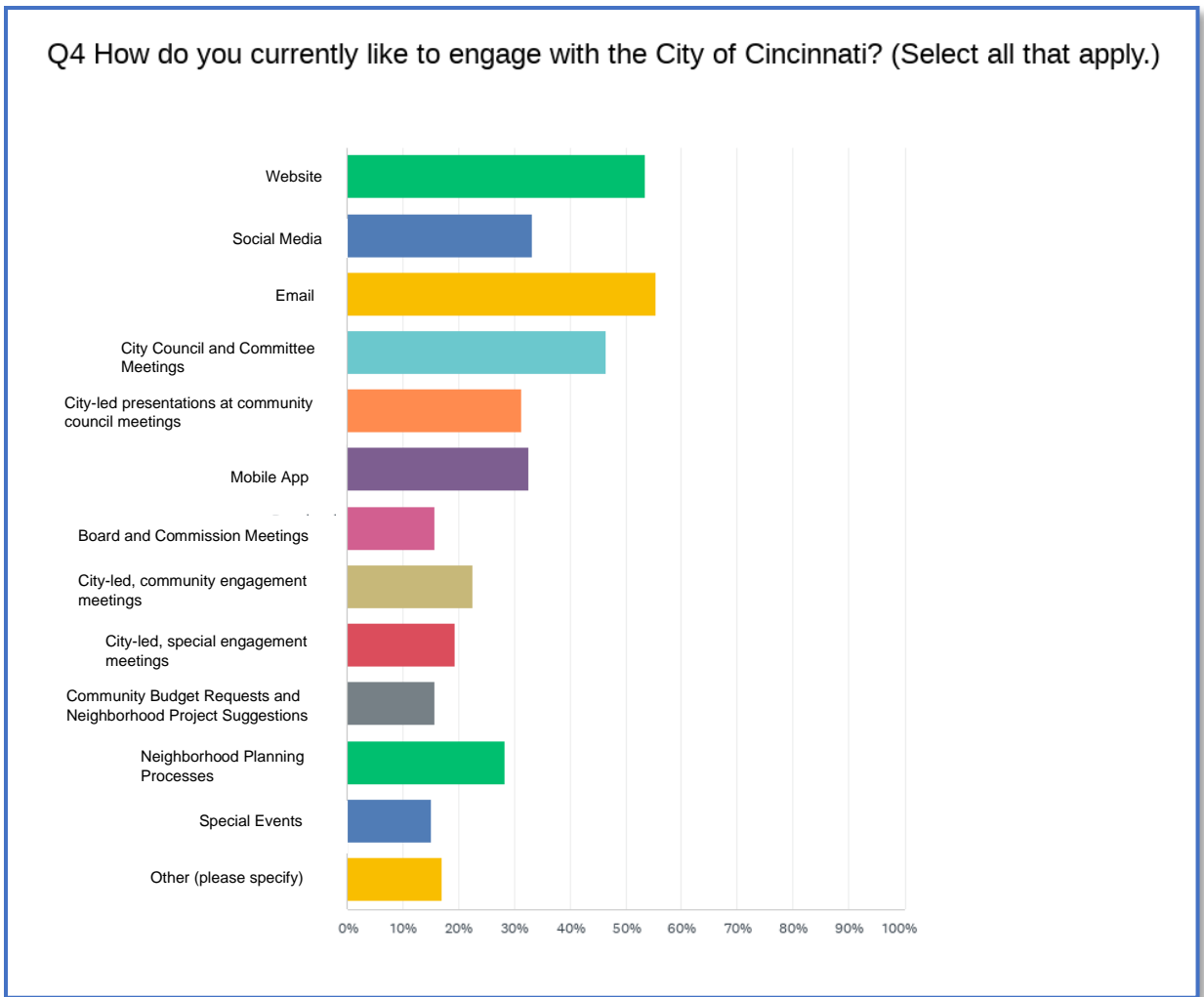


Figure 7. Question Four.

Based on the responses to Question Four (Figure 7), “How do you currently like to engage with the City of Cincinnati?”, most respondents currently prefer to engage in the City website (53.46%) and City email (55.35%). The least number of respondents say that they currently prefer to engage with special events (15.09%) and City board and commission meetings (15.72%). Around 17% of respondents selected the “Other” answer. The open-ended responses for “Other” comments include:

- seeing, meeting, and talking with City Staff and elected officials that visit and engage at formal and informal events, such as neighborhood association meetings,
- utilizing phone options, including the FixItCincy Phone line (“591-6000”),
- utilizing online survey options, including SurveyMonkey,
- using apps, including the NextDoor App, and
- sending and receiving letters and emails.

Respondents stated that they will attend City Council, board, and commission meetings only if the situation merits attendance. A specific comment was

submitted for the Zoning Division of the Department of City Planning and Engagement: “We like to receive the green Zoning postcards, and we get snail mail from Zoning as well.”

Additionally, some respondents that provided comments for this question offered suggestions for how they would like to be engaged by the City. Suggestions include providing more convenient meeting times, and creating digital repositories of project-related material, such as a dashboard, which includes uploaded plans, criteria, conditions, applicable zoning information, subsidies, communications, timeline, permits required, building codes, and coordinated reports.

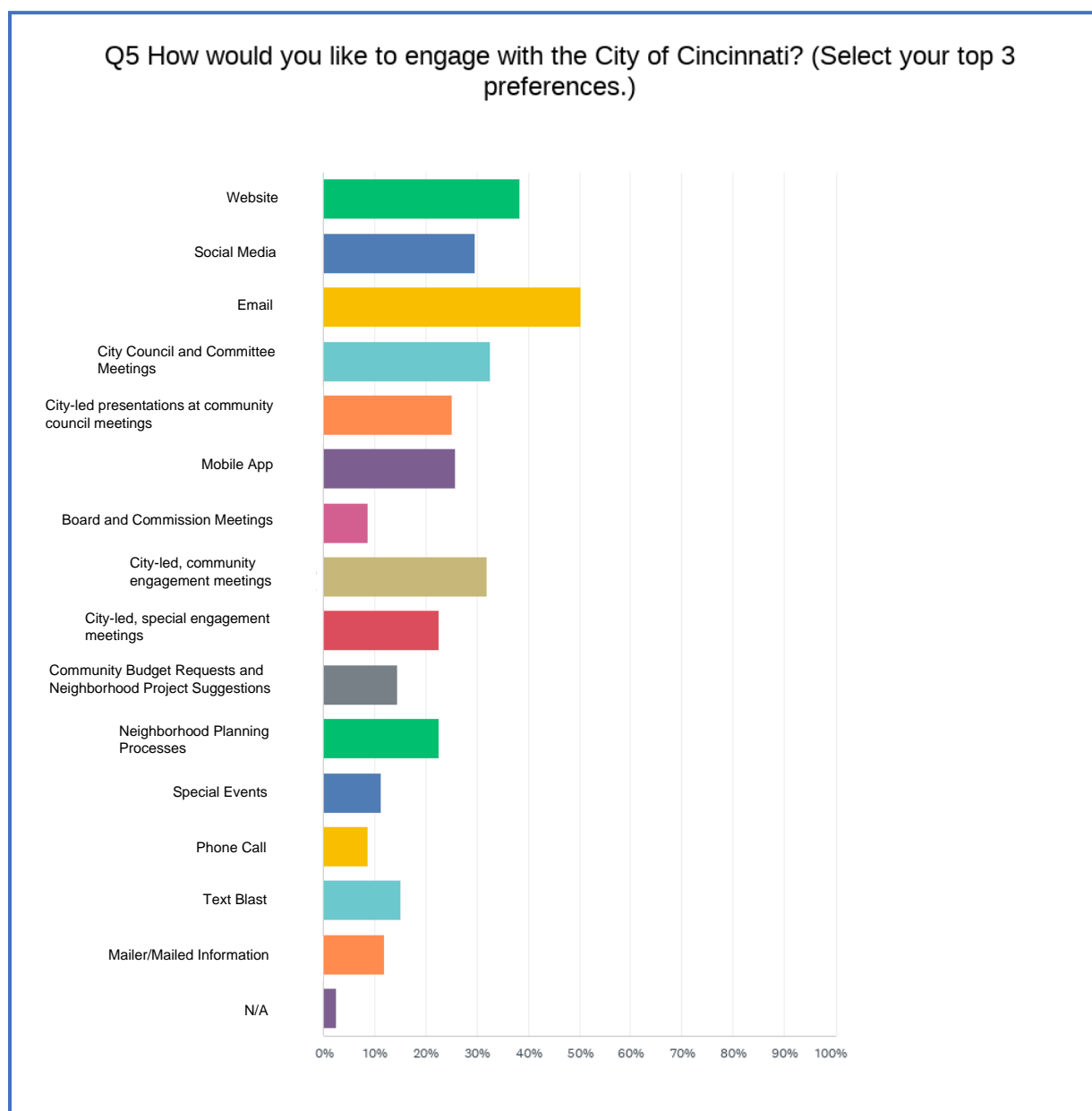


Figure 8. Question Five.

Based on the responses to Question Five (Figure 8), “How would you like to engage with the City of Cincinnati?”, the top three preferences for engaging with City in the future are by City email (50.31%), City website (38.36%), and City Council and committee meetings (32.70%). Following by less than a percentage point, in fourth place, are City-led, community engagement meetings (32.08%). There are relatively low levels of interest for City board and commission meetings (8.81%), contact by phone call (8.81%), special events (11.32%), and mailers/mailed information (11.95%).

The themes related to preferred and ideal community engagement methods relate to future opportunities to increase use of digital methods to engage and using mediums that are more frequently used and familiar to respondents, such as the City website.

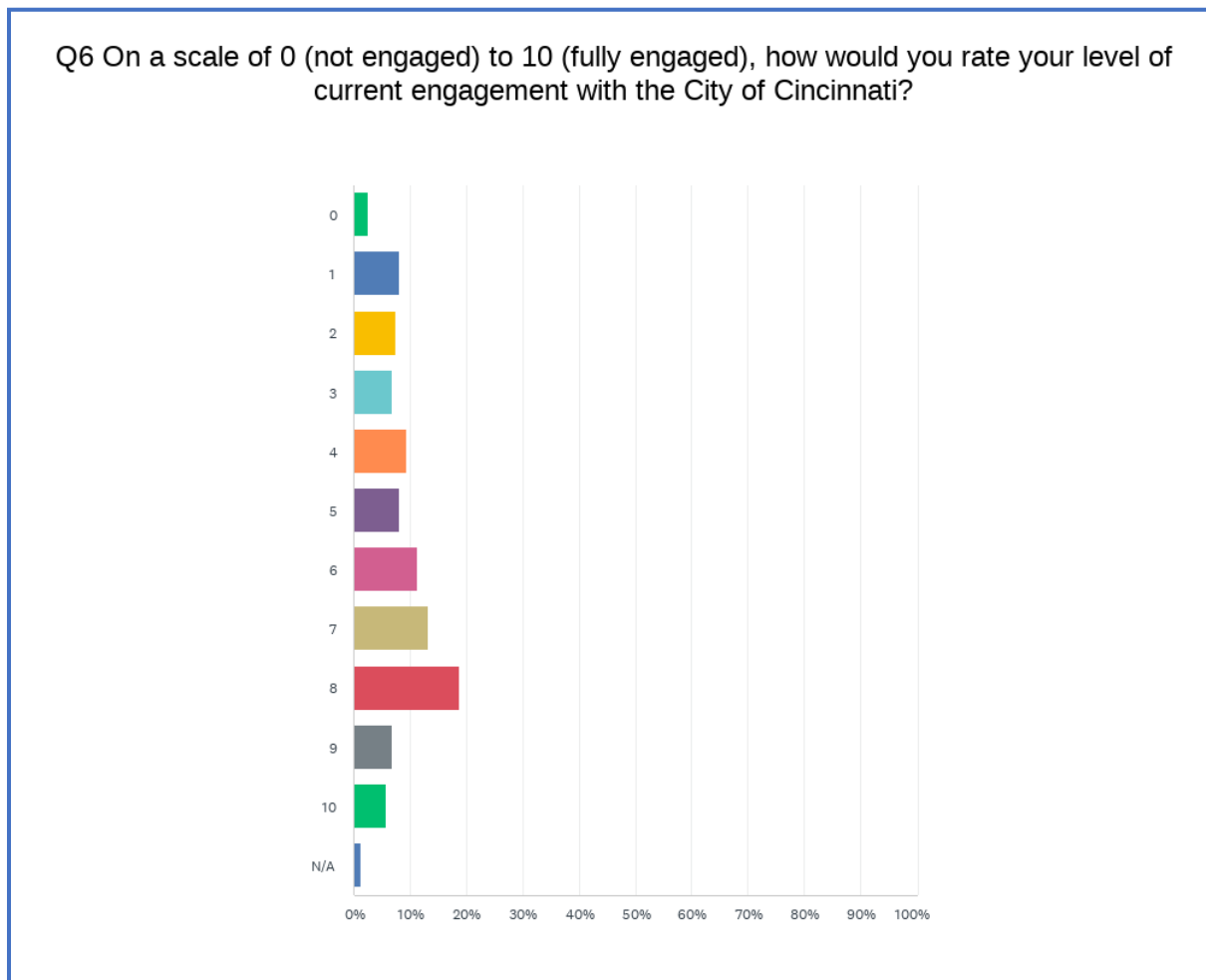


Figure 9. Question Six.

Based on the responses to Question Six (Figure 9), “On a scale of 0 (not engaged) to 10 (fully engaged), how would you rate your level of current engagement with the City of Cincinnati?”, most respondents rate their level of engagement with the City as a six to eight. While most respondents fall above the halfway point in the rating scale, there is an opportunity for improvement.

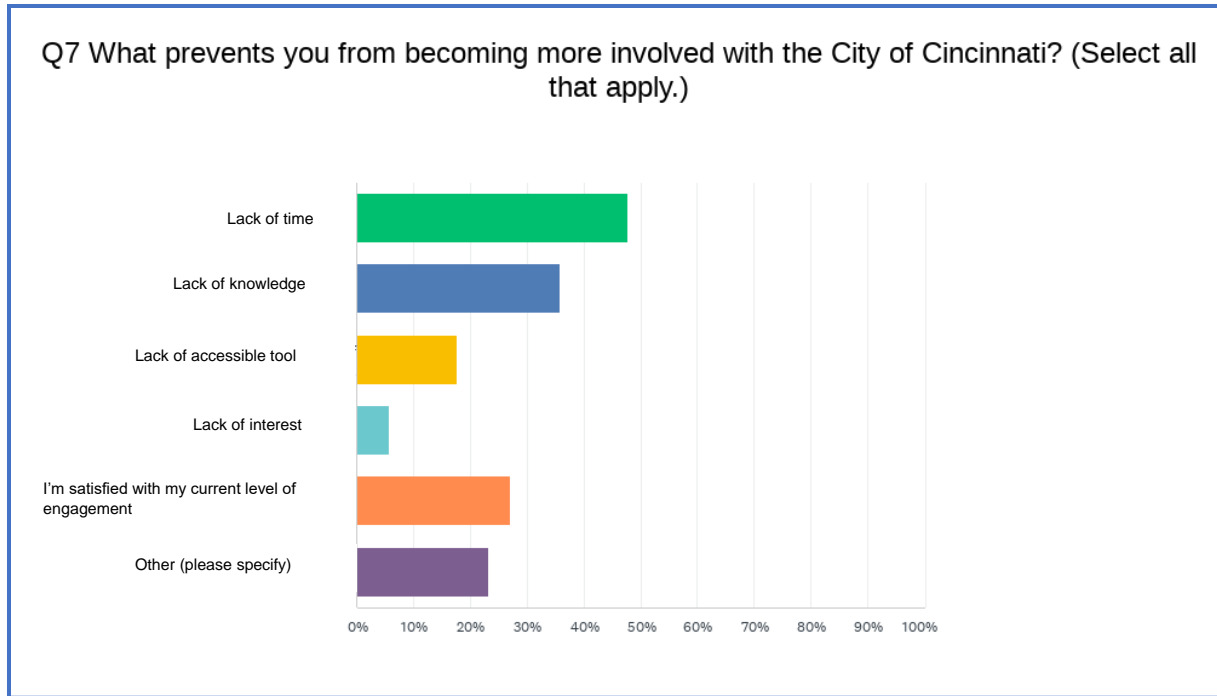


Figure 10. Question Seven.

Based on the responses to Question Seven (Figure 10), “What prevents you from becoming more involved with the City of Cincinnati?”, lack of time (47.8%) and lack of knowledge of how to get involved (35.85%) prevent respondents from becoming more involved with the City. In the comments, respondents say the expectations of engagement with the City are not clear and are difficult to manage from the community council level. The lowest scoring responses are lack of accessible tool (17.61%) and lack of interest (5.66%).

Other comments include: 1) disillusionment and discouragement from previous experiences with City-led community engagement, 2) lack of meaningful and impactful engagement for residents, 3) inconvenient meeting times, 4) distrust of the City government, 5) lack of City-led engagement of a diversity of residents, 6) lack of demonstrated appreciation for volunteers, 7) physical disability, 8) perceived lack of action of the City, 9) failed, City-led communication of community engagement events, 10) and lack of City transparency.

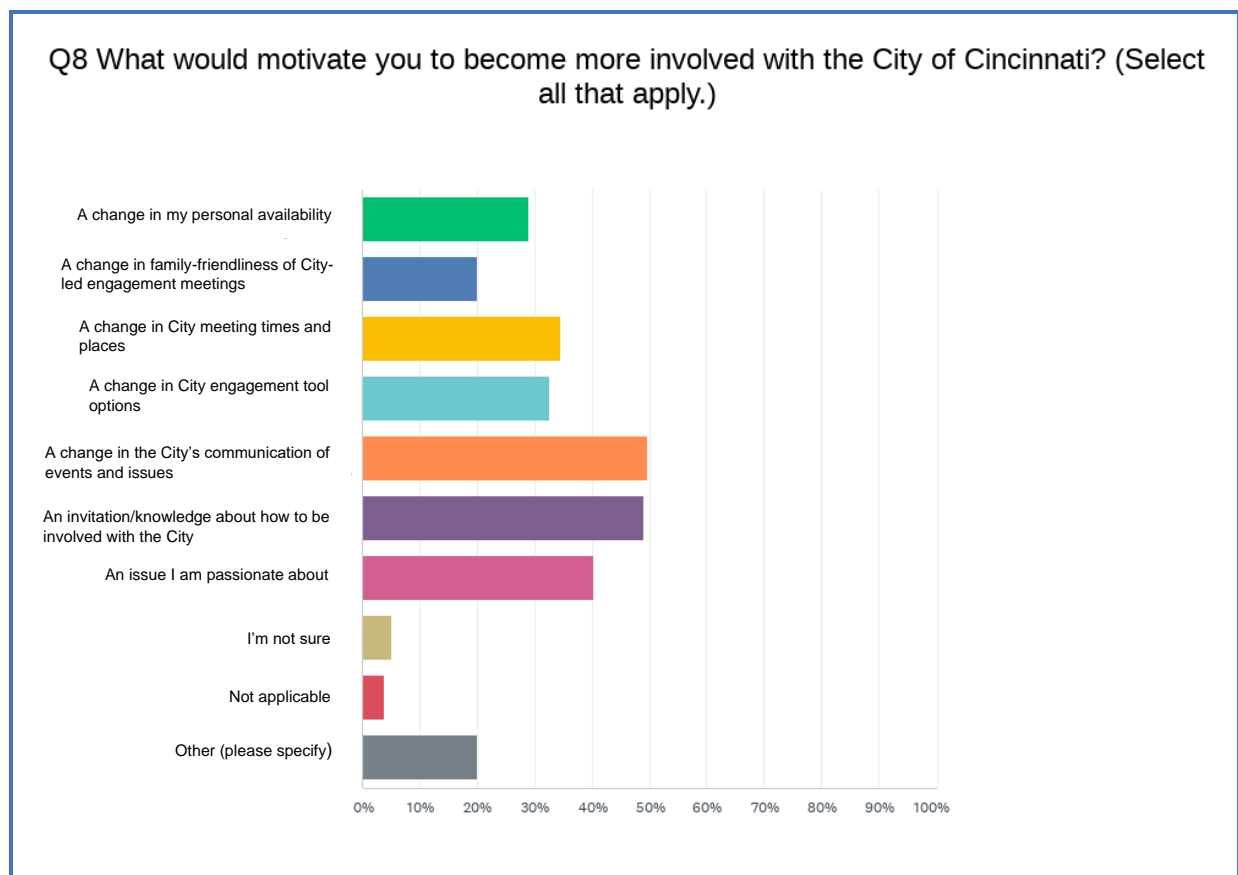


Figure 11. Question Eight.

Based on the responses to Question Eight (Figure 11), “What would motivate you to become more involved with the City of Cincinnati?”, respondents would be motivated to be more involved if presented with an invitation, knowledge about how to be involved with the City (49.09%), and a change in the City’s communication of events and issues (49.69%). The lowest scoring responses include “Not applicable” (3.77%) and “I’m not sure” (5.03%).

Common themes among the “Other” comments include: 1) difficulty of navigating City processes, 2) access to information about evaluating impact of communication engagement efforts, 3) an indication to residents of City follow-up and follow-through, 4) ensuring City transparency and fair practices, 5) more convenient meeting times, 6) government reform and policy changes, 7) increased City staff to operate as a liaison to community councils, 8) an increased engagement program that embodies inclusive participation, equity, and collaboration, 9) opportunities for discussion rather than one-way communications, 10) continued remote options, 11) and a clear channel for the public to increase participation in community engagement.

This feedback reiterates previously noted themes related to centrality and accessibility of City-led, community engagement-related communication.

Q9 On which topics are you interested in being engaged?



Figure 12. Question Nine.

Based on the responses to Question Nine (Figure 12), “On which topics are you interested in being engaged?”, the terms that respondents used most often to depict topics of interest are affordable housing, policing and safety, zoning, transportation, neighborhood development, City budget, parks, city planning, sustainability, and City processes.

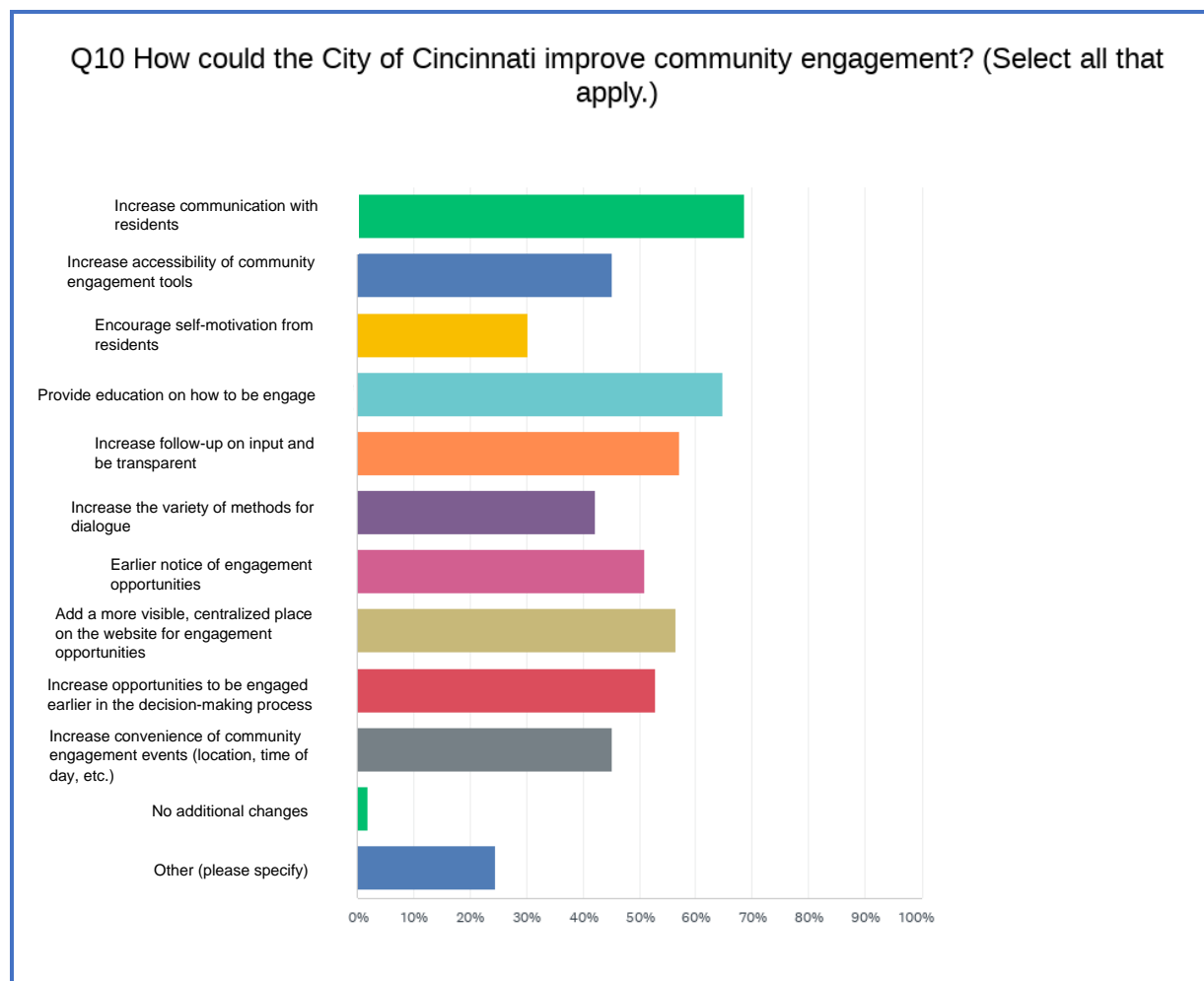


Figure 13. Question Ten.

Based on the responses to Question 10 (Figure 13), “How could the City of Cincinnati improve community engagement?”, respondent’s highest-ranking selections for improving community engagement are increase communication with residents (68.55%), provide education on how to be engaged (64.78%), and increase follow-up on input and be transparent (57.23%). The least ranked selections include “no additional changes” (1.89%) and the “Other”, open-ended comment category (24.53%).

Generally, other comments include requests to increase City Staff engagement with community councils to share and receive information about decision-making processes and providing staff dedicated primarily to the flow of information about engagement that happens to and from neighborhoods.

Despite the highest and least ranked answer choices, there are relatively small differences in the percentage points between other highly selected options. Examples include: 1) increasing follow-up on input and being transparent (57.23%), 2) adding a more visible, centralized place on the website for

engagement opportunities (56.6%), 3) increasing opportunities to be engaged earlier in the decision-making process (52.83%), and 4) providing earlier notice of engagement opportunities (50.94%). It appears that there is a preference toward a blend of multiple options for improving City-led engagement.



Figure 14. Question Eleven.

There were 60 responses to Question 11 (Figure 14), “Please use the space below for any additional comments.”, representing less than half of the total survey respondents. Based on the responses, the common terms and themes were inclusion, clarity, transparency, consistency, accountability, acknowledgement of resident’s input, difficulty of participation of residents in community engagement and improved accommodation, improved professionalism of City Staff, and recommendations for concerns in specific neighborhoods.

Demographics

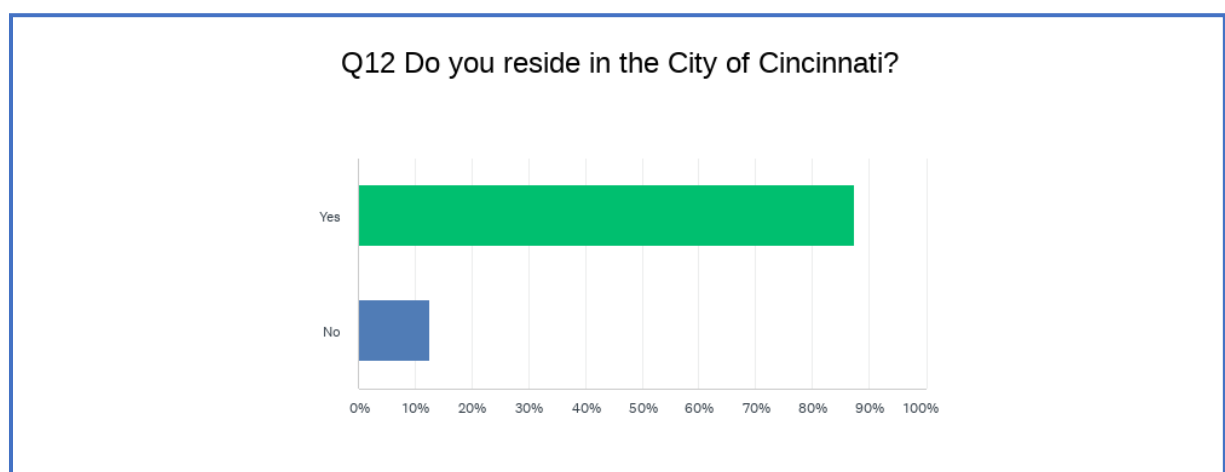
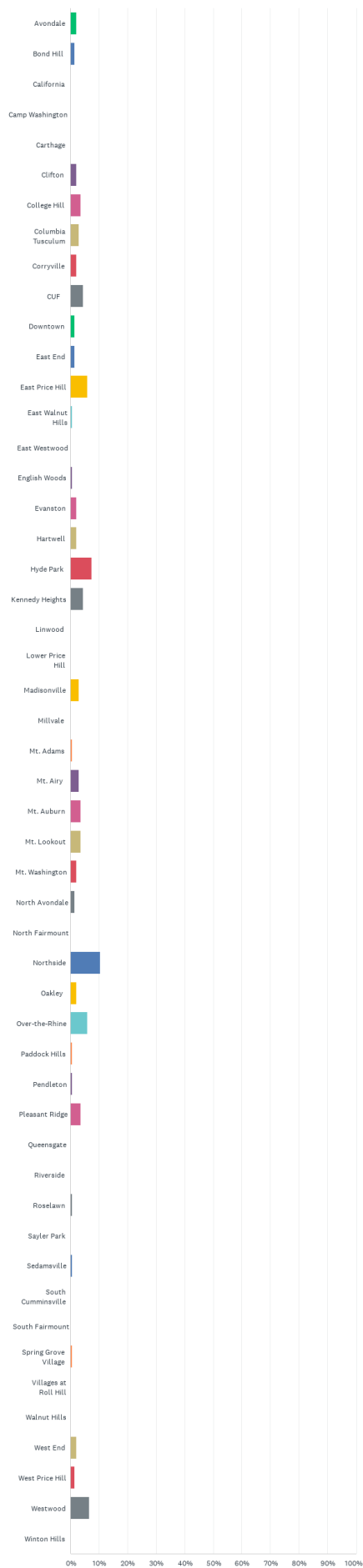


Figure 13. Question Twelve.

Q13 If you selected "yes" to residing in Cincinnati (Question 11, above), please select your neighborhood.



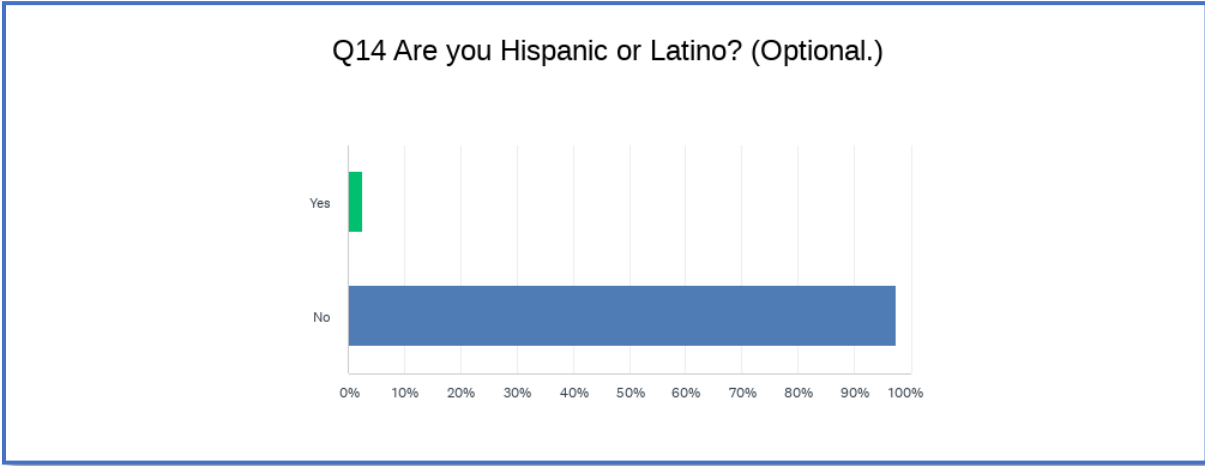


Figure 17. Question Fourteen.

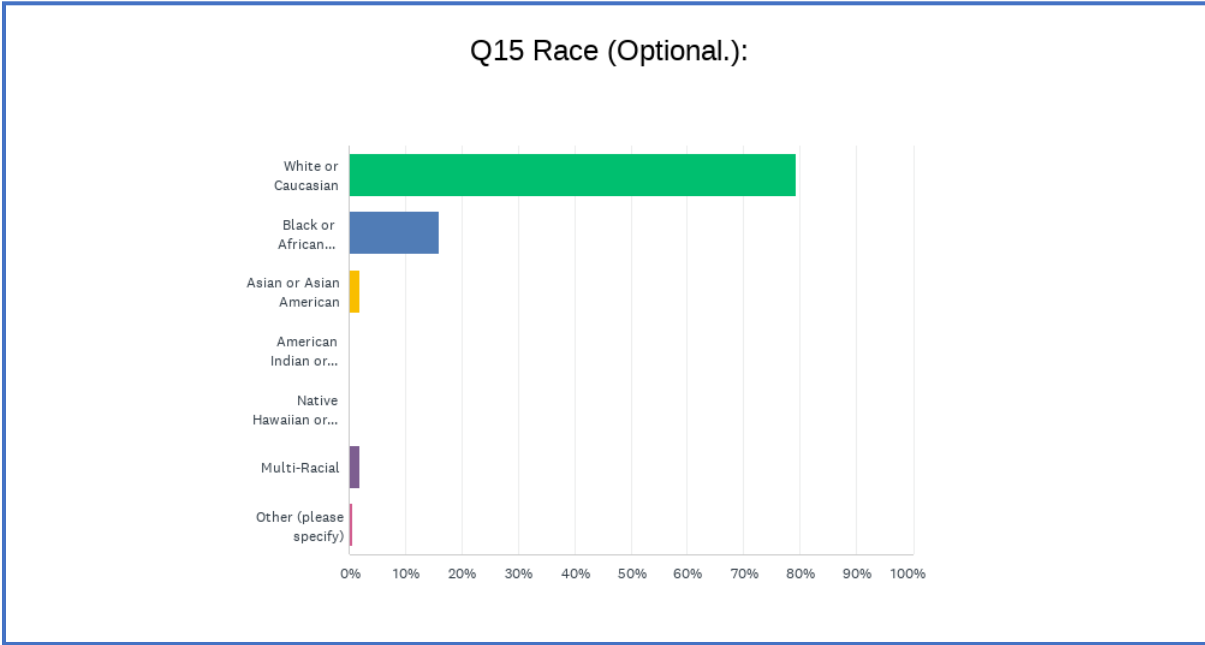


Figure 18. Question Fifteen.

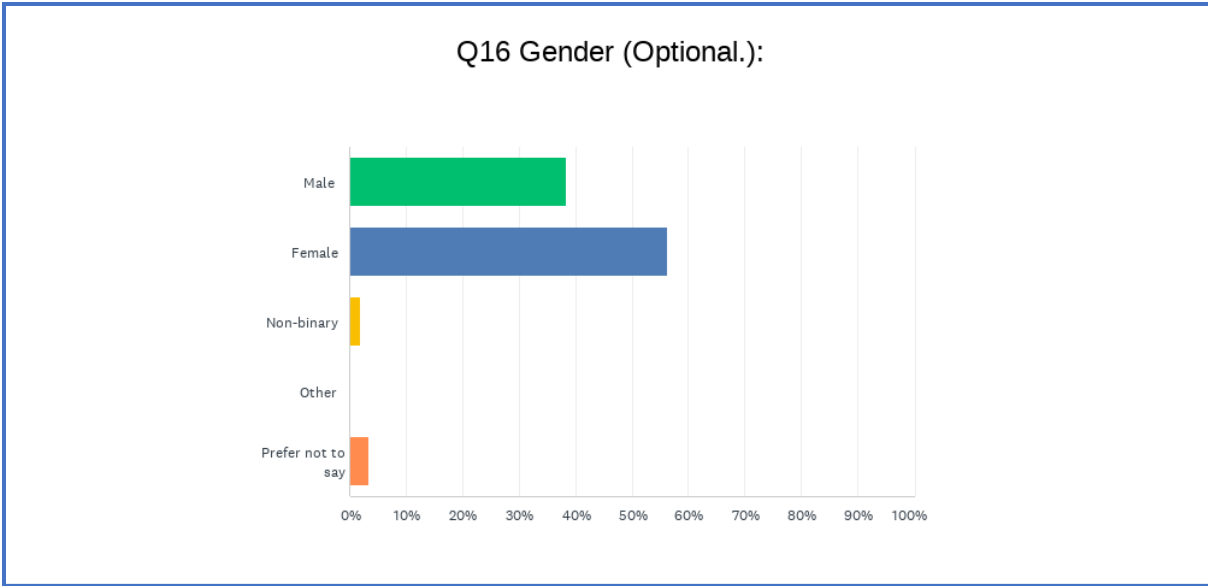


Figure 19. Question Sixteen.

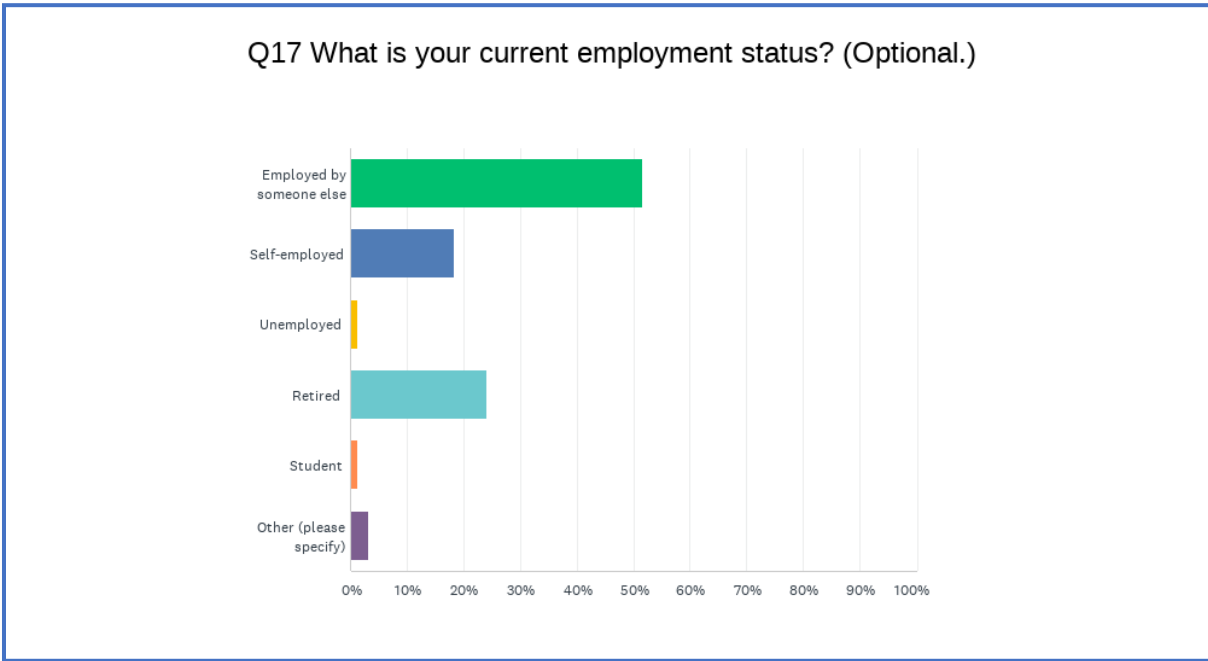


Figure 20. Question Seventeen.

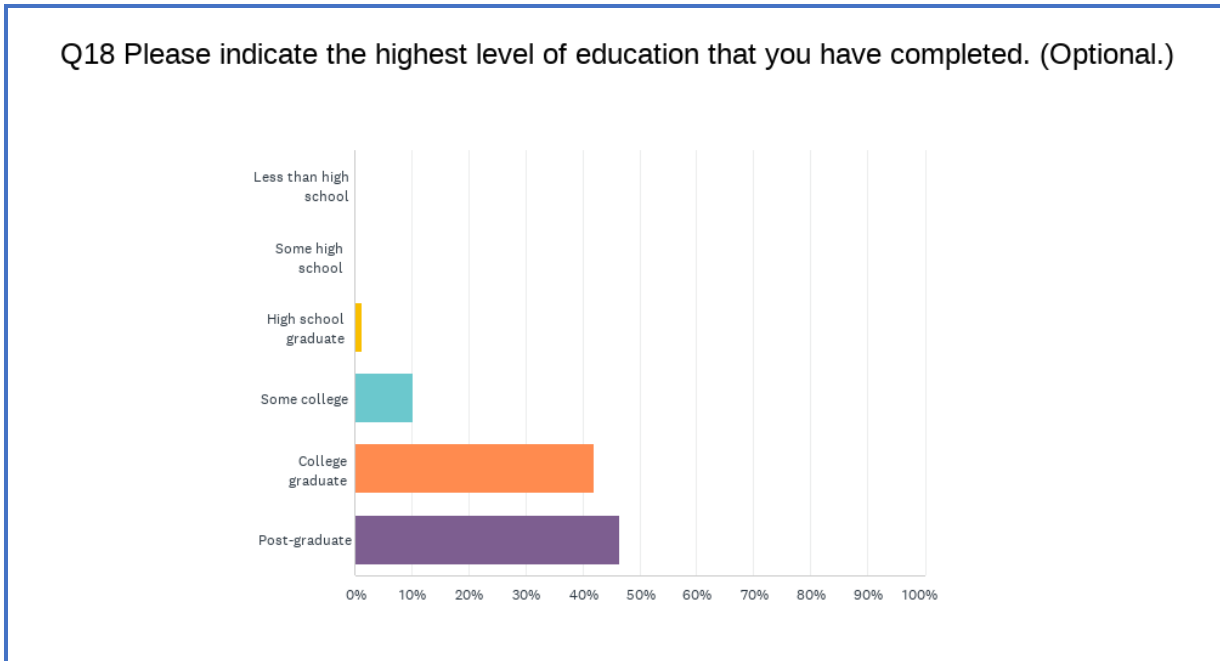


Figure 21. Question Eighteen.

Based on the responses to Questions 12, 13, 14, 15, 17, and 18 (Figures 16-21) most respondents are City residents that identify as non-Latino, white, female, employed by someone else, and have a post-graduate education. Survey takers represented 33 City neighborhoods.

Public Meetings Summary

The following data summary represents the in-person feedback that meeting facilitators collected at the three **Community Conversations** meetings held in November 2021. Facilitators included City Planning and Engagement Staff for all three meetings, as well as additional assistance from Department of Community and Economic Development Staff for the final meeting. At these meetings, facilitators led the conversation around five questions: 1) “What does successful engagement mean to you?”, 2) “In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?”, 3) “In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)”, 4) “Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?”, and 5) “In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?”. These questions represent an exploratory approach to public meeting discussion,

which allowed participants to generate feedback about an ideal community engagement setting. None of the questions in the survey were asked at the in-person meetings, and vice versa.

There was a total of 85 participants in the public meetings. Twenty-three participants attended the meeting in Bond Hill. Twenty-one participants attended the meeting in Westwood. Forty-one participants attended the virtual meeting. Participants held the floor to relay comments, questions, and concerns. Questions from participants unrelated to the community engagement discussion were recorded, separately, and facilitators followed up with participants by researching the question and relaying their findings to the participants. Additionally, an exit survey, “How Did We Do?” was dispersed to all participants and recollected toward the meeting’s closing.

Meeting Prompts Summary – Community Conversations

1. What does successful engagement mean to you?

▪ Great Communication

- *Successful communication is a two-way street*
- *People need to know what is going on*
- *Try to reach as many people as possible*
- *Accessible – able to reach all people*
- *Having a seat at the table for all stakeholders*
- *Build capacity within leaders, community council, city councils, boards, etc.*
- *Being as transparent as possible*
- *Internal communication and external communication*
- *Understanding how people want to be engaged*

▪ Empowerment

- *Clear definition of what engagement is*
- *Having a seat at the table for all stakeholders*
- *Variety of perspectives that are brought to the table for the best outcome for all the goals of the residents are met*
- *The residents are feeling like they are being heard*
- *Residents feel like that don't have any power*
- *The culture within the City needs to shift to put engagement at the forefront*
- *Taking the time to build trust and momentum*
- *“Go to the people”*

▪ Successful Collaboration

- *Build relationships*
- *Increase involvement and communication between all departments, organizations, community councils, council members, city manager's office, Invest in Neighborhoods, CNBDU*
- *More well attended events attended by elected officials and city departments*
- *Department of Community Engagement*
- *Connect with the community*
- *Different levels of community engagement, options/alternatives*
- *Develop accessible meeting times and increase the number of meetings*

▪ Proper Utilization

- *Tools*
- *Accessibility and informative*
- *Information on where to go, who to speak to, what is going on, etc.*
- *Being proactive rather than reactive*

Meeting Prompts Summary – Community Conversations

- Alternates and different styles of communication to promote meetings, events, news, history
- Increase variety of communication modes that address generational and cross-cultural dynamics (text messages)
- **Transparency**
 - Communicate both successes and failures of the City
 - Engaged on things in their neighborhood, before they hear about in the news, paper, or social media

2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?

Preferences on Being Engaged

- **Electronically**
 - Website, text, social media, mobile friendly, phone calls, email updates and communication
 - Dashboard, directories:
 - Centralized calendar
 - Fix It Cincy App:
 - Works great, majority of residents love it and want to see a style like that be integrated, etc.
- **Physically**
 - Mailings, flyers, community organizers/booklets, newsletters
 - Word of mouth:
 - At meetings, community council meetings, neighborhood captains, events
 - Signage
- **Unorthodox Approaches**
 - Commercials
 - News Stations, Radio
 - Podcasts, pop ups, experimental ways of communication
 - Refrigerator magnets, stickers

Topics

- **Existing Resources and Incentives**
 - All what the City, County, Region has to offer
 - An education of what is already out there
 - Code Enforcement complaints and updates
 - Absentee landlords, building department, etc.
 - Homelessness resources
 - Employment
 - Economic Incentives/Tax Abatements

Meeting Prompts Summary – Community Conversations

- *Education of what is already out there*
 - *Helpful Programs and Assistance*
 - **Housing and Development**
 - *Development and planning projects*
 - *Affordable housing*
 - *Rent control/rental programs*
 - **Updates**
 - *Roads/Pedestrian safety News*
 - *Crime and Safety*
 - *Meeting/event reminders*
 - *Consistency in engagement (regular check-ins)*
 - **Good News**
 - *History, Neighborhood updates, Local changes, Fun Facts*
 - *Transportation*
 - **City-led Communication**
 - *Reach minority and vulnerable communities*
 - *Emphasis and improvement in plain language and legibility*
 - *Translations*
 - *Emphasize Citicable and social media outlets*
 - **Climate**
- 3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)**
- **Efficiently promote existing government agencies and organizations to communicate more efficiently updates, items, news, etc.**
 - **Reevaluate existing boards, councils, neighborhood organizations, leaders and influence them to convene more efficiently and spread the word.**
 - **Target non-traditional places in the City:**
 - *Youth, senior, race organizations, churches/places of worship, translators, lower-income communities, schools*
 - **Working with communities that can't be directly engaged:**
 - *Be more intentional about engaging lower-resourced communities*
 - *Have trusted advocates who work with this communities become some sort of "communication liaison"*
 - *Building the digital divide*
 - *Homeless, non-English, new residents, children*
 - *Apartment buildings, not just the property owner being notified (legally and non-legally).*
 - **Events:**

Meeting Prompts Summary – Community Conversations

- *Going to where the people are going*
- *Fairs, booths, poster boards, communicators*
- *Provide options for engagement at community meetings (a hybrid of in-person and virtual)*

4. Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?

Topics

- **Most residents wanted to be engaged or informed about the topics previously mentioned, however the methods on “how” were adjusted due to the pandemic and other circumstances.**
 - *Consider new virtual platforms for communication*
 - *Continue to work with community councils that meet in person*
 - *Try phone calls and other alternative forms of communication*

Methods

- **Virtually**
 - *Safety of pandemic*
 - *Cannot go to in-person meetings at the moment*
 - *Easier to attend, ability to have more people attend, flexibility*
 - *Virtual engagement was higher during the pandemic, but possibly less qualitative*
 - *Internet could be a barrier, bad quality, too many people on it, connection problems*
- **In Person**
 - *Easier for people who don't have the proper technology/access*
 - *The quality of engagement is better when events are in-person*
 - *Safety of meetings/masks*
- **Options**
 - *Broadcasting CitiCable*
 - *Hybrid alternatives:*
 - *In person meetings with option to have it be on Zoom for some attendees, CitiCable*
 - *Different/experimental platforms*
 - *Open houses/booths, Facebook Live, Social Media outreach*

5. In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?

- **Making sure the training reaches the communities in a timely manner.**
- **Intentionally teaching youth the city processes.**

Meeting Prompts Summary – Community Conversations

- **The city should deliver education materials (like a toolkit) at meetings at more regular intervals. They should experiment with various educational methods and activities to see which one's work and consider tailoring it for each neighborhood.**
 - *Literature that is short and succinct, easy for all to digest and understand*
 - *Make topics and curriculum design relative to the audience and the neighborhood*
- **There needs to be more diverse engagement methods, like a “menu” of trainings on what the city does, and they need to be constantly repeated:**
 - *Government 101/Civic Engagement “Classes” or meetings*
 - *Trainings for Best Practices in Engagement*
 - *Educate general population on how they can participate and what is already in place*
 - *Community Council Academy*
- **Increased Involvement:**
 - *More in-depth outreach and training for complex issues*
 - *Involve neighbors more on smaller issues*
 - *Work with smaller non-profits to educate residents*

Overall, for most respondents, ideal community engagement represents collaboration between the City and the public. However, respondents felt that the capacity of a City to lead community engagement, successfully, depends on how well the City cultivates empowering relationships with community councils, neighborhood groups, and residents opportunities. A City-led accountability for resident empowerment may include translation services, an increased presence at community council meetings, increased use of intergenerational communication tools (e.g., text messaging), and an invitation to residents for engagement participation.

Respondents are interested in engaging on topics related to issues in their neighborhoods, but, also, development issues that are City-wide. Examples of issues include the economy, land use, and positive news that ties neighborhoods together through their affiliation to Cincinnati.

Regarding preferences for mode of communication and connecting with diverse groups, respondents suggested that an ideal scenario includes creating a clearer connection between organizations that have expertise in diversity and inclusion practices and City-led communication. The benefits of those connections should lead to developing and implementing tools for equity in technology access or “building for the digital divide”. City-led communication through use of technology was mentioned several times by meeting participants, often referring to access to WIFI and devices that support WIFI connection for internet use. However, some participants mentioned that an aspect of equitable access to technology for engagement-related communication are

disconnected, yet culturally relevant places. This may refer to locally important places within the communities of the City neighborhoods, which are not equipped with WIFI-related technology, but are regularly frequented by disenfranchised residents.

As a mode of meeting participation, most respondents prefer both in-person and virtual meetings (a hybrid model) as a way to bring resident's voices to the City.

Based on responses to the ideal training and education, as a means of engagement, the theme of protecting those that are developing a community-minded "voice" was a concern. This included looping in and preparing youth for City-led education, providing training relevant to the neighborhood, and delivering information to community bodies, such as the community councils, in a timely manner so the information can be shared and dispersed to others outside of the group. It was suggested that a convenient way of managing information for education is to create a "menu" of continuously available information and training for public access.

Public Meeting Exit Survey

City Planning and Engagement received responses to the exit survey for all three public meetings. The survey included questions regarding usefulness of the information shared in the meeting, quality of presentation, performance of lead staff, likelihood of recommendation to others, and additional comment using a zero-to-five scale. The results of the average scores include:

- useful information shared in the meeting - 4.56
- concise and informative presentation - 4.51
- facilitator was helpful in guiding the discussion - 4.67
- session maintained interest - 4.74
- organization of session - 4.72
- effective visual aids - 3.91

Ninety-six percent of respondents said they would recommend the public engagement meeting they attended to others. Additional comments encompassed appreciation for small group format. However, there were several similarly themed responses about improvements to the meeting, such as an additional in-person meeting closer to the Central Business District, issues with wearing masks and hearing others speak, and having more engagement meetings that are focused on specific topics. (For a full summary of the exit survey responses, see Appendix E.)

Conclusion

The Department of City Planning and Engagement collected feedback from the residents of the City, using two approaches: a survey about current, City-led engagement tools and practices and in-person facilitation about ideal community engagement conditions. Among both data collection methods, common themes emerged.

Respondents have the greatest awareness of the City website, traditional government meeting bodies and structures, and City email as means of City-led engagement. The City website and email are used most frequently. There are specific reasons respondents use the website, such as identifying reference information, but there are challenges associated with its use, like site navigation and locating the information needed. Email emerged as the most preferred way to engage with the City in the future, followed by the website, but respondents stated there are improvements to be made for both tools to be used for engagement.

The stated preference for use of online material, via the website, does not extend to attitudes toward social media. Most respondents take a position of non-preference or low satisfaction toward current social media, along with some stating that the current mode and state of social media has not performed with enough depth of collection of public input and feedback to be considered community engagement.

Respondents that use the FixItCincy App generally like its input functionality and feedback but would like to see improvements in the platform in capability to connect to City-related data and reference information.

Most respondents shared difficulty in identifying City-led and special engagement meetings. There appears to be a lack of clarity about the scope of engagement opportunities within and for neighborhoods.

Overall, suggestions for improvement are numerous and varied in topic. The most predominant themes are improving the public-facing interactive tools, such as the website and the FixItCincy App. Additionally, having access to an engagement-driven liaison of technical topics and decision-making processes, for the general public and community councils, is a common theme. Respondents desire to be educated and stay updated, which they believe to be connected to customer service in communication delivery. Generally, there is room for improvement for City-led engagement, but not by much.

Barriers to engagement are mostly lack of time and lack of knowledge of how to get involved and most respondents would like an invitation or knowledge about how to be involved in the City and a change in the City's communication of events and issues. Themes relate to centrality and accessibility of community-related communication. Suggestion for topics of interest are varied but generally intersect with issues related to community development and neighborhood planning.

Annotated Bibliography

Cincinnati and Hamilton County. (n.d.). *Cincinnati Area Geographic Information System (CAGIS) 2.0*. ArcGIS web application. Retrieved January 21, 2022, from <https://cagis.hamilton-co.org/cagisonline/>

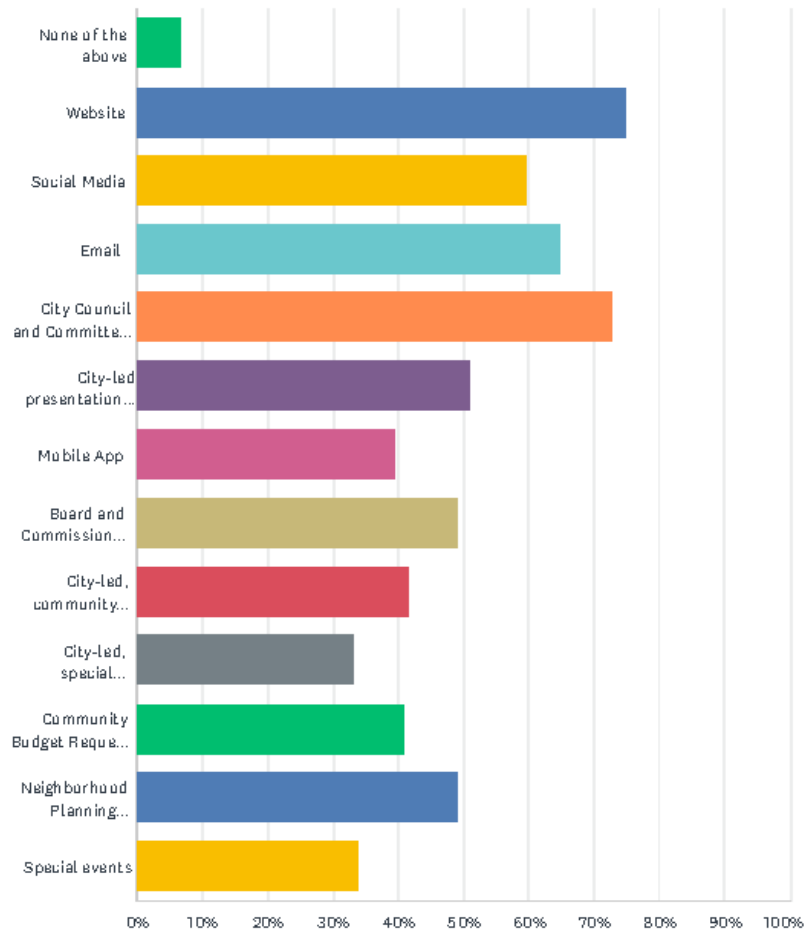
City of Cincinnati. (n.d.). *Council Online*. City of Cincinnati - file #: 202102642. Retrieved January 21, 2022, from <https://cincinnati.oh.legistar.com/LegislationDetail.aspx?ID=5119718&GUID=983BB4C1-14F6-4089-BD3A-21B56EF9C9B6&Options=ID%7CText%7C&Search=0358-2021>

Appendix A: SurveyMonkey - Full Responses

Community Engagement Survey

Q1 Have you heard about the City of Cincinnati engagement tools that are listed above? (Select all that apply.)

Answered: 159 Skipped: 0

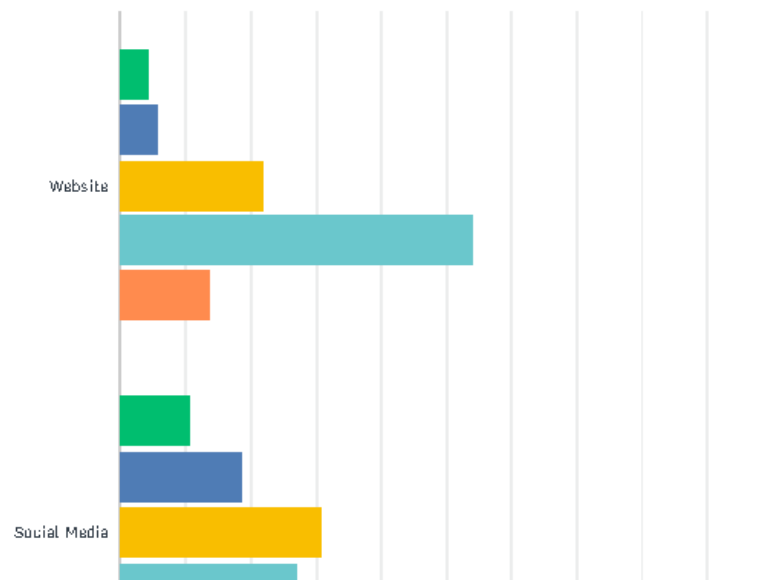


Community Engagement Survey

ANSWER CHOICES	RESPONSES	
None of the above	6.92%	11
Website	74.84%	119
Social Media	59.75%	95
Email	64.78%	103
City Council and Committee Meetings	72.96%	116
City-led presentations at community council meetings	50.94%	81
Mobile App	39.62%	63
Board and Commission Meetings	49.06%	78
City-led, community engagement meetings	41.51%	66
City-led, special engagement meetings	33.33%	53
Community Budget Requests and Neighborhood Project Suggestions	40.88%	65
Neighborhood Planning Processes	49.06%	78
Special events	33.96%	54
Total Respondents: 159		

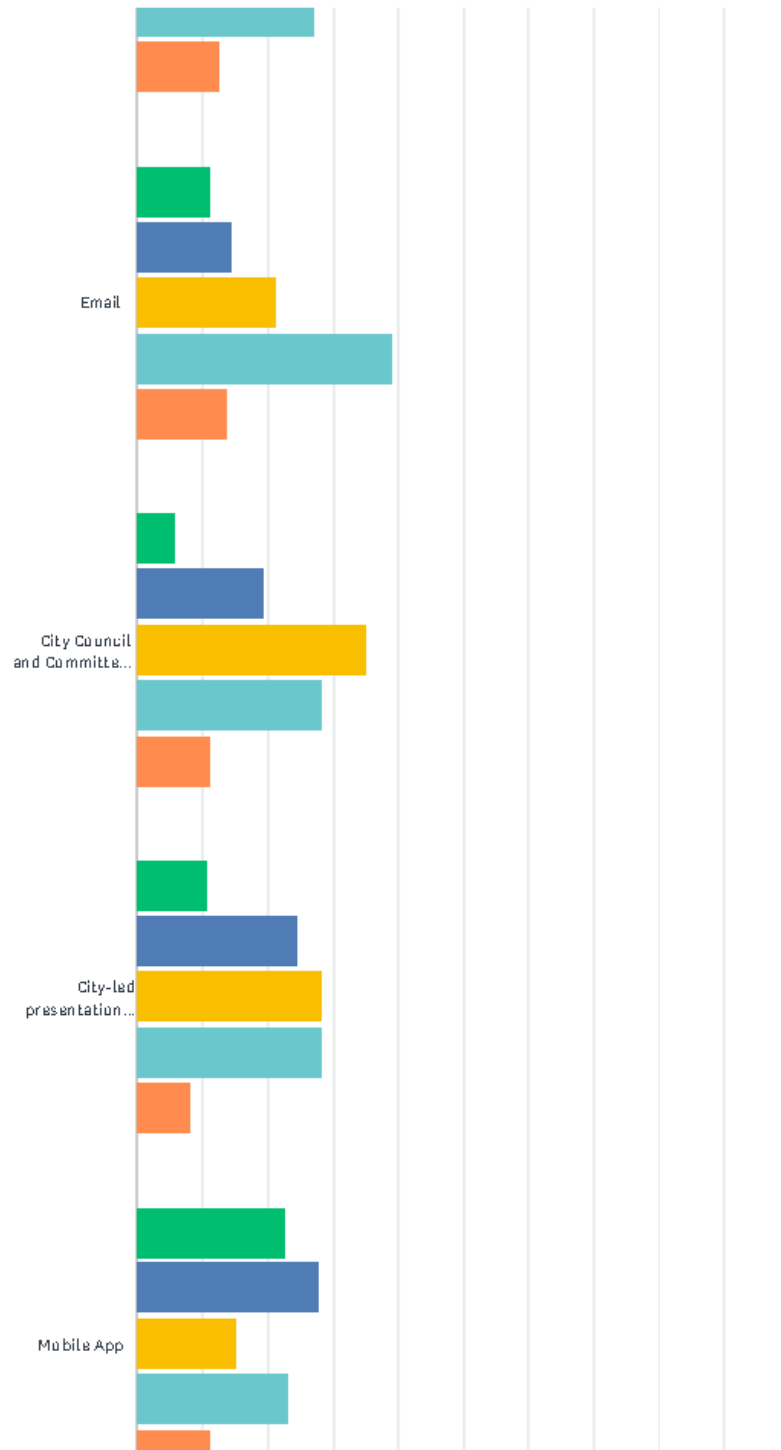
Q2 How often do you use the City of Cincinnati engagement tools that are listed above? (You may have to scroll, horizontally, to view all response options.)

Answered: 159 Skipped: 0



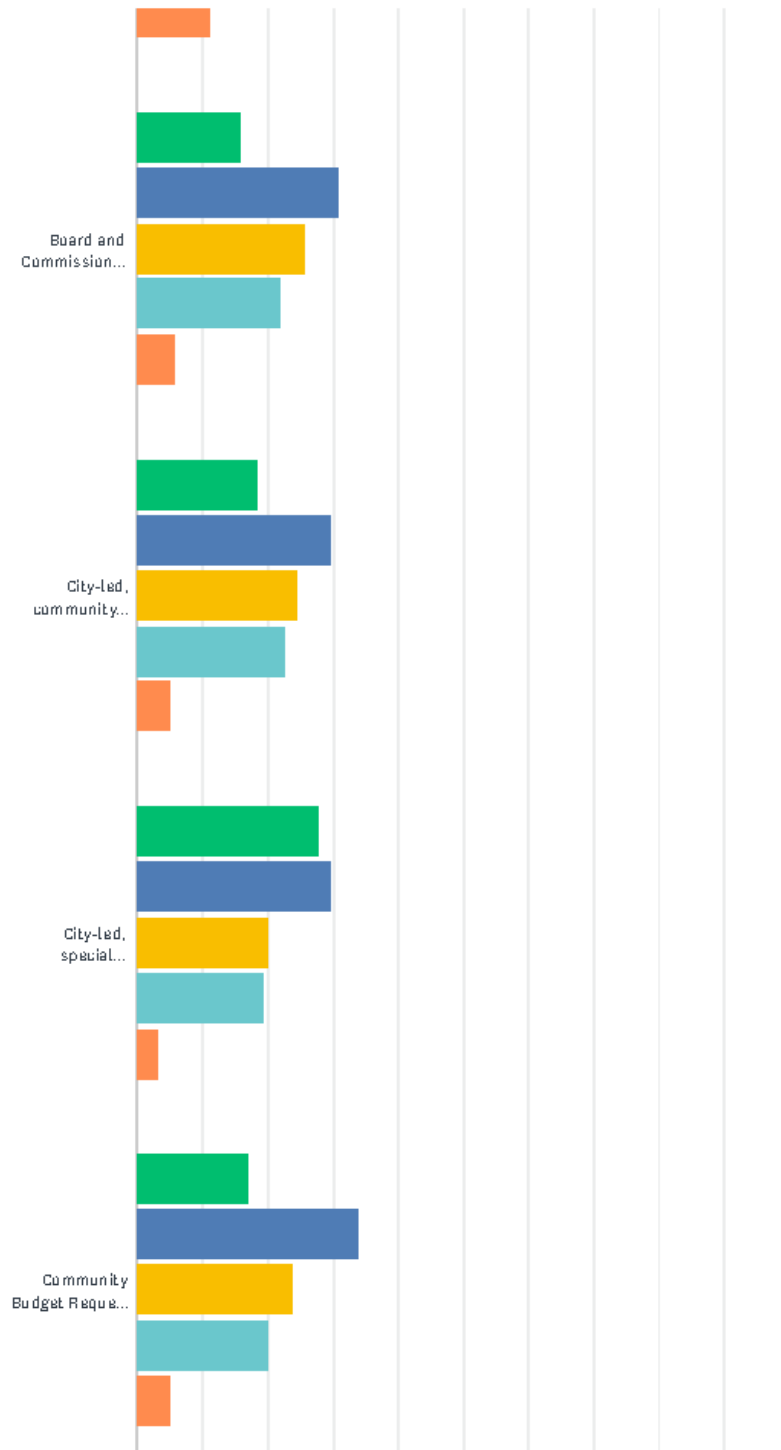
2 / 81

Community Engagement Survey



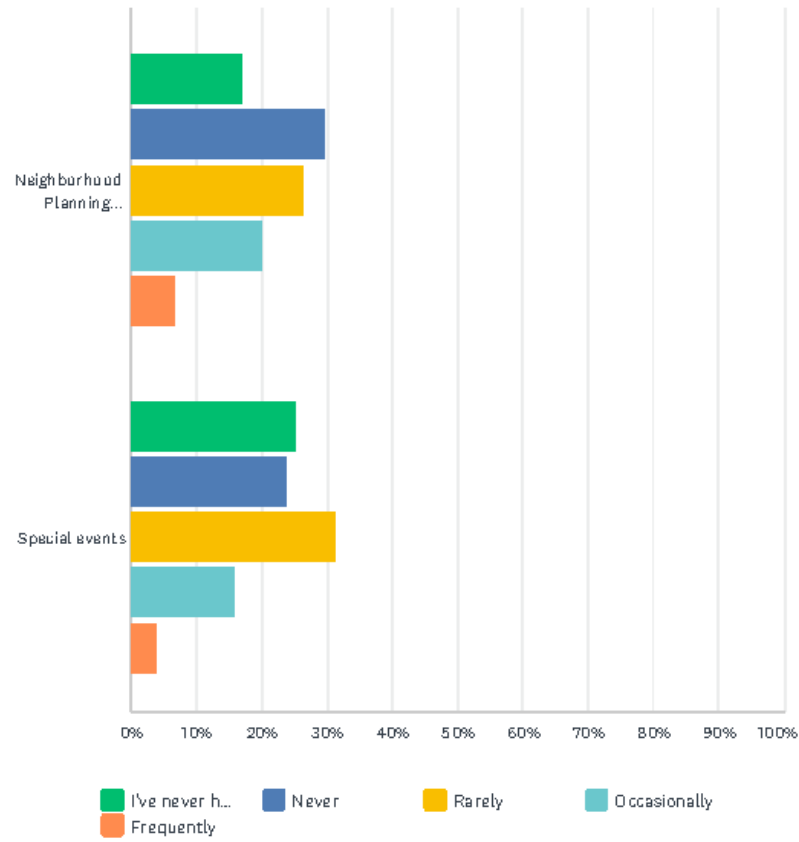
3 / 81

Community Engagement Survey



4 / 81

Community Engagement Survey



Community Engagement Survey

	I'VE NEVER HEARD OF IT	NEVER	RARELY	OCCASIONALLY	FREQUENTLY	TOTAL	WEIGHTED AVERAGE
Website	4.40% 7	5.66% 9	22.01% 35	54.09% 86	13.84% 22	159	2.67
Social Media	10.69% 17	18.87% 30	30.82% 49	27.04% 43	12.58% 20	159	2.12
Email	11.32% 18	14.47% 23	21.38% 34	38.99% 62	13.84% 22	159	2.30
City Council and Committee Meetings	5.66% 9	19.50% 31	35.22% 56	28.30% 45	11.32% 18	159	2.20
City-led presentations at community council meetings	10.69% 17	24.53% 39	28.30% 45	28.30% 45	8.18% 13	159	1.99
Mobile App	22.64% 36	27.67% 44	15.09% 24	23.27% 37	11.32% 18	159	1.73
Board and Commission Meetings	15.72% 25	30.82% 49	25.79% 41	22.01% 35	5.66% 9	159	1.71
City-led, community engagement meetings	18.24% 29	29.56% 47	24.53% 39	22.64% 36	5.03% 8	159	1.67
City-led, special engagement meetings	27.67% 44	29.56% 47	20.13% 32	19.50% 31	3.14% 5	159	1.41
Community Budget Requests and Neighborhood Project Suggestions	16.98% 27	33.96% 54	23.90% 38	20.13% 32	5.03% 8	159	1.62
Neighborhood Planning Processes	16.98% 27	29.56% 47	26.42% 42	20.13% 32	6.92% 11	159	1.70
Special events	25.16% 40	23.90% 38	31.45% 50	15.72% 25	3.77% 6	159	1.49

#	COMMENTS FOR "WEBSITE"	DATE
1	Other than the rec center info I don't use it much.	12/1/2021 9:47 PM
2	I don't know what's posted or why I would engage with it	12/1/2021 6:07 PM
3	to report road issues	12/1/2021 5:38 PM
4		12/1/2021 2:34 PM
5	I don't feel anyone has been listening. I have sent emails to no avail.	12/1/2021 1:33 PM
6	you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
7	Only use it when I'm looking something up	12/1/2021 10:19 AM
8	I only think of it occasionally	12/1/2021 10:17 AM
9	When I need to look something up	12/1/2021 9:50 AM
10	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
11	n/a	12/1/2021 6:56 AM
12	To read policies and contact departments. Site often difficult to navigate.	12/1/2021 5:59 AM
13	If I have questions I usually go there to try to find an answer or a phone number to call to ask.	11/30/2021 10:31 PM
14	To request bulk pick ups. To check code violations	11/30/2021 9:50 PM

Community Engagement Survey

15	Convenient	11/30/2021 8:54 PM
16	NA	11/30/2021 8:47 PM
17	As needed something	11/30/2021 8:36 PM
18	Because the city doesn't proactively do anything and I have to be a constant squeaky wheel to make sure the ball isn't dropped, issues aren't ignored, work isn't avoided, and to protect the peaceful enjoyment and safety of my home/community. Basically to try to get results where our city admin and staff should be able to self run, but are unwilling to do the right and necessary things.	11/30/2021 7:45 PM
19	looking for useful info	11/30/2021 3:42 PM
20	I go to the website when I am searching for something specific.	11/30/2021 12:31 PM
21	Access general information	11/30/2021 11:56 AM
22	While I have heard of the processes, many times I do not hear of the specific opportunities or events. While I believe the tools are robust and effective (in the ones I have participated), I believe outreach is the main struggle.	11/30/2021 11:32 AM
23	I don't have any questions.	11/30/2021 11:11 AM
24	To contact council members, check zoning codes, etc.	11/29/2021 6:33 PM
25	Searching for information.	11/29/2021 6:30 PM
26	Review proposed developments involving multiple variances to Zoning and Community Plans and significant proposed Zoning Changes.	11/29/2021 5:21 PM
27	See general answer under last point in this section...	11/24/2021 8:43 PM
28	N/a	11/23/2021 5:10 PM
29	Check meeting dates and agendas, search documents, look up building permits	11/23/2021 2:11 PM
30	To find contact information for certain departments	11/23/2021 1:49 PM
31	I check the website for event information, but I rarely find current information	11/22/2021 1:35 AM
32	Fix it Cincy app allows one to report events in real time	11/21/2021 7:38 PM
33	To look up specific information on regulations, trash/recycling holidays, etc	11/20/2021 5:37 PM
34	Seek it when interested in an issue.	11/18/2021 1:34 PM
35	Council and committee junkie	11/17/2021 3:58 PM
36	The website is the first place I visit if I have questions about the city administration.	11/16/2021 9:32 PM
37	To access specific information	11/16/2021 8:57 PM
38	I use the social media engagement tool and emails mostly.	11/15/2021 12:58 AM
39	I go to the Kennedy Heights Community Council meetings every month.	11/13/2021 6:58 PM
40	To get different types of info	11/11/2021 8:01 AM
41	To report issues, get information about something, learn about a new program or special interest, etc.	11/10/2021 10:17 AM
42	Na	11/10/2021 7:55 AM
43	they are useful, but hard to navigate	11/9/2021 3:05 PM
44	I have a vision disability. The city website is almost impossible to read. For example: Looking up a council file number that is blue on white. If city staff would send precise links to files, rather than www.cincinnati-oh.gov, I would be able to connect to the file.	11/8/2021 3:50 PM
45	online docs; agenda items & status	11/8/2021 2:53 PM
46	do not feel the need	11/8/2021 1:34 PM

Community Engagement Survey

47	To look up contact information, code, and neighborhood plans.	11/8/2021 9:46 AM
48	N/A, never heard of it	11/7/2021 1:26 PM
49	I visit when directed there from another form of communication (e.g., City email).	11/6/2021 4:41 PM
50	N/A	11/6/2021 2:20 PM
51	Too difficult to find what I'm looking for (council minutes as an example)	11/5/2021 2:31 PM
52	They are made more convenient for people who study or work in the field while neglecting to advertise in public spaces or educate about the importance of the things listed above. There seems to be a disconnect due to the fact that these tools are offered to those who search for it but most people do not know they exist, what for, or how to get involved.	11/5/2021 1:58 PM
53	1) It's not engagement, just one-way information. 2) It is hard to find what I want.	11/4/2021 11:28 AM
54	To find meeting and department information	11/4/2021 4:05 AM
55	I am on Kennedy Heights Community Council and Development Corp, we follow all of these sources.	11/2/2021 4:47 PM
56	Website difficult to find information	11/1/2021 6:58 PM
57	I use the website to read news updates or look up information.	11/1/2021 5:12 PM
58	too hard to navigate	11/1/2021 11:26 AM
59	For work and for personal engagement.	11/1/2021 10:13 AM
60	Our community has been under intense pressure from developers. I am a Community Council member and we hear a lot from residents and need to try to be educated	10/29/2021 5:20 PM
61	Its not that navigable, often doesn't have the info I'm looking for, and I don't understand where key decisions are made that I need ot be engaged in.	10/29/2021 4:22 PM
#	COMMENTS FOR "SOCIAL MEDIA"	DATE
1	Na	12/1/2021 11:14 PM
2	It's on my facebook feed so I do see updates	12/1/2021 9:47 PM
3	I just see things posted occasionally	12/1/2021 6:07 PM
4	I hadn't thought of it	12/1/2021 5:38 PM
5	I rarely use social media	12/1/2021 10:19 AM
6	N/A	12/1/2021 10:17 AM
7	I don't use social media	12/1/2021 9:50 AM
8	Social media is simply evil	12/1/2021 9:23 AM
9	n/a	12/1/2021 6:56 AM
10	When I couldn't find info on website.	12/1/2021 5:59 AM
11	I think it comes up on my Twitter feed sometimes.	11/30/2021 10:31 PM
12	To stay inform on elected officials and initiatives I'm interested in.	11/30/2021 9:50 PM
13	Useless	11/30/2021 8:54 PM
14	Twitter keeps me up to date on the rare occasion	11/30/2021 8:47 PM
15	It's when I'm on social media	11/30/2021 8:36 PM
16	To stay informed.	11/30/2021 7:45 PM
17	not my type of thing	11/30/2021 1:50 PM
18	Social media can be a toxic place, so I don't spend a lot of time there.	11/30/2021 12:31 PM
19	updates on the health dept	11/30/2021 11:14 AM

Community Engagement Survey

20	I don't want to be a troll.	11/30/2021 11:11 AM
21	Usually something the police or safety departments have sent out.	11/29/2021 6:33 PM
22	Trying to follow what is happening. It's not very helpful.	11/29/2021 6:30 PM
23	N/A	11/29/2021 5:21 PM
24	N/A	11/29/2021 1:52 PM
25	See general answer under last point in this section...	11/24/2021 8:43 PM
26	N/a	11/23/2021 5:10 PM
27	Fun to see what's going on	11/23/2021 2:11 PM
28	To stay informed of things that are happening in other neighborhoods	11/23/2021 1:49 PM
29	I will check facebook occasionally to look for upcoming information. Usually it is posted on a council member page minutes before the event	11/22/2021 1:35 AM
30	I follow CPD, the Mayor, the future Mayor & local public radio stations on Twitter	11/21/2021 7:38 PM
31	I was not aware of a presence on facebook and twitter. I have seen an occasional posting on Nextdoor.com	11/20/2021 9:36 PM
32	Current events from police, city street closures for special events, events happening around the city	11/20/2021 5:37 PM
33	N/A	11/19/2021 10:28 AM
34	N/A	11/18/2021 1:34 PM
35	N/A	11/17/2021 3:58 PM
36	It's really inconsistent and hit-or-miss.	11/16/2021 9:32 PM
37	Not useful	11/16/2021 8:57 PM
38	It's convenient receiving notifications.	11/15/2021 12:58 AM
39	I don't spend much time on social media	11/13/2021 6:58 PM
40	N/A	11/11/2021 10:53 PM
41	To learn about something that's happened, alerts, new programs	11/10/2021 10:17 AM
42	Na	11/10/2021 7:55 AM
43	Easiest to navigate	11/9/2021 3:05 PM
44	See above answer.	11/8/2021 3:50 PM
45	don't use social media	11/8/2021 2:53 PM
46	I don't do social media	11/8/2021 1:34 PM
47	I don't have social media.	11/8/2021 9:46 AM
48	N/A don't use it	11/7/2021 1:26 PM
49	I try to avoid social media personally, but I know it can be a powerful communications tool.	11/6/2021 4:41 PM
50	N/A	11/6/2021 2:20 PM
51	Please include information on potential developments in neighborhoods via NextDoor or FB	11/5/2021 2:31 PM
52	Nothing on it appeals to me.	11/5/2021 1:58 PM
53	I rarely use social media.	11/4/2021 11:28 AM
54	Just don't frequent it.	11/4/2021 4:05 AM
55	I don't do social media.	11/2/2021 8:35 PM

Community Engagement Survey

56	Never occurred to me	11/1/2021 6:58 PM
57	I use the City's social media to see council meetings, updates, and events.	11/1/2021 5:12 PM
58	not timely, important information that is relevant to me or my neighborhood	11/1/2021 11:26 AM
59	Don't have enough time being that I am constantly sending messages to the city and/or talking with them.	10/29/2021 5:20 PM
60	I generally avoid social media.	10/29/2021 4:22 PM
#	COMMENTS FOR "EMAIL"	DATE
1	I subscribe and I feel like I rarely get emails. I've gotten a some good info the few times I've seen the email/newsletter.	12/1/2021 9:47 PM
2	Email who?	12/1/2021 6:07 PM
3	I don't get important emails from city of cincinnati	12/1/2021 5:38 PM
4	N/A	12/1/2021 2:40 PM
5	only landsmans replies, still does nothing, you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
6	I don't often need to reach anyone directly	12/1/2021 10:19 AM
7	N/A	12/1/2021 10:17 AM
8	I only receive what I'm subscribed to, mostly it's just emails from elected officials that are full of political posturing vs useful information/actual engagement	12/1/2021 9:50 AM
9	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
10	n/a	12/1/2021 6:56 AM
11	To contact public officials, and make record requests.	12/1/2021 5:59 AM
12	N/A	11/30/2021 10:31 PM
13	Received from certain committees, but website is a better tool to use	11/30/2021 9:50 PM
14	Use when I need it	11/30/2021 8:54 PM
15	N/A	11/30/2021 8:47 PM
16	As needed	11/30/2021 8:36 PM
17	Because the city doesn't proactively do anything and I have to be a constant squeaky wheel to make sure the ball isn't dropped, issues aren't ignored, work isn't avoided, and to protect the peaceful enjoyment and safety of my home/community. Basically to try to get results where our city admin and staff should be able to self run, but are unwilling to do the right and necessary things.	11/30/2021 7:45 PM
18	didn't know it was an option or to look	11/30/2021 4:53 PM
19	I don't know who specifically to contact.	11/30/2021 12:31 PM
20	I am on the email list.	11/30/2021 11:42 AM
21	While I have heard of the processes, many times I do not hear of the specific opportunities or events. While I believe the tools are robust and effective (in the ones I have participated), I believe outreach is the main struggle. I am not sure if all the opportunities make it to my inbox.	11/30/2021 11:32 AM
22	request for services	11/30/2021 11:14 AM
23	I don't have any questions.	11/30/2021 11:11 AM
24	Contact council or department members.	11/29/2021 6:33 PM
25	Trying to contact city council and administration.	11/29/2021 6:30 PM
26	Correspondence with City Staff, Administration, Council and Mayor	11/29/2021 5:21 PM

Community Engagement Survey

27	N/A	11/29/2021 1:52 PM
28	See general answer under last point in this section...	11/24/2021 8:43 PM
29	N/a	11/23/2021 5:10 PM
30	Good way to stay informed	11/23/2021 2:11 PM
31	N/A	11/23/2021 1:49 PM
32	I receive most of my information from emails some of which are shared from other community members and not the city	11/22/2021 1:35 AM
33	When a local issue bothers me, I email the Mayor & members of City Council	11/21/2021 7:38 PM
34	N/A	11/18/2021 2:20 PM
35	N/A	11/18/2021 1:34 PM
36	Easiest to communicate	11/17/2021 3:58 PM
37	The city makes it really difficult to find email addresses for staff and departments.	11/16/2021 9:32 PM
38	brandonnixon625@gmail.com	11/16/2021 9:01 PM
39	Not needed	11/16/2021 8:57 PM
40	It's convenient receiving emails.	11/15/2021 12:58 AM
41	N/A	11/11/2021 10:53 PM
42	To contact city council members, mayor or city administrators with questions or problems	11/10/2021 10:17 AM
43	NA	11/10/2021 7:55 AM
44	No one answers except certain councilmembers	11/9/2021 3:05 PM
45	Again, when requesting a file or link, city staff only send the main website address. That does not help me.	11/8/2021 3:50 PM
46	must provide written statements to make a record; not everyone can appear in person for 2-min democracy	11/8/2021 2:53 PM
47	my position on community organization	11/8/2021 1:34 PM
48	To reach out to council members, department employees, etc. regarding neighborhood issues.	11/8/2021 9:46 AM
49	Na	11/8/2021 7:29 AM
50	send and receive letters from council members and city staff	11/7/2021 1:26 PM
51	Yes, I receive emails from the city and read those that look relevant.	11/6/2021 4:41 PM
52	N/A	11/6/2021 2:20 PM
53	I receive the Parks emails which are helpful, but didn't realize the city provided other engagement type emails	11/5/2021 2:31 PM
54	Again, I study urban planning so I know to sign up for weekly updates	11/5/2021 1:58 PM
55	Have emailed Council members. Receive cautious, formal replies - not engagement.	11/4/2021 11:28 AM
56	To send correspondence to Council. Mayor	11/4/2021 4:05 AM
57	I receive updates from different sources in the city (i.e. planning)	11/2/2021 8:35 PM
58	I subscribe to the meeting updates via email.	11/1/2021 5:12 PM
59	wouldn't know who to email	11/1/2021 11:26 AM
60	Only as needed.	11/1/2021 10:13 AM
61	The information in emails is usually too jargony to know what it really means.	10/29/2021 4:22 PM
#	COMMENTS FOR "CITY COUNCIL AND COMMITTEE MEETINGS"	DATE

Community Engagement Survey

1	It seems long meetings are long and boring	12/1/2021 9:47 PM
2	They are not easy to attend	12/1/2021 6:07 PM
3	I always have work at that time	12/1/2021 5:38 PM
4	Does not seem worth it - 2 minutes to talk, no one is really listening.	12/1/2021 2:34 PM
5	They are often at times where I'm at work and unable to attend	12/1/2021 12:11 PM
6	Inconvenient schedule	12/1/2021 10:19 AM
7	N/A	12/1/2021 10:17 AM
8	These are not accessible to the average working person as they are held in the middle of the day. So unless you have a desk job where you are allowed to join virtually, you have to take off work ie lose your hourly wage to attend.	12/1/2021 9:50 AM
9	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
10	n/a	12/1/2021 6:56 AM
11	Physical disability makes travel challenging.	12/1/2021 5:59 AM
12	I have attended a couple.	11/30/2021 10:31 PM
13	Never have the time during regular hours and the evening programs are scheduled at a bad time.	11/30/2021 9:50 PM
14	Waste of time	11/30/2021 8:54 PM
15	NA	11/30/2021 8:47 PM
16	It's while I'm working	11/30/2021 8:36 PM
17	Accountability, put things on public record and to get direct response.	11/30/2021 7:45 PM
18	These cover a lot of topics and take up a lot of time.	11/30/2021 12:31 PM
19	This can be a struggle for me to participate based on my schedule.	11/30/2021 11:32 AM
20	attend some city council meetings	11/30/2021 11:14 AM
21	I don't have opinions on what has happened recently.	11/30/2021 11:11 AM
22	Only when they are discussing something important to me.	11/29/2021 6:33 PM
23	Trying to drive better community outcomes	11/29/2021 6:30 PM
24	Information and input for proposed developments, policies and proposed Zoning Changes	11/29/2021 5:21 PM
25	N/A	11/29/2021 1:52 PM
26	See general answer under last point in this section...	11/24/2021 8:43 PM
27	N/a	11/23/2021 5:10 PM
28	Because I am an engaged citizen	11/23/2021 2:11 PM
29	The meetings I've heard of occur during my work hours, so I can't participate	11/23/2021 1:49 PM
30	I have only participated real time since they have been online via zoom otherwise I see them after the fact	11/22/2021 1:35 AM
31	If u mean neighborhood Council Meetings by Committee Meetings, I participate with my neighborhood council at the monthly meetings	11/21/2021 7:38 PM
32	It's one way I can tell who on Council knows what they're talking about	11/20/2021 5:37 PM
33	When interested in a specific issue.	11/18/2021 1:34 PM
34	Zoom is my best option now	11/17/2021 3:58 PM
35	Inconvenient for schedule	11/16/2021 8:57 PM

Community Engagement Survey

36	IIN meetings are very impactful and informative.	11/15/2021 12:58 AM
37	Generally around a topic I'm interested in	11/10/2021 10:17 AM
38	I don't know when they are, what the topics are and if I have to attend in person or if I can participate online	11/10/2021 7:55 AM
39	They rarely happen outside of campaign season	11/9/2021 3:05 PM
40	Reading city PDF's are problematic for me. Further, the practice of allowing last minute items being added to agendas is hard for me to monitor and read. There should be a deadline, that is always kept, for additions to any counsel or committee agenda. That deadline should be at least 48 hours before the meeting. Finally, the Chair often simply reads the title of an action to be taken. For example: as indicated, and I have no idea what is being affected.	11/8/2021 3:50 PM
41	my position on community organization	11/8/2021 1:34 PM
42	I attend as needed regarding community issues.	11/8/2021 9:46 AM
43	Too long	11/7/2021 4:02 PM
44	n/a, I hear about these from other organizations	11/7/2021 1:26 PM
45	I attended about 3 city council meetings >5 years ago when I had an issue affecting my street come to council.	11/6/2021 4:41 PM
46	N/A	11/6/2021 2:20 PM
47	Do not seem to be a forum to attend unless you're going to argue about a development in your area. Recent meetings the past year have not been a welcoming environment.	11/5/2021 2:31 PM
48	Council members don't listen.	11/4/2021 11:28 AM
49	Attend and watch to stay abreast of policy. Funding and related issues in the City	11/4/2021 4:05 AM
50	Is there a city calendar?	11/1/2021 6:58 PM
51	I have attended more City Council and Committee meetings now that they're virtual.	11/1/2021 5:12 PM
52	Occur during work hours. Don't know how to watch/listen.	11/1/2021 11:26 AM
53	I watch on CitiCable.	11/1/2021 10:13 AM
54	Not convenient to attend these.	10/30/2021 12:07 PM
55	We have a lot of activity in our community these days	10/29/2021 5:20 PM
56	The formality of the meetings, and the fact that decisions are made behind close doors between the mayor and his cronies anyways, offputs my interest in attending or participating.	10/29/2021 4:22 PM
#	COMMENTS FOR "CITY-LED PRESENTATIONS AT COMMUNITY COUNCIL MEETINGS"	DATE
1	I have a conflicting meeting the same night as our community council meetings.	12/1/2021 9:47 PM
2	Generally, can't hear the presenter. Techniques, tools, and processes seem ineffective -- often token engagement with unusable outputs	12/1/2021 8:50 PM
3	I've rarely seen the city present at a CC meeting in 5 years	12/1/2021 6:07 PM
4	The only ones I am used to seeing are from the transportation folks	12/1/2021 5:38 PM
5	They are often at times where I'm at work and unable to attend	12/1/2021 12:11 PM
6	They don't happen that often	12/1/2021 10:19 AM
7	N/A	12/1/2021 10:17 AM
8	I go to every community council meeting in my neighborhood, whenever there is a presentation I get to see it. However this also reaches a very specific population as community council in my area skews white, middle class, and home owners vs renters.	12/1/2021 9:50 AM
9	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM

Community Engagement Survey

10	n/a	12/1/2021 6:56 AM
11	Would participate more often if I could do so online.	12/1/2021 5:59 AM
12	N/A	11/30/2021 10:31 PM
13	Several events in the Roselawn & Bond hill areas as it was convenient	11/30/2021 9:50 PM
14	Too busy	11/30/2021 8:54 PM
15	I don't even know if the community council of Mt. Washington talks about anything other than social events or recent occurrences in their neighborhood	11/30/2021 8:47 PM
16	If it directly pertains to me	11/30/2021 8:36 PM
17	Because nobody comes to do anything. They all hide. If they come it's just to be empathetic but not promise/deliver results.	11/30/2021 7:45 PM
18	I've never seen a City staffer conduct a presentation at a community council meeting (and I've been to a lot!)	11/30/2021 3:42 PM
19	rare that hey occur	11/30/2021 1:50 PM
20	Not all community councils are as robust as others and it's not always clear what's going to arise at an upcoming community council. But if I had more awareness of what's being discussed each month, I would probably be more interested in this avenue.	11/30/2021 12:31 PM
21	This can be a struggle for me to participate based on my schedule.	11/30/2021 11:32 AM
22	presenter or attendee	11/30/2021 11:14 AM
23	Same as above.	11/30/2021 11:11 AM
24	On the rare occasions when they are presenting to Spring Grove Village.	11/29/2021 6:33 PM
25	Because they rarely happen, if ever.	11/29/2021 6:30 PM
26	does not seem to be many of these lately	11/29/2021 5:21 PM
27	N/A	11/29/2021 1:52 PM
28	See general answer under last point in this section...	11/24/2021 8:43 PM
29	N/a	11/23/2021 5:10 PM
30	I trust city staff and value their professional input.	11/23/2021 2:11 PM
31	In the year that I've been involved with my community council, we have had no city-led presentations	11/23/2021 1:49 PM
32	as part of bond hill community meetings	11/22/2021 1:35 AM
33	I am on Hyde Park Neighborhood Council	11/21/2021 8:50 PM
34	I say Occasionally because the only City-led presentations at our neighborhood meetings are those who are trying to get elected. Only CPD has a monthly presence	11/21/2021 7:38 PM
35	I especially like to hear presentations at Westwood Civic meetings to see what they're planning	11/20/2021 5:37 PM
36	N/A	11/18/2021 2:11 PM
37	One-on-one interaction	11/17/2021 3:58 PM
38	Inconvenient for schedule	11/16/2021 8:57 PM
39	Presenters from the City occasionally visit our community council meetings.	11/15/2021 12:58 AM
40	Regularly attend community council meetings and encourage more city council participation	11/10/2021 10:17 AM
41	I don't know when they are	11/10/2021 7:55 AM
42	These literally rarely happen	11/9/2021 3:05 PM
43	Before the virus, city staff would appear before community councils. Then the virus changed	11/8/2021 3:50 PM

Community Engagement Survey

that. Then the City Manager's Feb 26th 2021 FYI memo said such presentations would no longer happen.

44	my position in community council	11/8/2021 1:34 PM
45	I don't see these as community engagement events, but more as educational presentations for Council.	11/8/2021 9:46 AM
46	Never from the city engagement team, I find out through other	11/7/2021 1:26 PM
47	N/A	11/6/2021 2:20 PM
48	Meeting agendas are rarely shared ahead of time. Oakley is the only community near me that has actually shared their council agendas and minutes. Mt. Lookout is starting to do a better job. Hyde Park needs a lot of help, they don't seem too interested in sharing agendas or minutes.	11/5/2021 2:31 PM
49	I don't see advertisement for it	11/5/2021 1:58 PM
50	N/A	11/4/2021 11:28 AM
51	I am a member of my community council	11/4/2021 4:05 AM
52	Very ineffective council and not sure they've sought you out.	11/3/2021 12:10 PM
53	Not seen these at my council for several years. Not blaming city - a lot of councils are struggling.	11/2/2021 8:35 PM
54	they come to my neighborhood about a topic I care about	11/1/2021 11:26 AM
55	When presented.	11/1/2021 10:13 AM
56	Not convenient to attend these.	10/30/2021 12:07 PM
57	Very rarely am I made aware of City-led presentations. The last active one I attended was a couple years ago with Denning of DCED	10/29/2021 5:20 PM

#	COMMENTS FOR "MOBILE APP"	DATE
1	the fix it part is really helpful	12/1/2021 9:47 PM
2	I know about it for reporting issues with services, ie parking enforcement, garbage collection	12/1/2021 6:07 PM
3	I don't have it	12/1/2021 5:38 PM
4	I don't use many apps	12/1/2021 2:34 PM
5	n/a	12/1/2021 10:35 AM
6	N/a	12/1/2021 10:19 AM
7	N/A	12/1/2021 10:17 AM
8	This isn't engagement. This is a way to report problems vs solicit feedback/insight.	12/1/2021 9:50 AM
9	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
10	n/a	12/1/2021 6:56 AM
11	Seems redundant with website.	12/1/2021 5:59 AM
12	N/A	11/30/2021 10:31 PM
13	Just not interested in adding the app	11/30/2021 9:50 PM
14	Don't want another app	11/30/2021 8:54 PM
15	NA	11/30/2021 8:47 PM
16	As needed	11/30/2021 8:36 PM
17	Because the city doesn't use the tools in the codification and charter to motivate compliance through recourse and penalty. To document the nonsense and negligence around the city. To	11/30/2021 7:45 PM

Community Engagement Survey

	use as a repository for complaints, even though I then have to follow up on it.	
18	didn't know there was one	11/30/2021 4:53 PM
19	I already have too many apps on my phone and don't want to add any more.	11/30/2021 12:31 PM
20	request for services	11/30/2021 11:14 AM
21	Same as above.	11/30/2021 11:11 AM
22	The only app I am aware of is for litter complaint etc...	11/29/2021 9:43 PM
23	Don't have a smart phone.	11/29/2021 6:33 PM
24	Because it is probably the most effective, if least informative, way of getting things done	11/29/2021 6:30 PM
25	N/A	11/29/2021 5:21 PM
26	N/A	11/29/2021 1:52 PM
27	See general answer under last point in this section...	11/24/2021 8:43 PM
28	N/a	11/23/2021 5:10 PM
29	FixIt Cincy is amazing	11/23/2021 2:11 PM
30	I have used the Fix it Cincy app a few times to report things like broken pedestrian signals. It works well.	11/23/2021 1:49 PM
31	to report issues to the city	11/22/2021 1:35 AM
32	It's great. Easy to use. Always get action or a response.	11/21/2021 8:50 PM
33	I use the Fix It Cincy app weekly. It's one of the best communication tools this City has	11/21/2021 7:38 PM
34	All kinds of information easily available, including links to the website of needed	11/20/2021 5:37 PM
35	Just already use enough technology	11/18/2021 1:34 PM
36	N/A	11/17/2021 3:58 PM
37	Sometimes it works. Sometimes not. Sometimes a department claims a problem has been resolved with no action or contact.	11/16/2021 9:32 PM
38	Other platforms are more useful	11/16/2021 8:57 PM
39	I don't have the mobile app on my phone.	11/15/2021 12:58 AM
40	N/A	11/11/2021 10:53 PM
41	I think I used the app to report fixes needed	11/11/2021 8:01 AM
42	Just today, to report a traffic incident. I use this all the time.	11/10/2021 10:17 AM
43	NA	11/10/2021 7:55 AM
44	Because of my vision disorder, while I used to use the parking app, I no longer can read it. So the answer is never.	11/8/2021 3:50 PM
45	don't use mobile phone	11/8/2021 2:53 PM
46	NA	11/8/2021 1:34 PM
47	To report illegal dumping, etc.	11/8/2021 9:46 AM
48	Don't like mobile apps	11/7/2021 4:02 PM
49	N/A	11/7/2021 1:26 PM
50	N/A	11/6/2021 2:20 PM
51	Love it, get quick feedback particularly when asking for help with city lighting	11/5/2021 2:31 PM
52	What benefits do I have to downloading the app? I did not know there was an app.	11/5/2021 1:58 PM
53	N/A	11/4/2021 11:28 AM

Community Engagement Survey

54	Never installed	11/4/2021 4:05 AM
55	I use the mobile app to report problems and city repairs.	11/1/2021 5:12 PM
56	Fix It Cincy. Always get a response. It's great	11/1/2021 11:26 AM
57	I use the FixItCincy app.	11/1/2021 10:13 AM
58	Easy way to submit a lot of different types of requests for fixes and to check schedules.	10/30/2021 12:07 PM
59	I am not sure what App you are refering to. It would help if you would be more specific. Are you talking about fixit?	10/29/2021 5:20 PM
60	I only use it to communicate trash/litter and upkeep issues to the city maintenance.	10/29/2021 4:22 PM
#	COMMENTS FOR "BOARD AND COMMISSION MEETINGS"	DATE
1	I only have so much extra time and I'm not sure following these meetings is the best use of it.	12/1/2021 9:47 PM
2	Also not easy to attend	12/1/2021 6:07 PM
3	N/A	12/1/2021 5:38 PM
4	N/a	12/1/2021 10:19 AM
5	N/A	12/1/2021 10:17 AM
6	These are inaccessible to the working person as they are held in the middle of the work day. I can't leave work to attend a city meeting and I don't have a desk job with a computer.	12/1/2021 9:50 AM
7	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
8	n/a	12/1/2021 6:56 AM
9	Physical disability makes travel challenging.	12/1/2021 5:59 AM
10	N/A	11/30/2021 10:31 PM
11	Scheduling issues	11/30/2021 9:50 PM
12	Too busy	11/30/2021 8:54 PM
13	NA	11/30/2021 8:47 PM
14	While at work	11/30/2021 8:36 PM
15	N/a	11/30/2021 7:45 PM
16	i do like that these are held virtually; please keep that	11/30/2021 3:42 PM
17	never advertised	11/30/2021 1:50 PM
18	I've attended and given public comment at one parks commission meeting after the Park Board failed to engage immediate neighbors. This seemed like the only way I could get their attention and tell them I opposed a decision they made without thorough public engagement. The chair responded in a dismissive way, so I'm not sure I would choose this route again.	11/30/2021 12:31 PM
19	This can be a struggle for me to participate based on my schedule.	11/30/2021 11:32 AM
20	as health dept employee	11/30/2021 11:14 AM
21	Same as above.	11/30/2021 11:11 AM
22	Only when they are discussing something important to me.	11/29/2021 6:33 PM
23	Because these people affect the outcome of a variety of community issues.	11/29/2021 6:30 PM
24	Review and input for proposed developments and Zoning Changes	11/29/2021 5:21 PM
25	N/A	11/29/2021 1:52 PM
26	See general answer under last point in this section...	11/24/2021 8:43 PM

Community Engagement Survey

27	N/a	11/23/2021 5:10 PM
28	To follow development projects in my neighborhood	11/23/2021 2:11 PM
29	I know they exist, just don't know when, where, or how to participate	11/23/2021 1:49 PM
30	N/a	11/22/2021 1:35 AM
31	I've participated on Zoning Commission meetings a couple of times on the past year.	11/21/2021 7:38 PM
32	N/A	11/20/2021 5:37 PM
33	Depends on subject matter	11/17/2021 3:58 PM
34	Inconvenient for schedule	11/16/2021 8:57 PM
35	Only if they are virtual, but I'm usually at work during these meetings.	11/15/2021 12:58 AM
36	N/A	11/11/2021 10:53 PM
37	Generally on a topic of special interest to me to make my voice heard	11/10/2021 10:17 AM
38	NA	11/10/2021 7:55 AM
39	inaccessible	11/9/2021 3:05 PM
40	written statement to provide a record	11/8/2021 2:53 PM
41	NA	11/8/2021 1:34 PM
42	I attend as needed regarding community issues.	11/8/2021 9:46 AM
43	I never hear of meetings via a community engagement tool, only through other groups	11/7/2021 1:26 PM
44	I attended about 3 city council meetings >5 years ago when I had an issue affecting my street come to council.	11/6/2021 4:41 PM
45	N/A	11/6/2021 2:20 PM
46	Typically review the minutes after the fact	11/5/2021 2:31 PM
47	I was required for a course but the only time a resident would attend is if they had interest in planning or personal interests to address	11/5/2021 1:58 PM
48	Takes a lot of effort to figure out when and where	11/4/2021 11:28 AM
49	When necessary to represent my neighborhood or speak on an issue	11/4/2021 4:05 AM
50	I don't understand these meetings and feel it a waste of my time.	11/2/2021 8:35 PM
51	NA	11/1/2021 6:58 PM
52	I don't know what Boards or Commissions there are or when they meet.	11/1/2021 11:26 AM
53	As needed.	11/1/2021 10:13 AM
54	Unfortunately we have to attend a lot of the council and commission meetings	10/29/2021 5:20 PM
55	Formality and archaic byzantine info is offputting.	10/29/2021 4:22 PM
#	COMMENTS FOR "CITY-LED, COMMUNITY ENGAGEMENT MEETINGS"	DATE
1	Generally found that boards and commissions disregard adopted plans -- i.e. lack of demonstrated commitment to be consistent with adopted plans.	12/1/2021 8:50 PM
2	NA	12/1/2021 8:30 PM
3	Does the city advertise these?	12/1/2021 6:07 PM
4	N/A	12/1/2021 5:38 PM
5	Timing and again, to what end.	12/1/2021 2:34 PM
6	n/a	12/1/2021 10:35 AM
7	N/a	12/1/2021 10:19 AM

Community Engagement Survey

8	N/A	12/1/2021 10:17 AM
9	I go to these when they are publicized or near me. The info for these on how to register is convoluted and designed to keep people out. IF I have somehow heard about the meetings with adequate time to change my schedule around AND have navigated the series of hoops in order to register, then once the meeting begins it is even more rare that it feels like true engagement versus a legal process that is simply a roadblock for developer to get what they want and ultimately will get when the city votes in their favor	12/1/2021 9:50 AM
10	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
11	n/a	12/1/2021 6:56 AM
12	Would participate more often if I could do so online.	12/1/2021 5:59 AM
13	N/A	11/30/2021 10:31 PM
14	When schedule allows full attendance	11/30/2021 9:50 PM
15	Cannot attend in the nude	11/30/2021 8:54 PM
16	NA	11/30/2021 8:47 PM
17	N/a	11/30/2021 7:45 PM
18	staff who lead these should be fully knowledgeable about the project - this is not always the case	11/30/2021 3:42 PM
19	rare that hey occur	11/30/2021 1:50 PM
20	N/A	11/30/2021 12:31 PM
21	While I have heard of the processes, many times I do not hear of the specific opportunities or events. While I believe the tools are robust and effective (in the ones I have participated), I believe outreach is the main struggle. I am not sure if all the opportunities make it to my inbox.	11/30/2021 11:32 AM
22	to better understand community-specific needs	11/30/2021 11:14 AM
23	There has n't been one in Mt. Adams recently.	11/30/2021 11:11 AM
24	It seems to be the only way to be heard by the city administration.	11/29/2021 6:33 PM
25	They rarely happen.	11/29/2021 6:30 PM
26	have not been aware of any for the issues I have been working on	11/29/2021 5:21 PM
27	N/A	11/29/2021 1:52 PM
28	See general answer under last point in this section...	11/24/2021 8:43 PM
29	N/a	11/23/2021 5:10 PM
30	I've participated in one of these meetings. I had never heard of them before then.	11/23/2021 1:49 PM
31	this is the first	11/22/2021 1:35 AM
32	I generally participate through online surveys	11/21/2021 7:38 PM
33	Betsy Sundermann held some in the West Side around August, which I didn't get to attend, but I don't see other leaders showing their faces	11/20/2021 5:37 PM
34	Depends on subject matter	11/17/2021 3:58 PM
35	Inconvenient for schedule	11/16/2021 8:57 PM
36	So that I can inform our community members at our community council meetings.	11/15/2021 12:58 AM
37	N/A	11/11/2021 3:21 PM
38	Again, primarily on topics of interest to me to make my voice heard and find out what the city plans to do	11/10/2021 10:17 AM
39	NA	11/10/2021 7:55 AM

Community Engagement Survey

40	When in a central place I do	11/8/2021 3:05 PM
41	If an agenda item affects OTR, then I may attend. These virtual meetings are hard for me to follow when overheads are used, as I can't read the screen.	11/8/2021 3:50 PM
42	too few of them; when led by Planning, they're very good	11/8/2021 2:53 PM
43	my position on community organization	11/8/2021 1:34 PM
44	I attend as needed if the City Planning Department is assisting with a neighborhood plan.	11/8/2021 9:46 AM
45	N/A	11/7/2021 1:26 PM
46	N/A	11/6/2021 2:20 PM
47	Typically read the minutes afterward	11/5/2021 2:31 PM
48	I would love to get involved in any community engagement opportunities but I have not see advertisement for any.	11/5/2021 1:58 PM
49	N/A	11/4/2021 11:28 AM
50	When topic of interest	11/4/2021 4:05 AM
51	Don't know what these are.	11/2/2021 8:35 PM
52	I don't know if I've ever seen a meeting like this advertised?	11/1/2021 5:12 PM
53	I've only heard of one about property tax breaks	11/1/2021 11:26 AM
54	When in my community (Price Hill)	11/1/2021 10:13 AM
55	Not convenient to attend these.	10/30/2021 12:07 PM
56	Very rarely am I made aware of City-led presentations.	10/29/2021 5:20 PM
57	I don't know of them or where/what they're about. And evening meetings, like the ones offered for this input process, are unworkable for me as a parent.	10/29/2021 4:22 PM
#	COMMENTS FOR "CITY-LED, SPECIAL ENGAGEMENT MEETINGS"	DATE
1	NA	12/1/2021 8:30 PM
2	N/A	12/1/2021 5:38 PM
3	Timing and again, to what end.	12/1/2021 2:34 PM
4	N/a	12/1/2021 10:19 AM
5	N/A	12/1/2021 10:17 AM
6	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
7	n/a	12/1/2021 6:56 AM
8	Physical disability makes travel challenging.	12/1/2021 5:59 AM
9	N/A	11/30/2021 10:31 PM
10	Seem to surround the same subject, violence.	11/30/2021 9:50 PM
11	Cannot smoke at the meeting	11/30/2021 8:54 PM
12	NA	11/30/2021 8:47 PM
13	N/a	11/30/2021 7:45 PM
14	rare that hey occur	11/30/2021 1:50 PM
15	N/A	11/30/2021 12:31 PM
16	This can be a struggle for me to participate based on my schedule.	11/30/2021 11:32 AM
17	life expectancy data presentation attendee	11/30/2021 11:14 AM

Community Engagement Survey

18	My schedule.	11/30/2021 11:11 AM
19	To make my voice heard.	11/29/2021 6:33 PM
20	I take this to mean HCB or Planning Public Staff Meetings regarding proposed developments and Zoning changes	11/29/2021 5:21 PM
21	N/A	11/29/2021 1:52 PM
22	See general answer under last point in this section...	11/24/2021 8:43 PM
23	N/a	11/23/2021 5:10 PM
24	N/A	11/23/2021 1:49 PM
25	If I receive information in time I will attend if it works in my schedule.	11/22/2021 1:35 AM
26	I generally participate through online surveys	11/21/2021 7:38 PM
27	N/A	11/20/2021 5:37 PM
28	Depends on subject matter	11/17/2021 3:58 PM
29	Inconvenient for schedule	11/16/2021 8:57 PM
30	I'm usually at work during these events.	11/15/2021 12:58 AM
31	N/A	11/11/2021 10:53 PM
32	N/A	11/11/2021 3:21 PM
33	Same as above	11/10/2021 10:17 AM
34	N/A	11/10/2021 7:55 AM
35	I don't believe I have ever heard of one of these meetings. Do you have an example?	11/8/2021 3:50 PM
36	too few if any; or, it's the ULI way (rent-a-gym syndrome: rent a room, pretend to listen, go back, do whatever anyway)	11/8/2021 2:53 PM
37	my position on community organization	11/8/2021 1:34 PM
38	N/A	11/8/2021 9:46 AM
39	N/A	11/7/2021 1:26 PM
40	N/A	11/6/2021 2:20 PM
41	Typically read minutes due to scheduling challenges	11/5/2021 2:31 PM
42	N/A	11/5/2021 1:58 PM
43	N/A	11/4/2021 11:28 AM
44	Depends 9n the topic	11/4/2021 4:05 AM
45	How are you communicating this info to the average Joe???	11/3/2021 12:10 PM
46	Have no ideas what these are.	11/2/2021 8:35 PM
47	Again, not aware of when or where these are.	11/1/2021 5:12 PM
48	When in my community (Price Hill)	11/1/2021 10:13 AM
49	N/A	10/30/2021 12:07 PM
50	Very rarely am I made aware of City-led presentations.	10/29/2021 5:20 PM
#	COMMENTS FOR "COMMUNITY BUDGET REQUESTS AND NEIGHBORHOOD PROJECT SUGGESTIONS"	DATE
1	I've heard of these but I don't remember any additional info or meetings.	12/1/2021 9:47 PM
2	Techniques, tools, and processes seem ineffective -- often token engagement with unusable outputs. Seems designed to placate and just provide a temporary sense that concerns are	12/1/2021 8:50 PM

Community Engagement Survey

	being addressed.	
3	Only know about because I'm engaged with my local community council	12/1/2021 6:07 PM
4	I am on the council board so we review these suggestions	12/1/2021 5:38 PM
5	Does not seem worth it - 2 minutes to talk, no one is really listening.	12/1/2021 2:34 PM
6	westwood civic a waste; you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
7	N/a	12/1/2021 10:19 AM
8	N/A	12/1/2021 10:17 AM
9	Know of this but never participated in community budget meetings, I've been to city council meetings about the budget.	12/1/2021 9:50 AM
10	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
11	n/a	12/1/2021 6:56 AM
12	Physical disability makes travel challenging.	12/1/2021 5:59 AM
13	N/A	11/30/2021 10:31 PM
14	Watched rebroadcast, but never have a compelling reason to attend	11/30/2021 9:50 PM
15	N/a	11/30/2021 8:54 PM
16	I heard of these post-humously	11/30/2021 8:47 PM
17	N/a	11/30/2021 7:45 PM
18	too long and not worth my time,	11/30/2021 1:50 PM
19	N/A	11/30/2021 12:31 PM
20	While I have heard of the processes, many times I do not hear of the specific opportunities or events. While I believe the tools are robust and effective (in the ones I have participated), I believe outreach is the main struggle. I am not sure if all the opportunities make it to my inbox.	11/30/2021 11:32 AM
21	n/a	11/30/2021 11:14 AM
22	I have a conflict of interest.	11/30/2021 11:11 AM
23	We (SGV) submitted 3 CBR's and all were rejected. Seems like an exercise in futility if you are a working class neighborhood.	11/29/2021 6:33 PM
24	Trying to achieve positive community outcomes. I don't feel like it works.	11/29/2021 6:30 PM
25	For the area I am most interested in, I am an architect interested in responsible development and not a voting member of the Community Council	11/29/2021 5:21 PM
26	N/A	11/29/2021 1:52 PM
27	See general answer under last point in this section...	11/24/2021 8:43 PM
28	N/a	11/23/2021 5:10 PM
29	N/A	11/23/2021 1:49 PM
30	received this information as part of the community council	11/22/2021 1:35 AM
31	Have not been informed of when these meetings are or how to participate	11/21/2021 7:38 PM
32	I usually hear these second hand through Westwood Civic; I did watch the public Budget committee where the audience lost control and David Mann shut it down. Good for him!!	11/20/2021 5:37 PM
33	Again, depends on subject matter	11/17/2021 3:58 PM
34	N/A	11/16/2021 8:57 PM
35	These are VERY important to our neighborhoods!!	11/15/2021 12:58 AM

Community Engagement Survey

36	Involved in my neighborhood community council and provide input to elected leadership on community priorities	11/10/2021 10:17 AM
37	N/A	11/10/2021 7:55 AM
38	Are these still in use? They never seemed to be answered positively by the staff or community council. Especially during the budget crisis years. I have not seen one since before the virus.	11/8/2021 3:50 PM
39	recently learned the community council rarely put one together, or anything else beneficial for residents (but biz clients were always taken care of)	11/8/2021 2:53 PM
40	my position on community organization	11/8/2021 1:34 PM
41	I participate as needed with my local neighborhood, as well as neighborhoods I work in.	11/8/2021 9:46 AM
42	N/A, I only hear of these through other organizations	11/7/2021 1:26 PM
43	I submitted 2 CBRs last year.	11/6/2021 4:41 PM
44	N/A	11/6/2021 2:20 PM
45	Outside of Oakley, the surrounding neighborhoods don't seem to be interested in asking for feedback and actually doing something about it. My Lookout is attempting to improve. My neighborhood of Hyde Park really needs help.	11/5/2021 2:31 PM
46	N/A	11/5/2021 1:58 PM
47	N/A	11/4/2021 11:28 AM
48	Speak on funding decisions, support human services and community led funding	11/4/2021 4:05 AM
49	Usually don't know when/how these happen	11/2/2021 8:35 PM
50	NA	11/1/2021 6:58 PM
51	Not aware of when or where these are.	11/1/2021 5:12 PM
52	Only hear about it if the city is going to cut the funding.	11/1/2021 11:26 AM
53	When in my community (Price Hill)	11/1/2021 10:13 AM
54	My emails to these groups, especially about repairing my neighborhood park stairs, go unnoticed and I get no responses.	10/30/2021 12:07 PM
55	As a member of a Community Council we do get funding and try to participate in the CBR. Not sure exactly what specifically your are refering to	10/29/2021 5:20 PM
56	Dont know where, when or how those happens.	10/29/2021 4:22 PM
#	COMMENTS FOR "NEIGHBORHOOD PLANNING PROCESSES"	DATE
1	Generally, can't hear the presenter. Techniques, tools, and processes seem ineffective -- often token engagement with unusable outputs. Generally feel a lack of demonstrated commitment to be consistent with adopted plans. Feels like process is designed to placate and just provide a temporary sense that concerns are being addressed.	12/1/2021 8:50 PM
2	I know they're working on plans in some neighborhoods but I don't know anything about that process	12/1/2021 6:07 PM
3	N/A	12/1/2021 5:38 PM
4	I don't think this is really how input works, I think these meetings are not inclusive and never really can be. Data should be used and it is not.	12/1/2021 2:34 PM
5	N/a	12/1/2021 10:19 AM
6	N/A	12/1/2021 10:17 AM
7	These don't happen often.	12/1/2021 9:50 AM
8	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
9	n/a	12/1/2021 6:56 AM

Community Engagement Survey

10	Would participate more often if I could do so online.	12/1/2021 5:59 AM
11	N/A	11/30/2021 10:31 PM
12	Poorly advertise on the Westside.	11/30/2021 9:50 PM
13	The plans of man are folly	11/30/2021 8:54 PM
14	I've heard of these post-humously	11/30/2021 8:47 PM
15	N/a	11/30/2021 7:45 PM
16	unsure of if/when	11/30/2021 4:53 PM
17	not worth my time,	11/30/2021 1:50 PM
18	N/A	11/30/2021 12:31 PM
19	While I have heard of the processes, many times I do not hear of the specific opportunities or events. While I believe the tools are robust and effective (in the ones I have participated), I believe outreach is the main struggle. I am not sure if all the opportunities make it to my inbox.	11/30/2021 11:32 AM
20	neighborhood summit	11/30/2021 11:14 AM
21	I am less engaged than I should be.	11/30/2021 11:11 AM
22	We are currently working on a neighborhood for Spring Grove Village.	11/29/2021 6:33 PM
23	I actually led our last community planning effort. But once it's done, it doesn't seem to matter to anyone or have enough of an impact. We did our part, but the city just "checks the box".	11/29/2021 6:30 PM
24	Same as above	11/29/2021 5:21 PM
25	N/A	11/29/2021 1:52 PM
26	See general answer under last point in this section...	11/24/2021 8:43 PM
27	N/a	11/23/2021 5:10 PM
28	N/A	11/23/2021 1:49 PM
29	N/a	11/22/2021 1:35 AM
30	Have not been informed when these meetings are or how to participate	11/21/2021 7:38 PM
31	I'm not sure these happen outside of special presentations at Westwood Civic	11/20/2021 5:37 PM
32	Again, subject matter	11/17/2021 3:58 PM
33	Westwood is woefully overdue for a new community plan.	11/16/2021 9:32 PM
34	N/A	11/16/2021 8:57 PM
35	The Neighborhood Planning process is VERY important to our neighborhoods!!	11/15/2021 12:58 AM
36	Same answer as above	11/10/2021 10:17 AM
37	NA	11/10/2021 7:55 AM
38	Never hear about these or they are in closed offices	11/9/2021 3:05 PM
39	The last one that I am aware of is the Mohawk Comp Plan. Before that it was the City Comp Plan.	11/8/2021 3:50 PM
40	boards and commissions overrule these w variances, preferences to one property owner at expense of many others	11/8/2021 2:53 PM
41	my position on community organization	11/8/2021 1:34 PM
42	I attend as needed.	11/8/2021 9:46 AM
43	N/A, I only hear about neighborhood process through my neighborhood organizations	11/7/2021 1:26 PM
44	I am a member of my community's neighborhood planning process, though it has been since the pandemic started. I hope we resume and finish the plan.	11/6/2021 4:41 PM

Community Engagement Survey

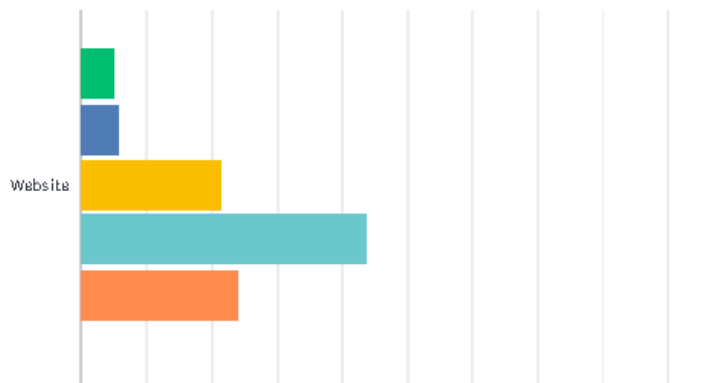
45	N/A	11/6/2021 2:20 PM
46	Heard of it through planning but I've never seen anything from the City	11/5/2021 1:58 PM
47	Participated years ago. Plan didn't have any impact on City decisions.	11/4/2021 11:28 AM
48	Very involved in community plan	11/3/2021 12:10 PM
49	We are in the middle of a Neighborhood Plan now.	11/2/2021 8:35 PM
50	Not aware of when or where these are.	11/1/2021 5:12 PM
51	When in my community (Price Hill)	11/1/2021 10:13 AM
52	Planning staff have never responded to email questions.	10/30/2021 12:07 PM
53	Until now we were not actively engaged by the city. We have taken it upon ourselves to start the process	10/29/2021 5:20 PM
54	Don't have time/ability to attend neighborhood planning meetings	10/29/2021 4:22 PM
#	COMMENTS FOR "SPECIAL EVENTS"	DATE
1	What are these	12/1/2021 6:07 PM
2	N/A	12/1/2021 5:38 PM
3	N/a	12/1/2021 10:19 AM
4	I want to find information to facilitate attending events	12/1/2021 10:17 AM
5	They don't happen often.	12/1/2021 9:50 AM
6	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
7	n/a	12/1/2021 6:56 AM
8	Not aware of specific events.	12/1/2021 5:59 AM
9	N/A	11/30/2021 10:31 PM
10	Depends on the subject matter.	11/30/2021 9:50 PM
11	Special events really this is silly	11/30/2021 8:54 PM
12	NA	11/30/2021 8:47 PM
13	N/a	11/30/2021 7:45 PM
14	N/A	11/30/2021 12:31 PM
15	While I have heard of the processes, many times I do not hear of the specific opportunities or events. While I believe the tools are robust and effective (in the ones I have participated), I believe outreach is the main struggle. I am not sure if all the opportunities make it to my inbox.	11/30/2021 11:32 AM
16	attendee	11/30/2021 11:14 AM
17	My schedule.	11/30/2021 11:11 AM
18	I Usually attend the Neighborhood Summit.	11/29/2021 6:33 PM
19	I'm not interested in participating in city events when I don't feel like the city participates in efforts in my community.	11/29/2021 6:30 PM
20	N/A	11/29/2021 5:21 PM
21	N/A	11/29/2021 1:52 PM
22	The answer to all the above is, "Although I'm retired, I'm not spending time to follow all City functions frequently. I do value all available avenues for City information."	11/24/2021 8:43 PM
23	N/a	11/23/2021 5:10 PM

Community Engagement Survey

24	N/A	11/23/2021 1:49 PM
25	With Covid I am still not venturing out	11/21/2021 7:38 PM
26	I usually don't go to the special events, because of crowds, traffic, parking, finances, but I like reading about them	11/20/2021 5:37 PM
27	Again, subject matter	11/17/2021 3:58 PM
28	N/A	11/16/2021 8:57 PM
29	Only if these special events are in the evening or on a Saturday.	11/15/2021 12:58 AM
30	N/A	11/11/2021 10:53 PM
31	I've attended a couple of special events around pedestrian safety/Vision Zero	11/10/2021 10:17 AM
32	NA	11/10/2021 7:55 AM
33	Don't happen often	11/9/2021 3:05 PM
34	I assume this is the FYI Memo?	11/8/2021 3:50 PM
35	What? the neighborhood summit? wasn't the last one all about 'resilience' ? then we really had to get tough by filing lawsuits	11/8/2021 2:53 PM
36	only if specifically invited	11/8/2021 1:34 PM
37	N/A	11/8/2021 9:46 AM
38	I have not attended a Neighborhood Summit or other example events.	11/6/2021 4:41 PM
39	N/A	11/6/2021 2:20 PM
40	Wish Hyde Park had more of them	11/5/2021 2:31 PM
41	N/A	11/4/2021 11:28 AM
42	Not sure what this would be	11/2/2021 4:47 PM
43	NA	11/1/2021 6:58 PM
44	N/A	10/30/2021 12:07 PM

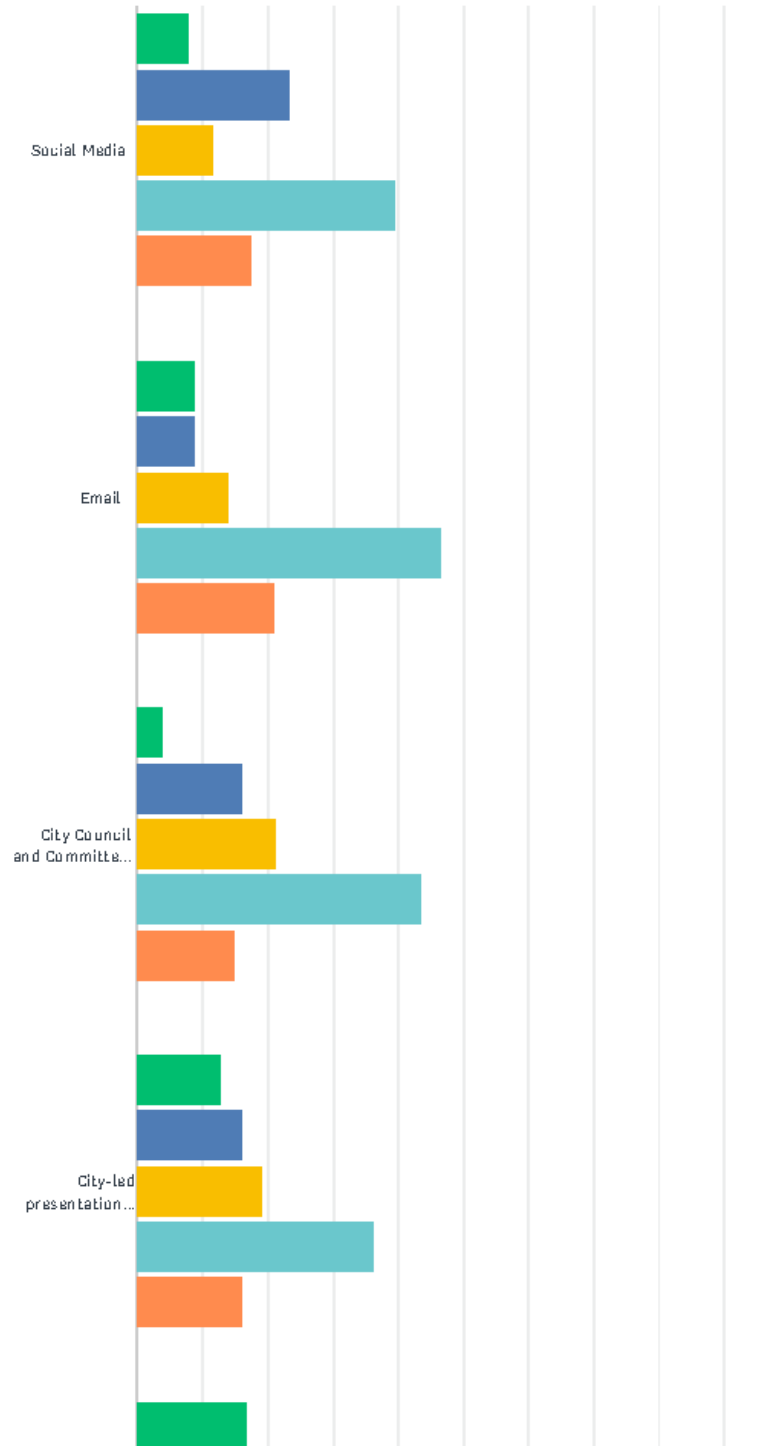
Q3 How satisfied are you with City of Cincinnati engagement tools that are listed above? (You may have to scroll, horizontally, to view all response options.)

Answered: 159 Skipped: 0



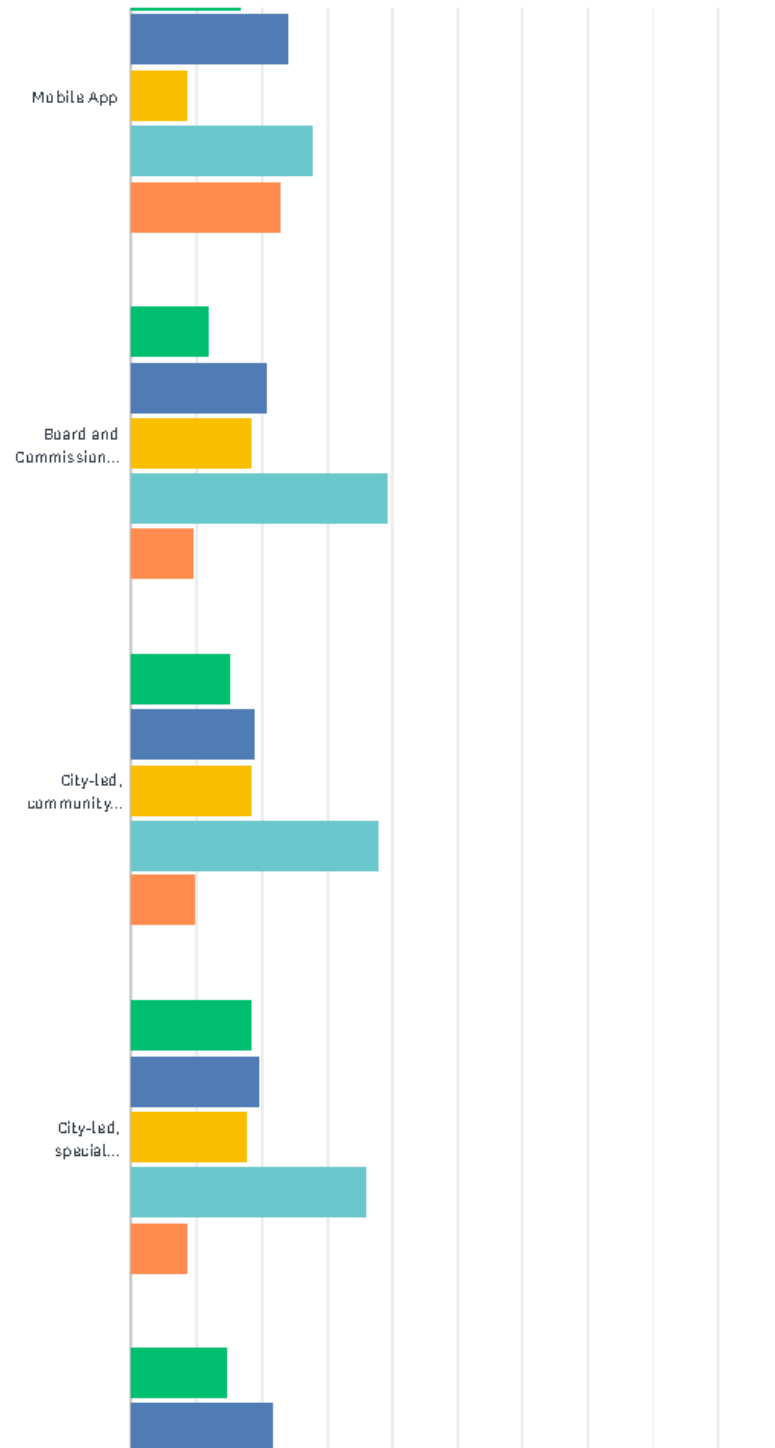
26 / 81

Community Engagement Survey

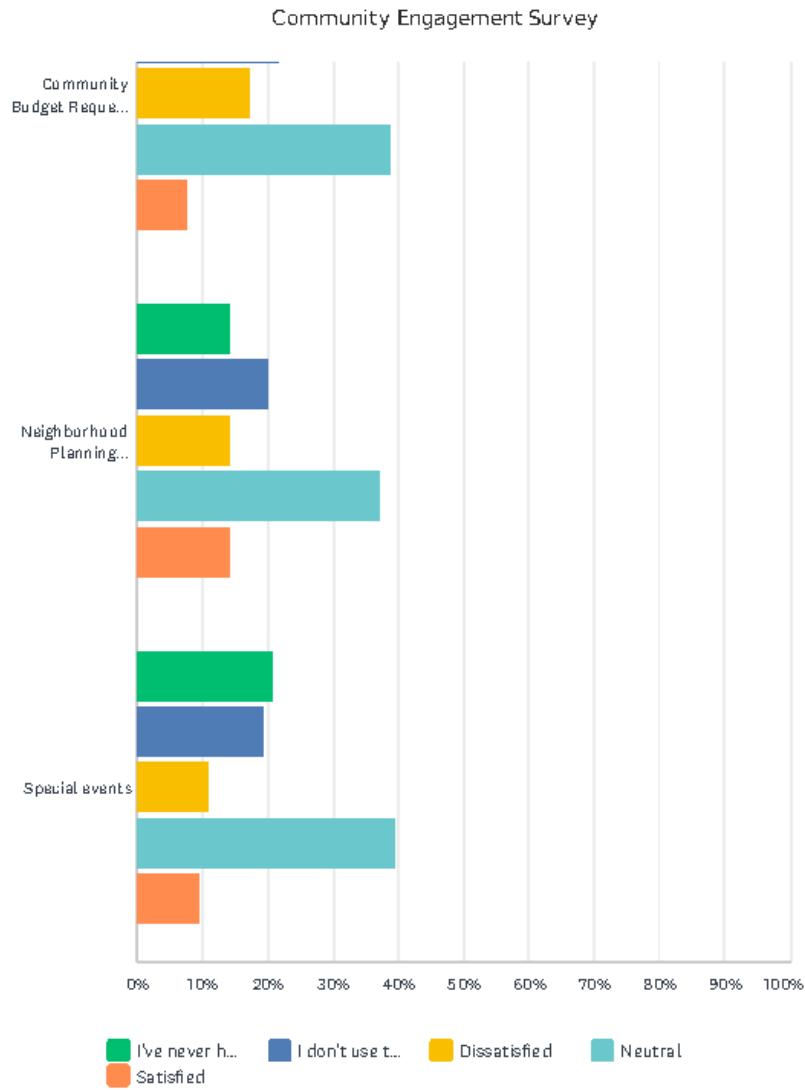


27 / 81

Community Engagement Survey



28 / 81



Community Engagement Survey

	I'VE NEVER HEARD OF IT	I DON'T USE THIS TOOL	DISSATISFIED	NEUTRAL	SATISFIED	TOTAL	WEIGHTED AVERAGE
Website	5.06% 8	5.70% 9	21.52% 34	43.67% 69	24.05% 38	158	2.76
Social Media	7.79% 12	23.38% 36	11.69% 18	39.61% 61	17.53% 27	154	2.36
Email	8.97% 14	8.97% 14	14.10% 22	46.79% 73	21.15% 33	156	2.62
City Council and Committee Meetings	3.90% 6	16.23% 25	21.43% 33	43.51% 67	14.94% 23	154	2.49
City-led presentations at community council meetings	12.74% 20	15.92% 25	19.11% 30	36.31% 57	15.92% 25	157	2.27
Mobile App	16.88% 26	24.03% 37	8.44% 13	27.92% 43	22.73% 35	154	2.16
Board and Commission Meetings	12.03% 19	20.89% 33	18.35% 29	39.24% 62	9.49% 15	158	2.13
City-led, community engagement meetings	15.03% 23	18.95% 29	18.30% 28	37.91% 58	9.80% 15	153	2.08
City-led, special engagement meetings	18.30% 28	19.61% 30	17.65% 27	35.95% 55	8.50% 13	153	1.97
Community Budget Requests and Neighborhood Project Suggestions	14.65% 23	21.66% 34	17.20% 27	38.85% 61	7.64% 12	157	2.03
Neighborhood Planning Processes	14.29% 22	20.13% 31	14.29% 22	37.01% 57	14.29% 22	154	2.17
Special events	20.65% 32	19.35% 30	10.97% 17	39.35% 61	9.68% 15	155	1.98

#	COMMENTS FOR "WEBSITE"	DATE
1	I use it for the CRC and it is cumbersome and things are hard to find.	12/1/2021 9:47 PM
2	I am part of a very active neighborhood association and most of the time I feel we have no effective input to City Council decisions. there is a display of appearance of asking for our input - and we have invested huge amounts of energy but in the end the special interests of developers being sponsored by wealthy folks always hold sway over the needs and desires of CUFNA	12/1/2021 8:30 PM
3	the maps could work better, especially on mobile web	12/1/2021 5:38 PM
4	you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
5	Kind of hard to navigate	12/1/2021 10:19 AM
6	Seems fairly modern, up to date	12/1/2021 10:17 AM
7	It's not intuitive/hard to navigate and find what you're looking for.	12/1/2021 9:50 AM
8	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
9	n/a	12/1/2021 6:56 AM
10	Website difficult to navigate. Responses to emails not prompt. Not permitted to online participation in budget meeting. No reason given.	12/1/2021 5:59 AM
11	N/a	11/30/2021 9:14 PM

Community Engagement Survey

12	You can use it in the nude	11/30/2021 8:54 PM
13	Dissatisfied for broader awareness	11/30/2021 8:47 PM
14	Because fix it resets and deletes historical complaints. There's no way to view city response, we have to go to SEPERATE cagis map to follow SR or PS#s. It serves its purpose for intake but not for control/look back/or progress updates. A 1st year developer our of college could do better!!!	11/30/2021 7:45 PM
15	hard to find what im looking for	11/30/2021 3:42 PM
16	not always up to date with latest information, hard tp navigate, es pecially finding city council committee items	11/30/2021 1:50 PM
17	I've found a lot of good information, but I wonder if there could be more info on issues before they are decided on.	11/30/2021 12:31 PM
18	Could be more user friendly.	11/30/2021 11:35 AM
19	While I have heard of the processes, many times I do not hear of the specific opportunities or events. While I believe the tools are robust and effective (in the ones I have participated), I believe outreach is the main struggle.	11/30/2021 11:32 AM
20	However, it could be easier to navigate	11/29/2021 6:33 PM
21	My level of dissatisfaction has increased during the recent administration when many functional tools that assisted the community in knowing what was going on, or being able to document issues and efforts were undermined and destroyed in order to ensure that people could not find data. There are numerous examples, but code enforcement is a perfect one.	11/29/2021 6:30 PM
22	I can usually find what I am looking for or be directed to it by City staff	11/29/2021 5:21 PM
23	N/A	11/29/2021 1:52 PM
24	See general answer under last point in this section...	11/24/2021 8:43 PM
25	N/a	11/23/2021 5:10 PM
26	We need more information posted there - we need a communication portal	11/22/2021 1:35 AM
27	It could be easier to navigate. Some info is hard to find.	11/21/2021 8:50 PM
28	It's fairly easy to find what you are looking for	11/21/2021 7:38 PM
29	It's pretty easy to navigate; I nused to receive the emails from D3 Police about crime incidents, and I think a D3 Captain(?) said its online now, but nln can only find statistics, not the details of arrests, calls for service, etc	11/20/2021 5:37 PM
30	N/A	11/18/2021 1:34 PM
31	Some are okay	11/17/2021 3:58 PM
32	There have been times when the City didn't give enough notice of important meetings that community councils and residents needed to attend and participate..	11/15/2021 12:58 AM
33	I find it very difficult to navigate and find information easily. On *any* topic. Especially in comparing it with other cities' websites (Portland comes to mind), I'd love to see the city do a complete overhaul.	11/10/2021 10:17 AM
34	NA	11/10/2021 7:55 AM
35	hard to navigate	11/9/2021 3:05 PM
36	See above answers.	11/8/2021 3:50 PM
37	when updated, great source of info about ccm committees and legislation; contact info; agendas for boards & packets; very poor for staff reports posted (and also changed) after citizens' written statements required; this puts citizens off but underlines a lack of engagement, due process, fair and legitimate notice	11/8/2021 2:53 PM
38	It is a fine website, although sometimes it can be hard to navigate and some pages are out of date.	11/8/2021 9:46 AM

Community Engagement Survey

39	I've never heard of it	11/7/2021 1:26 PM
40	I wish the City would do more to present the information in a form that average citizens can readily understand. I know this is hard, but citizen's face a massive information and time asymmetry compared to Planning Staff and especially developers and their lawyers. I wish there was a Citizen Advocate for zoning or an in-house zoning attorney at a NGO that would be funded by the City to help translate and identify implications for communities.	11/6/2021 4:41 PM
41	N/A	11/6/2021 2:20 PM
42	Most require citizens to search for the details and it can be cumbersome to find on web-site	11/4/2021 4:05 AM
43	I think of "engagement tools" as marketing tools. Again, how are you trying to engage the average Joe?	11/3/2021 12:10 PM
44	You have to be proactive and go here, notifications are easier for us.	11/2/2021 4:47 PM
45	Good website overall, could used a clearer, more centralized way of giving feedback. A chat feature might also help.	11/1/2021 5:12 PM
46	The city website is constantly out out of date. I have found lots of broken links. Information that is almost impossible to find. Then really there isn't much there. It is very cumbersome. Some division websites are really just general stuff.	10/29/2021 5:20 PM
#	COMMENTS FOR "SOCIAL MEDIA"	DATE
1	It's ok. I don't learn a lot of new or interesting info usually.	12/1/2021 9:47 PM
2	I don't think social media should be a suitable community engagement tool. It often feels like a cheap and easy way to check off a box of engagement.	12/1/2021 12:11 PM
3	n/a	12/1/2021 10:35 AM
4	N/a	12/1/2021 10:19 AM
5	N/A	12/1/2021 10:17 AM
6	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
7	n/a	12/1/2021 6:56 AM
8	Don't consider social media an efficient way to find information.	12/1/2021 5:59 AM
9	I don't like the social media manger's tone—too formal needs to take lessons from Wendys	11/30/2021 8:54 PM
10	Needs to be spicy for higher engagement	11/30/2021 8:47 PM
11	It's not used in a way that fosters engagement. Y'all just use it to flex ur little projects and "wins".	11/30/2021 7:45 PM
12	good for conveying info, but not a good engagement tool	11/30/2021 3:42 PM
13	I don't like social media (it's a toxic place), so don't spend much time here.	11/30/2021 12:31 PM
14	Don't use Facebook or Twitter.	11/29/2021 6:33 PM
15	It is not properly used or informative.	11/29/2021 6:30 PM
16	N/A	11/29/2021 5:21 PM
17	N/A	11/29/2021 1:52 PM
18	See general answer under last point in this section...	11/24/2021 8:43 PM
19	N/a	11/23/2021 5:10 PM
20	I am apprised of current events and upcoming events on Twitter	11/21/2021 7:38 PM
21	It would be nice to know CPD, especially D3, is reading what citizens discuss on FB and NextDoor. A lot of information is provided, but we can't see any involvement by Police with it.	11/20/2021 5:37 PM
22	N/A	11/18/2021 1:34 PM

Community Engagement Survey

23	N/A	11/17/2021 3:58 PM
24	The Facebook notifications are helpful.	11/15/2021 12:58 AM
25	There are lots of city entities on social media. I follow some of them. I'm not aware though of any over arching communications plan involving the city speaking to its citizens with one voice.	11/10/2021 10:17 AM
26	NA	11/10/2021 7:55 AM
27	these are pretty up to date	11/9/2021 3:05 PM
28	See above answers.	11/8/2021 3:50 PM
29	I don't have social media.	11/8/2021 9:46 AM
30	I generally don't use social media	11/7/2021 1:26 PM
31	N/A	11/6/2021 2:20 PM
32	NextDoor is used more by the police to share arrests than it is for engagement and feedback	11/5/2021 2:31 PM
33	Not user friendly/engaging	11/3/2021 12:10 PM
34	Nice format, great info, but again, you have to be proactive and go look here	11/2/2021 4:47 PM
#	COMMENTS FOR "EMAIL"	DATE
1	you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
2	N/a	12/1/2021 10:19 AM
3	It comes to me so I don't have to look	12/1/2021 10:17 AM
4	I have not experienced email as an actual tool of engagement.	12/1/2021 9:50 AM
5	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
6	n/a	12/1/2021 6:56 AM
7	Response is often slow and dismissive.	12/1/2021 5:59 AM
8	N/A	11/30/2021 10:31 PM
9	You can use it in the nude	11/30/2021 8:54 PM
10	NA	11/30/2021 8:47 PM
11	There is absolutely NO standards when it comes to reply. At my job I have standards for internal and external communications. Internal communications need to be replied to within 1 business day and 2 days for external communication. Y'all are so buried because u have no plan to blitz through issues and refresh the queue. So instead y'all just ignore everyone that isn't of interest.	11/30/2021 7:45 PM
12	I don't always know who/where to reach out to but email is an attractive option for me.	11/30/2021 12:31 PM
13	I get some emails, but I am not sure I get them all based on hearing of events after the fact and not being able to attend.	11/30/2021 11:32 AM
14	Hard to get a response from council other than a robot.	11/29/2021 6:33 PM
15	People answer if they want to and not if they don't. Customer service is not a focus of city administration.	11/29/2021 6:30 PM
16	often do not get a response on important matters and often need to contact multiple departments with little cooperation between in order to resolve one issue.	11/29/2021 5:21 PM
17	N/A	11/29/2021 1:52 PM
18	See general answer under last point in this section...	11/24/2021 8:43 PM
19	N/a	11/23/2021 5:10 PM

Community Engagement Survey

20	N/A	11/23/2021 1:49 PM
21	There should be more of it if you have valid emails	11/22/2021 1:35 AM
22	I always get a response.	11/21/2021 8:50 PM
23	I only receive emails sometimes as follow-ups	11/21/2021 7:38 PM
24	I'm not sure what emails I get- I know I get ones from CPD.	11/20/2021 5:37 PM
25	N/A	11/18/2021 1:34 PM
26	Most frequently used	11/17/2021 3:58 PM
27	Sometimes the emails are timely and sometimes they are not.	11/15/2021 12:58 AM
28	N/A	11/11/2021 10:53 PM
29	I want to be able to email someone at DOTE or anywhere else in the city government with questions or issues. It's really hard to find that information. I'd like every city employee to include their email addresses in their signature lines, and publish that information on the website.	11/10/2021 10:17 AM
30	NA	11/10/2021 7:55 AM
31	don't really get replies	11/9/2021 3:05 PM
32	Admin staff are superb at responding by email to inquiries; very informative and helpful; citizens depend on staff -- they're the professionals plus have years of training and experience	11/8/2021 2:53 PM
33	I think this is a great communication tool; however, I don't consider email community engagement.	11/8/2021 9:46 AM
34	N/a	11/8/2021 7:29 AM
35	Rarely do I hear of anything directly from the city	11/7/2021 1:26 PM
36	I wish the City would make increased use of email. As long as clear subject lines are used (along with a good main message), I can triage what I am interested in.	11/6/2021 4:41 PM
37	N/A	11/6/2021 2:20 PM
38	This is the easiest way to get a direct message that something is happening in Kennedy Heights	11/2/2021 4:47 PM
39	City Planning folks are very responsive to email.	10/29/2021 5:20 PM
#	COMMENTS FOR "CITY COUNCIL AND COMMITTEE MEETINGS"	DATE
1	I wish they were at times that I could attend. I don't know how people working during the day could do it	12/1/2021 5:38 PM
2	The time they are scheduled often makes them inaccessible. I don't think public comments at these meetings are truly considered as it seems decisions are mostly decided beforehand.	12/1/2021 12:11 PM
3	Not very accessible	12/1/2021 10:19 AM
4	N/A	12/1/2021 10:17 AM
5	Council doesn't represent the people of the city, they represent their own interests. Even without the corruption, the council doesn't enact policies that create equity.	12/1/2021 9:50 AM
6	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
7	n/a	12/1/2021 6:56 AM
8	Not permitted to attend budget meeting online.	12/1/2021 5:59 AM
9	Have to wear clothes it discriminates against naturalists	11/30/2021 8:54 PM
10	Need broader awareness for larger engagement	11/30/2021 8:47 PM
11	There's no instructions for signup and agenda is hidden. I would like to speak but as someone	11/30/2021 7:45 PM

Community Engagement Survey

who has their own job and commitments, it is not easy to understand or access. I try to keep up but it's not done in an accessible way.

12	Barriers to access and understand	11/30/2021 4:16 PM
13	not a great venue for true discussion	11/30/2021 3:42 PM
14	do not have time to attend typically	11/30/2021 1:50 PM
15	These are very formal and sometimes that's necessary to get things done. I think the lead-up activities to a formal meeting are most important for community engagement.	11/30/2021 12:31 PM
16	Most council members are busy with their smart phones or tablets during my 2 minutes; do not seem to be listening and certainly not focusing.	11/29/2021 6:33 PM
17	Many of these are poorly run. Chairs and members do not know Robert's Rules. Agendas are not released timely, and should be required to be SET IN STONE no less than 3 FULL BUSINESS DAYS AHEAD. Instead they are manipulated right up until the last minute, where speakers via Zoom are required to put in a request before the agenda is even required to be released. Too much tail wagging the dog.	11/29/2021 6:30 PM
18	The short 2 minute time to speak is not adequate.	11/29/2021 5:21 PM
19	N/A	11/29/2021 1:52 PM
20	See general answer under last point in this section...	11/24/2021 8:43 PM
21	N/a	11/23/2021 5:10 PM
22	I would like them to continue on zoom so people do not have to be present to attend	11/22/2021 1:35 AM
23	Our neighborhood council really cares about our area.	11/21/2021 7:38 PM
24	N/A	11/18/2021 1:34 PM
25	Continue Zoom	11/17/2021 3:58 PM
26	Sometimes not enough notifications, especially to Cincinnati residents who don't have access to the internet.	11/15/2021 12:58 AM
27	I would like to know more about these meetings	11/13/2021 6:58 PM
28	I don't attend these often and don't have strong opinions other than that it would be nice to make everything available through Zoom	11/10/2021 10:17 AM
29	I am interested in becoming more engaged but don't know where to start	11/10/2021 7:55 AM
30	See above answers.	11/8/2021 3:50 PM
31	covid, zoom mtgs, we do what we can	11/8/2021 2:53 PM
32	A good way to express issues as needed to City Council.	11/8/2021 9:46 AM
33	Too long, inaccessible	11/7/2021 4:02 PM
34	Long meetings are hard for everyone. Work and family obligations take precedence. Years ago, the outgoing Mayor changed the agenda multiple times over the 24 hours prior to the meeting making it virtually impossible to mobilize community participation. Finally, at times, it seems public input is just an obstacle to be overcome.	11/6/2021 4:41 PM
35	N/A	11/6/2021 2:20 PM
36	Share agenda and minutes on social- FB and NextDoor particularly	11/5/2021 2:31 PM
37	Meetings should be day and evening	11/4/2021 4:05 AM
38	Love that everything is on Citicable	11/2/2021 4:47 PM
39	Once the political theater is over, the meetings are fine.	11/1/2021 10:13 AM
40	Council meetings really don't want community engagement. They only give 3 minutes to an individual even if there aren't many signed up to speak	10/29/2021 5:20 PM
#	COMMENTS FOR "CITY-LED PRESENTATIONS AT COMMUNITY COUNCIL MEETINGS"	DATE

Community Engagement Survey

1	bad times of day	12/1/2021 5:38 PM
2	The time they are scheduled often makes them inaccessible. I don't think public comments at these meetings are truly considered as it seems decisions are mostly decided beforehand.	12/1/2021 12:11 PM
3	Too infrequent	12/1/2021 10:19 AM
4	N/A	12/1/2021 10:17 AM
5	It doesn't often seem that the feedback solicited is actually implemented or there is no follow up. Plus this does not pull from a diversity of voices.	12/1/2021 9:50 AM
6	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
7	n/a	12/1/2021 6:56 AM
8	Don't attend, due to disability.	12/1/2021 5:59 AM
9	N/A	11/30/2021 10:31 PM
10	Discriminates against indoors smokers	11/30/2021 8:54 PM
11	NA	11/30/2021 8:47 PM
12	N/a	11/30/2021 7:45 PM
13	i'd love to see more city staffer at community meetings	11/30/2021 3:42 PM
14	I haven't seen any of these but would like to in the future.	11/30/2021 12:31 PM
15	They need to seek more input after the presentations.	11/29/2021 6:33 PM
16	This should actually be a thing, but it really isn't. This almost never happens. Can't remember the last time it did.	11/29/2021 6:30 PM
17	Have not been many lately.	11/29/2021 5:21 PM
18	N/A	11/29/2021 1:52 PM
19	See general answer under last point in this section...	11/24/2021 8:43 PM
20	N/a	11/23/2021 5:10 PM
21	I think there could be more space for residents to offer more free feedback, not only offering feedback to pre-determined questions or solely having multiple choice options to respond. I also think there could be better follow up after these presentations/sessions occur.	11/23/2021 11:26 AM
22	We need more city presence at community meetings.	11/22/2021 1:35 AM
23	Doesn't occur that often	11/21/2021 7:38 PM
24	The city reps are very smart and clear when they come to Westwood Civic mtgs	11/20/2021 5:37 PM
25	N/A	11/18/2021 1:34 PM
26	Shows CCM's interests	11/17/2021 3:58 PM
27	Rare as hen's teeth.	11/16/2021 9:32 PM
28	Not often enough.	11/15/2021 12:58 AM
29	Welcomed when they happen but they are few and far between. In general I see huge opportunities for city council to work more effectively through community councils, which generally have greater access to their residents than the city does.	11/10/2021 10:17 AM
30	Sadly, they don't exist anymore.	11/8/2021 3:50 PM
31	i've never witnessed bad ones except for matters related to residential-parking permits and street humps (or speed cushions); very good though for Liberty St and follow-up	11/8/2021 2:53 PM
32	N/A	11/8/2021 9:46 AM
33	NA	11/8/2021 7:29 AM

Community Engagement Survey

34	I only hear about these through my community council	11/7/2021 1:26 PM
35	I appreciate the efforts of City staff.	11/6/2021 4:41 PM
36	N/A	11/6/2021 2:20 PM
37	Again, share agenda minutes via social	11/5/2021 2:31 PM
38	Same as above	11/3/2021 12:10 PM
39	Definitely appreciated	11/2/2021 4:47 PM
40	City staff do a great job.	11/1/2021 10:13 AM
41	N/A	10/29/2021 5:20 PM
42	na	10/29/2021 4:22 PM
#	COMMENTS FOR "MOBILE APP"	DATE
1	n/a	12/1/2021 10:35 AM
2	N/a	12/1/2021 10:19 AM
3	N/A	12/1/2021 10:17 AM
4	The fix it app is really effective at getting things fixed. It is not a tool for community engagement.	12/1/2021 9:50 AM
5	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
6	n/a	12/1/2021 6:56 AM
7	Haven't had reason to try this.	12/1/2021 5:59 AM
8	N/A	11/30/2021 10:31 PM
9	This is a weird likert scale	11/30/2021 8:54 PM
10	NA	11/30/2021 8:47 PM
11	I want to be able to look back? See citations written, see everything that's in CAGIS service map on a property. Fix it is so antiquated: it's embarrassing. It feels like a high school students project. Be for real! Get a UC data architect/developer team to do it as a competition. Get real please.	11/30/2021 7:45 PM
12	the app is great for filing complaints, but it's not a dialogue tool	11/30/2021 3:42 PM
13	I have too many apps on my phone already and don't want to add another one. So, I've heard of it, but this is not a tool I want to use.	11/30/2021 12:31 PM
14	Don't have a smart phone.	11/29/2021 6:33 PM
15	Sadly, this is usually relatively effective, BUT... there is really no way to contact anyone or move anything forward if the issue is closed, and no information is provided as to why issues are closed. Surveys about outcomes are apparently a joke.	11/29/2021 6:30 PM
16	N/A	11/29/2021 1:52 PM
17	See general answer under last point in this section...	11/24/2021 8:43 PM
18	N/a	11/23/2021 5:10 PM
19	I love the mobile app to report and track issues.	11/22/2021 1:35 AM
20	I think they're useful. Easy to use. We'll designed.	11/21/2021 8:50 PM
21	Love the Fix It Cincy app. I feel connected when I make submissions	11/21/2021 7:38 PM
22	N/A	11/18/2021 1:34 PM
23	N/A	11/17/2021 3:58 PM
24	I don't use the mobile app.	11/15/2021 12:58 AM

Community Engagement Survey

25	N/A	11/11/2021 10:53 PM
26	I don't like your choices; I'd make this a "somewhat like." The app has limitations. For example, I'd like to be able to report egregious driving behavior when I'm "driving", but I'm only able to report near misses as a pedestrian or cyclist. This presumes that there will be a backend database capable of processing such reports, though. I see something worthy of reporting almost everytime I leave my house on foot, by car, or on my bike	11/10/2021 10:17 AM
27	NA	11/10/2021 7:55 AM
28	Vision disability.	11/8/2021 3:50 PM
29	A good way to report code violations, illegal dumping etc. However, action on the report can be slow and it can be hard to follow up with someone irl.	11/8/2021 9:46 AM
30	N/A, I don't have the mobile app and didn't know there was one	11/7/2021 1:26 PM
31	N/A	11/6/2021 2:20 PM
32	We use Fix It Cincy a lot - very handy and love that you can get history for a property on CAGIS	11/2/2021 4:47 PM
33	Its great	11/1/2021 11:26 AM
#	COMMENTS FOR "BOARD AND COMMISSION MEETINGS"	DATE
1	N/a	12/1/2021 10:19 AM
2	N/A	12/1/2021 10:17 AM
3	They don't listen or care what is being said.	12/1/2021 9:50 AM
4	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
5	n/a	12/1/2021 6:56 AM
6	Haven't attended, due to disability.	12/1/2021 5:59 AM
7	N/A	11/30/2021 10:31 PM
8	Too many democrats	11/30/2021 8:54 PM
9	NA	11/30/2021 8:47 PM
10	most meetings are held during the day, so it's hard for residents/business owners to attend	11/30/2021 3:42 PM
11	This isn't a good place to have a conversation about an issue. Giving public comment at a commission meeting is a last resort -- a step taken when I feel I haven't been allowed into the decision-making process.	11/30/2021 12:31 PM
12	Hard to tell if they already had their minds made up in advance.	11/29/2021 6:33 PM
13	These are too politically oriented based on the appointments, and not enough community focus.	11/29/2021 6:30 PM
14	The Boards almost always go with recommendations of Staff and do not take Community concerns seriously in the hearings. HCB and ZBA do not have the correct legally mandated makeup and are lacking important qualifications to understand and make good decisions	11/29/2021 5:21 PM
15	N/A	11/29/2021 1:52 PM
16	See general answer under last point in this section...	11/24/2021 8:43 PM
17	N/a	11/23/2021 5:10 PM
18	Many of the board and commission meetings don't feel very accessible to everyday people (as many of them are held in more secluded office spaces and held during regular work hours) making it difficult for many residents to participate or offer feedback. There is also a lack in a structure that gives residents the ability to make public comment in many of these meetings.	11/23/2021 11:26 AM
19	n/a	11/22/2021 1:35 AM

Community Engagement Survey

20	Was pleased I could participate online with video calls this year	11/21/2021 7:38 PM
21	This sounds like County level terms	11/20/2021 5:37 PM
22	N/A	11/18/2021 1:34 PM
23	Question members' status & decisions	11/17/2021 3:58 PM
24	Sometimes not enough notification, especially for Cincinnati residents who don't have access to the internet.	11/15/2021 12:58 AM
25	Aware these happen but not sure if I've ever attended one.	11/10/2021 10:17 AM
26	NA	11/10/2021 7:55 AM
27	A good way to present information to the Council / Commissions.	11/8/2021 9:46 AM
28	N/A, I only hear of these through other organizations	11/7/2021 1:26 PM
29	I think many CPC members try to do a fair job. I think they are under tremendous pressure to do what the Mayor (who appoints them) wants while also honoring their perspectives. CPC membership (which includes City Manager and City Council reps) appears to be slanted in favor of developers and business. 2 minutes is not enough time to deal with these issues. Especially when developers can hire lawyers. Citizens and community councils can't have equal representation. It would help if an NGO had a citizen advocate or in-house lawyer.	11/6/2021 4:41 PM
30	N/A	11/6/2021 2:20 PM
31	I tune in to the budget meetings?	11/2/2021 4:47 PM
#	COMMENTS FOR "CITY-LED, COMMUNITY ENGAGEMENT MEETINGS"	DATE
1	N/A	12/1/2021 5:38 PM
2	These often feel more for show and community voices are not listened to.	12/1/2021 12:11 PM
3	N/a	12/1/2021 10:19 AM
4	N/A	12/1/2021 10:17 AM
5	They don't listen or care what is being said.	12/1/2021 9:50 AM
6	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
7	n/a	12/1/2021 6:56 AM
8	Have attended only one.	12/1/2021 5:59 AM
9	N/A	11/30/2021 10:31 PM
10	Can't smoke at meeting while nude	11/30/2021 8:54 PM
11	NA	11/30/2021 8:47 PM
12	N/a	11/30/2021 7:45 PM
13	Best way to engage with the community is to go to the community	11/30/2021 4:16 PM
14	NA	11/30/2021 12:31 PM
15	It depends on the definition and level of engagement.	11/29/2021 6:33 PM
16	Again, this almost never happens. Only pertaining to planning, where community input is actually sought although it doesn't really matter for anything much because administration and council often ignore the community plan in favor of politics or development.	11/29/2021 6:30 PM
17	Not very informative. City Staff seem to have their mind made up ahead of meeting and are dismissive of Community concerns	11/29/2021 5:21 PM
18	N/A	11/29/2021 1:52 PM
19	See general answer under last point in this section...	11/24/2021 8:43 PM

Community Engagement Survey

20	N/a	11/23/2021 5:10 PM
21	We need more of these meetings in the community	11/22/2021 1:35 AM
22	Doesn't occur that often	11/21/2021 7:38 PM
23	N/A	11/20/2021 5:37 PM
24	N/A	11/18/2021 1:34 PM
25	Some are well prepared; others are not	11/17/2021 3:58 PM
26	Sometimes not enough notification, especially for Cincinnati residents who don't have access to the internet.	11/15/2021 12:58 AM
27	When the word gets out in time and through channels I'm likely to view, I appreciate these. What often happens, though, is that I'm not always aware of what happens after the engagement meetings. Is there a process for tracking and communicating back with constituents about the commitments made and feedback delivered?	11/10/2021 10:17 AM
28	NA	11/10/2021 7:55 AM
29	These are rare and the community will is not listened to --- Liberty Street Diet is a perfect example	11/9/2021 3:05 PM
30	These are not a replacement for presentations made to the community councils.	11/8/2021 3:50 PM
31	not sure i've attended an 'engagement' meeting about engagement	11/8/2021 2:53 PM
32	NA	11/8/2021 7:29 AM
33	N/A, only hear about these meetings through other organizations	11/7/2021 1:26 PM
34	I think the Planning Dept staff do their best. Sometimes it appears they are told the desired outcome and they have to find a way to support it. Linking arguments to Plan Cincinnati while pretending that there are no conflicting aspects of Plan Cincinnati is deeply frustrating.	11/6/2021 4:41 PM
35	N/A	11/6/2021 2:20 PM
36	Share agenda and minutes via social	11/5/2021 2:31 PM
37	I am not sure if I have gone to an actual engagement meeting	11/2/2021 4:47 PM
38	Would love to engage in these, just not sure how to find out about them.	11/1/2021 5:12 PM
#	COMMENTS FOR "CITY-LED, SPECIAL ENGAGEMENT MEETINGS"	DATE
1	N/A	12/1/2021 5:38 PM
2	N/a	12/1/2021 10:19 AM
3	N/A	12/1/2021 10:17 AM
4	They don't listen or care what is being said.	12/1/2021 9:50 AM
5	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
6	n/a	12/1/2021 6:56 AM
7	N/A	11/30/2021 10:31 PM
8	Holy crap there's too many options	11/30/2021 8:54 PM
9	NA	11/30/2021 8:47 PM
10	the planning dept does a good job of facilitating these	11/30/2021 3:42 PM
11	NA	11/30/2021 12:31 PM
12	It depends on the definition and level of engagement.	11/29/2021 6:33 PM
13	Doesnt happen.	11/29/2021 6:30 PM
14	not sure the difference to the above question	11/29/2021 5:21 PM

Community Engagement Survey

15	N/A	11/29/2021 1:52 PM
16	See general answer under last point in this section...	11/24/2021 8:43 PM
17	N/a	11/23/2021 5:10 PM
18	N/A	11/23/2021 1:49 PM
19	need more communication	11/22/2021 1:35 AM
20	Doesn't occur that often	11/21/2021 7:38 PM
21	N/A	11/18/2021 1:34 PM
22	Questionable	11/17/2021 3:58 PM
23	Sometimes not enough notification, especially for Cincinnati residents who don't have access to the internet.	11/15/2021 12:58 AM
24	N/A	11/11/2021 10:53 PM
25	This is a repeated question	11/10/2021 10:17 AM
26	NA	11/10/2021 7:55 AM
27	These are rare and the community will is not listened to	11/9/2021 3:05 PM
28	What are some examples of this engagement tool?	11/8/2021 3:50 PM
29	Not always transparent, can be scheduled quickly with not enough time for the community to react / attend.	11/8/2021 9:46 AM
30	n/a	11/7/2021 1:26 PM
31	I think the Planning Dept staff do their best.	11/6/2021 4:41 PM
32	N/A	11/6/2021 2:20 PM
33	Again not sure I have gone to one in KH	11/2/2021 4:47 PM
34	Would love to engage in these, just not sure how to find out about them.	11/1/2021 5:12 PM
35	These tend to engage the same folks over and over again. I realize this is a two sided issue, community and city.	11/1/2021 10:13 AM
#	COMMENTS FOR "COMMUNITY BUDGET REQUESTS AND NEIGHBORHOOD PROJECT SUGGESTIONS"	DATE
1	there should be more support from city staff for neighborhood priorities	12/1/2021 5:38 PM
2	N/a	12/1/2021 10:19 AM
3	N/A	12/1/2021 10:17 AM
4	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
5	n/a	12/1/2021 6:56 AM
6	N/A	11/30/2021 10:31 PM
7	Whoever programmed this survey needs to take a class	11/30/2021 8:54 PM
8	NA	11/30/2021 8:47 PM
9	N/a	11/30/2021 7:45 PM
10	n/a	11/30/2021 3:42 PM
11	too long	11/30/2021 1:50 PM
12	NA	11/30/2021 12:31 PM
13	Too much \$\$ goes to police & fire.	11/30/2021 11:11 AM

Community Engagement Survey

14	It only seems to work for well connected neighborhoods.	11/29/2021 6:33 PM
15	I know my community has been manipulated out of a variety of projects by city administration through this process. It's a broken process.	11/29/2021 6:30 PM
16	I am not directly involved with this.	11/29/2021 5:21 PM
17	N/A	11/29/2021 1:52 PM
18	See general answer under last point in this section...	11/24/2021 8:43 PM
19	N/a	11/23/2021 5:10 PM
20	N/A	11/23/2021 1:49 PM
21	good process for community leaders	11/22/2021 1:35 AM
22	Have not known about meetings. Had no say with the Budget Committer when they took the TIF money for CUF to use in a non TIF area—Clifton. This was just wrong	11/21/2021 7:38 PM
23	I really don't understand this level of finances	11/20/2021 5:37 PM
24	N/A	11/18/2021 1:34 PM
25	Questionable	11/17/2021 3:58 PM
26	This process seems to have worked well for my community, but we have a very engaged community council. I'm not certain it works as well for other city communities.	11/10/2021 10:17 AM
27	N/A	11/10/2021 7:55 AM
28	These are rare and the community will is not listened to	11/9/2021 3:05 PM
29	See above answers.	11/8/2021 3:50 PM
30	at least citizens can request something; our community council did a fairly lousy job of it for past 7-9 years; some years didn't even apply despite great needs in the neighborhood	11/8/2021 2:53 PM
31	While this can be a big benefit to certain neighborhoods, actually obtaining funding a project is rare.	11/8/2021 9:46 AM
32	n/a, only hear about these through other sources	11/7/2021 1:26 PM
33	N/A	11/6/2021 2:20 PM
34	N/A	11/6/2021 6:43 AM
35	Would like a more transparent and inclusive process for citizens. Such as participatory budgeting	11/4/2021 4:05 AM
36	We submit CBR's regularly, have had a few projects completed	11/2/2021 4:47 PM
37	Would love to engage in these, just not sure how to find out about them.	11/1/2021 5:12 PM
#	COMMENTS FOR "NEIGHBORHOOD PLANNING PROCESSES"	DATE
1	N/A	12/1/2021 5:38 PM
2	How is westwood planning doing as most of businesses left, you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
3	It feels that developers have way more sway in the process of planning or changing neighborhoods. Council seems to be more willing to listen to developers who can contribute to campaigns then the actual people of the neighborhood,	12/1/2021 12:11 PM
4	N/a	12/1/2021 10:19 AM
5	N/A	12/1/2021 10:17 AM
6	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
7	n/a	12/1/2021 6:56 AM

Community Engagement Survey

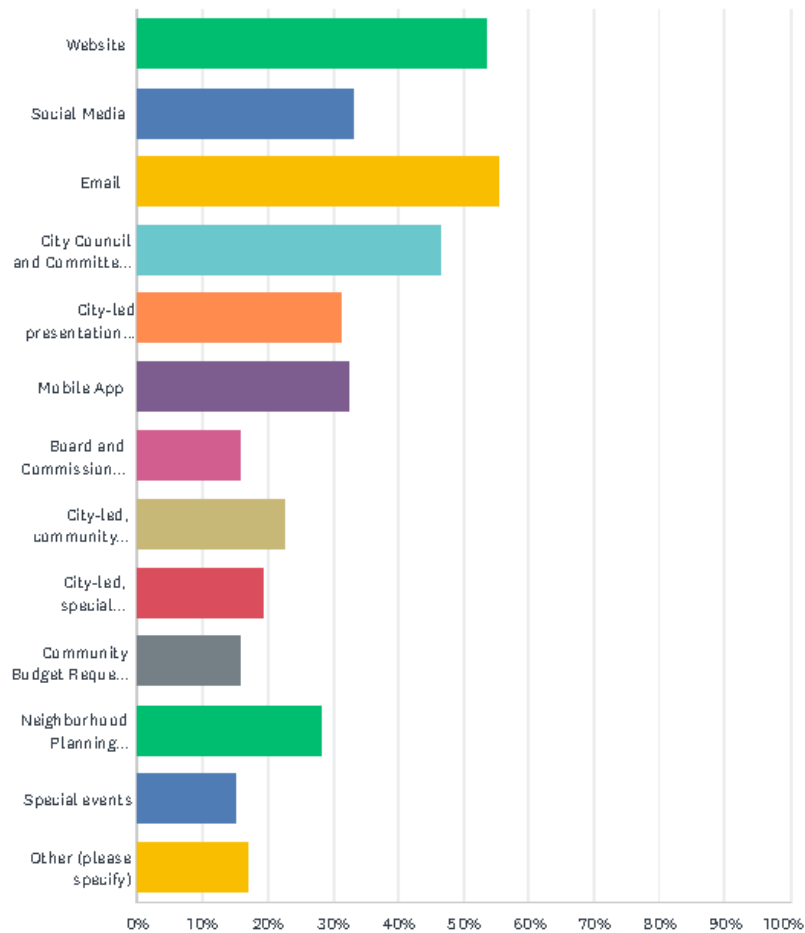
8	N/A	11/30/2021 10:31 PM
9	I'm just mad at this survey now	11/30/2021 8:54 PM
10	NA	11/30/2021 8:47 PM
11	N/a	11/30/2021 7:45 PM
12	the planning dept does a good job of facilitating these	11/30/2021 3:42 PM
13	NA	11/30/2021 12:31 PM
14	Don't know when.	11/30/2021 12:12 PM
15	City is working with us now.	11/29/2021 6:33 PM
16	Good process, poor outcome. I don't feel that the city helps communities work to achieve their goals and often works against those who took the time and made the effort to engage..	11/29/2021 6:30 PM
17	I am not directly involved with this.	11/29/2021 5:21 PM
18	N/A	11/29/2021 1:52 PM
19	See general answer under last point in this section...	11/24/2021 8:43 PM
20	N/a	11/23/2021 5:10 PM
21	N/A	11/23/2021 1:49 PM
22	I think there could be more time spent on developing out neighborhood plans. Even though it is tedious, I think these should be a multi-year process of engagement with as many residents of that neighborhood as possible. I also think that there should be more weight placed on neighborhood plans when making decisions regarding the planning and development of neighborhoods. Because so much time and care is spent by residents to develop out these plans, they should be the true (in practice) guiding documents that lead the direction of neighborhoods.	11/23/2021 11:26 AM
23	good process for community leaders	11/22/2021 1:35 AM
24	NA	11/21/2021 7:38 PM
25	Seems special things get done through a select group, even though they think it's an open public process	11/20/2021 5:37 PM
26	Questionable	11/17/2021 3:58 PM
27	Our City liaison is VERY GOOD at keeping our community council Neighborhood Planning Committee informed.	11/15/2021 12:58 AM
28	I'm not really sure how this happens	11/10/2021 10:17 AM
29	NA	11/10/2021 7:55 AM
30	If appointed boards ignore these plans/maps/approvals routinely, then why have a plan at all? Should the city ask citizens to volunteer hundreds of hours service so that a handful of appointed boardmembers nullify approved plans? If so, then great. Let's ask citizens to pay for new planning, spend months working on updates, then CRE / VIPs get approvals for disastrous projects anyway.	11/8/2021 2:53 PM
31	Been involved in a lot of planning processes and am generally satisfied with the process; However, it would be better to do more informal engagements, such as pop up engagements, going to where people gather and getting their feedback.	11/8/2021 9:46 AM
32	n/a, never directly from the city/county unless I have attended a meeting	11/7/2021 1:26 PM
33	The City should allocate more resources to supporting neighborhood plan development, and the City should honor existing plans until new plans are developed and adopted by Council. The City told my community that our plan was too old to be honored. We started working with the City to develop a new plan before COVID, but it was put on hold and remains on hold still. More resources are needed.	11/6/2021 4:41 PM
34	N/A	11/6/2021 2:20 PM

Community Engagement Survey

35	We are currently updating our Plan!	11/2/2021 4:47 PM
36	Would love to engage in these, just not sure how to find out about them.	11/1/2021 5:12 PM
#	COMMENTS FOR "SPECIAL EVENTS"	DATE
1	N/A	12/1/2021 5:38 PM
2	N/a	12/1/2021 10:19 AM
3	This site has information I need	12/1/2021 10:17 AM
4	These don't happen often so they don't feel effective.	12/1/2021 9:50 AM
5	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
6	n/a	12/1/2021 6:56 AM
7	N/A	11/30/2021 10:31 PM
8	I liked it when we had the mayor as the top vote getter but not now with direct election	11/30/2021 8:54 PM
9	NA	11/30/2021 8:47 PM
10	NA	11/30/2021 12:31 PM
11	Not notified	11/30/2021 12:12 PM
12	Depends on the special event and whether it is only interested in one view point.	11/29/2021 6:33 PM
13	I think the city does a very poor job of communicating about events.	11/29/2021 6:30 PM
14	N/A	11/29/2021 1:52 PM
15	The answer to all the above is, "I don't spend enough time with any of these services to have formed a level of satisfaction in the use of them."	11/24/2021 8:43 PM
16	N/a	11/23/2021 5:10 PM
17	N/A	11/23/2021 1:49 PM
18	need more communication	11/22/2021 1:35 AM
19	NA	11/21/2021 7:38 PM
20	Okay at times	11/17/2021 3:58 PM
21	Pretty good. These are usually announced on TV.	11/15/2021 12:58 AM
22	N/A	11/11/2021 10:53 PM
23	It seems that these often happen in response to hot button topics. I'm not sure whether I ever know what happens as a result.	11/10/2021 10:17 AM
24	NA	11/10/2021 7:55 AM
25	These are rare and the community will is not listened to	11/9/2021 3:05 PM
26	What are examples of this engagement tool?	11/8/2021 3:50 PM
27	Lack of fair notice; lack of legitimate plans shared; too many street closings; disruption to neighborhoods when drunkies are everywhere; this is what city boosters call 'vibrant'?	11/8/2021 2:53 PM
28	N/A	11/8/2021 9:46 AM
29	NA	11/8/2021 7:29 AM
30	n/a	11/7/2021 1:26 PM
31	N/A	11/6/2021 2:20 PM
32	Do a better job of publicizing events via social, in the neighborhood, and have more events supported by the local communities	11/5/2021 2:31 PM

Q4 How do you currently like to engage with the City of Cincinnati? (Select all that apply.)

Answered: 159 Skipped: 0



Community Engagement Survey

ANSWER CHOICES	RESPONSES
Website	53.46% 85
Social Media	33.33% 53
Email	55.35% 88
City Council and Committee Meetings	46.54% 74
City-led presentations at community council meetings	31.45% 50
Mobile App	32.70% 52
Board and Commission Meetings	15.72% 25
City-led, community engagement meetings	22.64% 36
City-led, special engagement meetings	19.50% 31
Community Budget Requests and Neighborhood Project Suggestions	15.72% 25
Neighborhood Planning Processes	28.30% 45
Special events	15.09% 24
Other (please specify)	16.98% 27
Total Respondents: 159	

#	OTHER (PLEASE SPECIFY)	DATE
1	City Council members visit and engage at neighborhood association meetings.	12/1/2021 8:30 PM
2	I don't really feel like the city does engage citizens	12/1/2021 6:07 PM
3	I have gone to meetings and participated and frankly it seems not worth my time. I am interested in inclusion and these approaches are not that.	12/1/2021 2:34 PM
4	Phone	12/1/2021 6:56 AM
5	591-6000	11/30/2021 10:26 PM
6	Never have used it	11/30/2021 9:14 PM
7	I don't	11/30/2021 9:12 PM
8	Thru poorly designed surveys	11/30/2021 8:54 PM
9	Calling mayors office to be ignored.	11/30/2021 7:45 PM
10	Survey Monkey - anonymous	11/30/2021 12:12 PM
11	Meeting and talking with key staffers and officials either in formal and informal settings.	11/30/2021 11:32 AM
12	I find that hearings before City Council committees & all of council for specific concerns to individual neighborhoods. Should offer evening hearings especially in neighborhoods like I live in East Price Hill. Most of the people who live in lower income neighborhoods do not have the luxury of taking off work to go to hearings that can take hours out of their work day. City council back in the 1990's did accommodate communities when there was a particular matter that could have a substantial impact of their neighborhood.	11/29/2021 9:43 PM
13	I would love if these things were actually even happening and were beneficial and effective. Instead, IF they do actually happen, they usually feel like a box that is being checked for the sake of checking the box. There has been no interest on the city's part in creating better, more livable communities for the residents of Cincinnati at the neighborhood level.	11/29/2021 6:30 PM
14	Phone	11/23/2021 5:10 PM

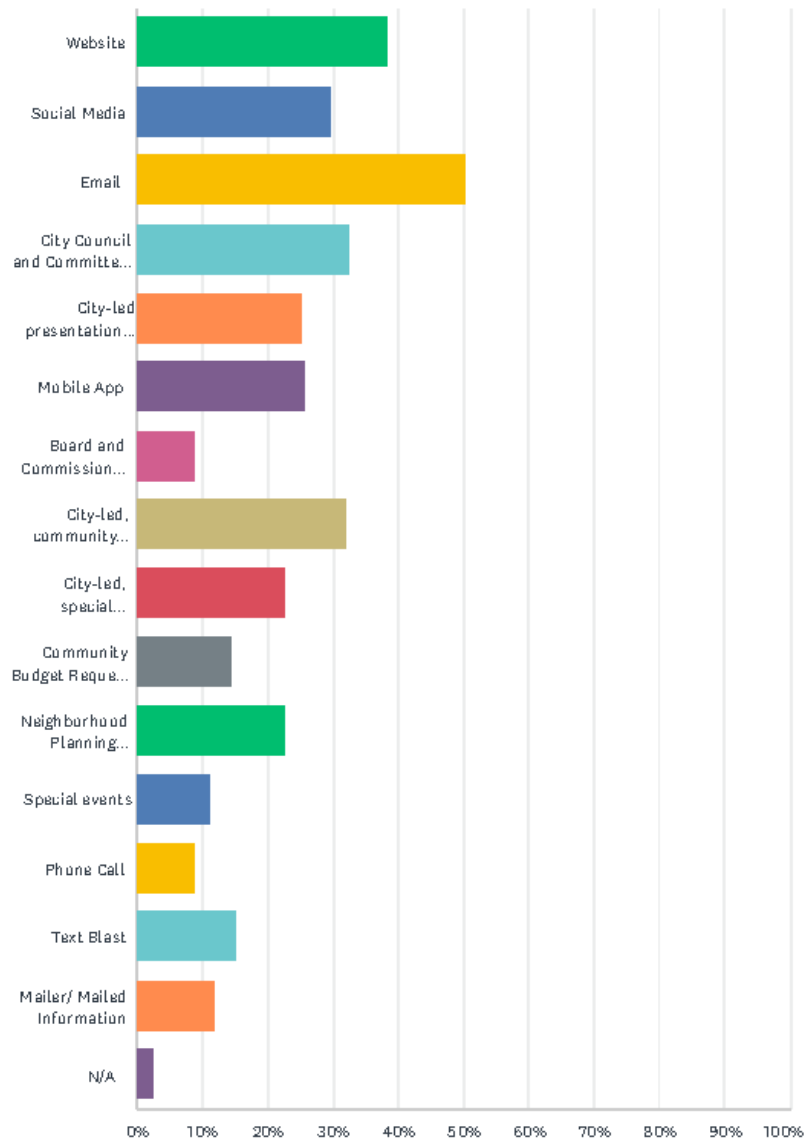
Community Engagement Survey

15	Through NextDoor app. Often surveys and coming events ate posted there	11/21/2021 7:38 PM
16	N/A	11/19/2021 10:28 AM
17	I have written (snail mail) to Council members but never even get a reply.	11/10/2021 11:00 AM
18	via Hamilton County Jail, where 4 of 9 members have recently visited	11/9/2021 4:00 PM
19	Specific engagement with community councils by city staff and real engagement in opposition to the Feb 26th 2021 FYI Memo.	11/8/2021 3:50 PM
20	Dashboards for development: upload all the plans, criteria, conditions, zoning, subsidy (write downs), communications, timeline, permits required, bldg codes, coordinated reports in full	11/8/2021 2:53 PM
21	letters and emails, haven't been informed of other means	11/7/2021 1:26 PM
22	I will attend City Council, Board, and Commission meetings if truly needed and if it doesn't conflict with my work or parental commitments.	11/6/2021 4:41 PM
23	I have not as I was not even aware of an engagement initiative or means to do so.	11/6/2021 2:20 PM
24	N/A	11/4/2021 11:28 AM
25	We like to receive the green Zoning postcards, and we get snail mail from zoning as well.	11/2/2021 4:47 PM
26	Phone conversations	10/29/2021 5:20 PM
27	Direct outreach to relevant agencies and their staff. Conversations with elected officials and their staff.	10/29/2021 4:22 PM

Q5 How would you like to engage with the City of Cincinnati? (Select your top 3 preferences.)

Answered: 159 Skipped: 0

Community Engagement Survey



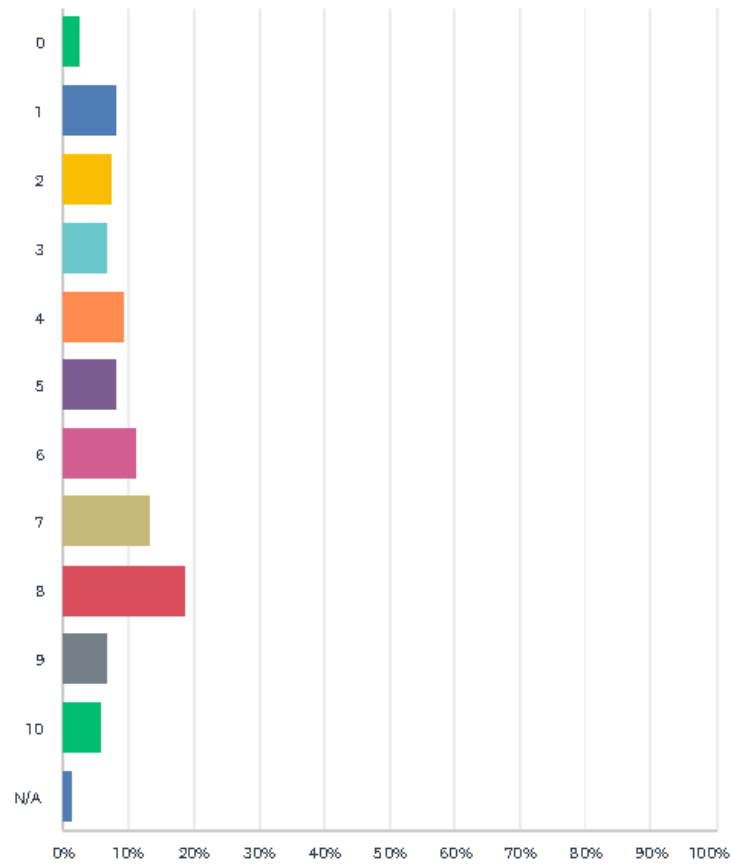
Community Engagement Survey

ANSWER CHOICES	RESPONSES	
Website	38.36%	61
Social Media	29.56%	47
Email	50.31%	80
City Council and Committee Meetings	32.70%	52
City-led presentations at community council meetings	25.16%	40
Mobile App	25.79%	41
Board and Commission Meetings	8.81%	14
City-led, community engagement meetings	32.08%	51
City-led, special engagement meetings	22.64%	36
Community Budget Requests and Neighborhood Project Suggestions	14.47%	23
Neighborhood Planning Processes	22.64%	36
Special events	11.32%	18
Phone Call	8.81%	14
Text Blast	15.09%	24
Mailer/ Mailed Information	11.95%	19
N/A	2.52%	4
Total Respondents: 159		

Q6 On a scale of 0 (not engaged) to 10 (fully engaged), how would you rate your level of current engagement with the City of Cincinnati?

Answered: 159 Skipped: 0

Community Engagement Survey

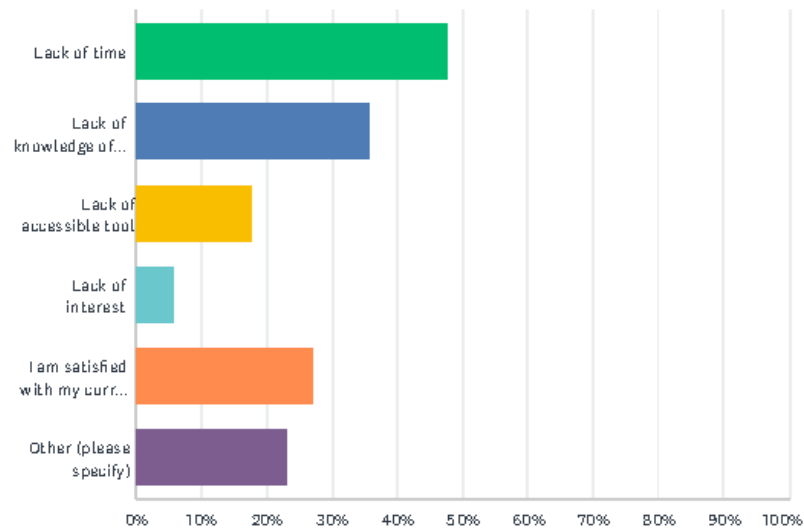


Community Engagement Survey

ANSWER CHOICES	RESPONSES	
0	2.52%	4
1	8.18%	13
2	7.55%	12
3	6.92%	11
4	9.43%	15
5	8.18%	13
6	11.32%	18
7	13.21%	21
8	18.87%	30
9	6.92%	11
10	5.66%	9
N/A	1.26%	2
TOTAL		159

Q7 What prevents you from becoming more involved with the City of Cincinnati? (Select all that apply.)

Answered: 159 Skipped: 0



Community Engagement Survey

ANSWER CHOICES	RESPONSES	
Lack of time	47.80%	76
Lack of knowledge of how to get involved	35.85%	57
Lack of accessible tool	17.61%	28
Lack of interest	5.66%	9
I am satisfied with my current level of engagement	27.04%	43
Other (please specify)	23.27%	37
Total Respondents: 159		

#	OTHER (PLEASE SPECIFY)	DATE
1	This question will likely result in unusable outputs since many may just select the engagement option they currently use but don't like to use due to ineffectiveness. I've periodically used all of the listed engagement options but can not say that I "like" using them any of them other than the mobile app for reporting and requesting services thought public works, sanitation, etc. And, the next question 5 can also be misleading since I selected 3 preferences where I currently feel I'm heard and can see results but the other engagement options would be preferable if designed to be inclusive and effective.	12/1/2021 8:50 PM
2	discouragement at the amount of effort citizens put in to what seems to be a charade of City caring and doing nothing or worse.	12/1/2021 8:30 PM
3	I don't have a lack of time, but the times of meetings are not convenient	12/1/2021 5:38 PM
4	I don't think the City is able or interested in engaging low-income and poor residents. I am very upset at the current process for neighborhood development.	12/1/2021 2:34 PM
5	Lack of hope it will make a difference	12/1/2021 1:33 PM
6	you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
7	Meeting times are often during the work day and trying to get in touch to speak to council members is not as easy as it should be.	12/1/2021 12:11 PM
8	frustration w/ planners who are aloof, vindictive staff members, lack of appreciation for volunteers	12/1/2021 10:35 AM
9	Lack of energy bc I have 3 jobs to pay rent in this city.	12/1/2021 10:19 AM
10	Rarely get any meaningful response. Even after numerous attempts.	12/1/2021 9:47 AM
11	It is too dangerous to become involved, especially if you are not a woke liberal and/or you are white.	12/1/2021 9:23 AM
12	Physical disability	12/1/2021 5:59 AM
13	Try to minimize social media exposure	11/30/2021 10:26 PM
14	Discrimination against nudists and smokers and nudist smokers	11/30/2021 8:54 PM
15	Futility. Corrupt 'Strong Mayor' form of govt. Ineffective City organization-- esp. Law Dept.	11/30/2021 12:12 PM
16	Lack of action on the part of the city.	11/30/2021 11:32 AM
17	Often times I hear of an engagement opportunity after it has occurred.	11/30/2021 11:32 AM
18	It seems pointless to engage because it does not seem like it does any good.	11/30/2021 11:04 AM
19	I do not feel the city is really interested in community engagement, or in hearing from citizens. I say that as a citizen who is fully engaged with trying to improve my community and the city in general. I feel the biggest obstruction to community engagement is the people and processes the city currently "uses" to interact with the community. I feel this is primarily because the focus of the city has been development rather than the needs of citizens. As an	11/29/2021 6:30 PM

Community Engagement Survey

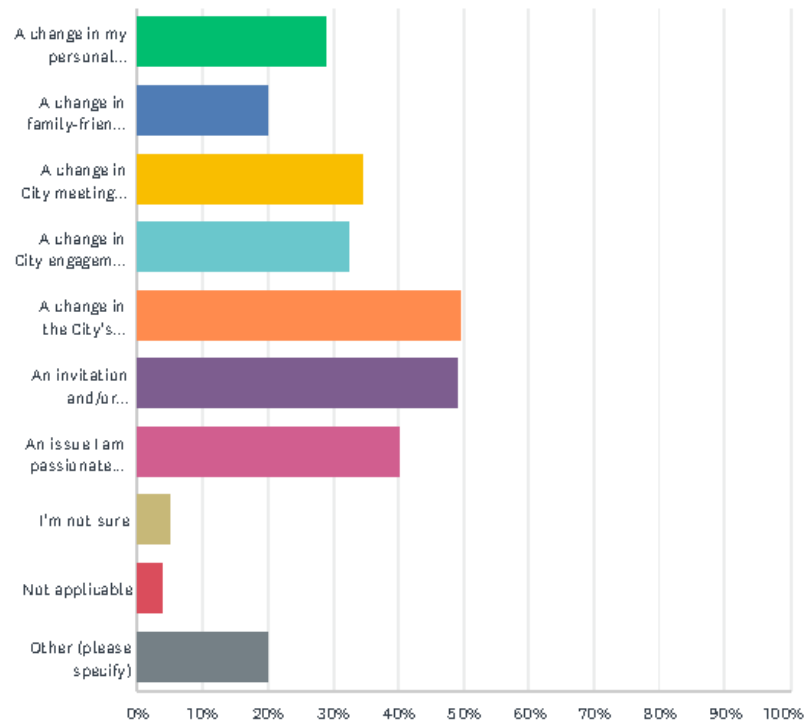
engaged citizen, I mostly feel ineffective and like my time is being wasted by people who are going to do whatever they are going to do no matter what input they receive from citizens..

20	the need for more wide spread communication	11/29/2021 12:11 PM
21	No sense of urgency about being involved. General sense that things are working. Not motivated politically.	11/24/2021 8:43 PM
22	There can be a lack of full information shared when l/others go to engage. With full transparency about information regarding the topic, I think myself, and others, would engage more	11/23/2021 11:26 AM
23	Fear of going to a lot of locations in the city	11/20/2021 5:37 PM
24	N/A	11/19/2021 10:28 AM
25	Multi-faceted City-Hall Corruption	11/9/2021 4:00 PM
26	I have worked with the Civic Engagement Action Team in the City Manager's Office since 2013	11/9/2021 1:01 PM
27	I do not believe that the city wants to engage with the community, except in rare instances. I believe the city is satisfied with sending notices of meetings, recording "input" and sending reports. That, to my way of thinking and principles, is not engagement. The city can do much, MUCH better.	11/8/2021 3:50 PM
28	for the effort, poor outcomes for residents and neighborhoods; citizens rarely ask for more than they really deserve or need unlike CRE developers; citizens typically only want the law applied fairly and robustly; please: no more ShreeKs on important boards	11/8/2021 2:53 PM
29	City engagement feels very top down, not interested in citizen input	11/8/2021 7:29 AM
30	lack of opportunities for MEANINGFUL engagement	11/7/2021 1:26 PM
31	I worry that the City does not value citizen input and sometimes resents that citizens cannot respond as quickly or with as much expertise as businesses that hire attorneys that work during the business day. The City should provide greater support to communities, perhaps by funding an NGO to hire a full-time zoning attorney to advise community councils on issues and their implications for communities across the city.	11/6/2021 4:41 PM
32	Lack of opportunity for true engagement.	11/4/2021 11:28 AM
33	It feels like I'm not at all effective, like the City is going to proceed as it wants after it gives lip service to community engagement	11/3/2021 12:10 PM
34	Lack of knowledge of how things work and what is expected from volunteer community councils.	11/2/2021 8:35 PM
35	There is a lot going on, we are only 1/52 of the City! It is hard to keep up with everything.	11/2/2021 4:47 PM
36	The city really does n't do a good job of engaging residents	10/31/2021 5:42 PM
37	I'm not sure how to answer. It would be nice if you gave example of what you mean by "more involved" IE on a commission, special appointed committee, etc.	10/29/2021 5:20 PM

Q8 What would motivate you to become more involved with the City of Cincinnati? (Select all that apply.)

Answered: 159 Skipped: 0

Community Engagement Survey



ANSWER CHOICES		RESPONSES	
A change in my personal availability		28.93%	46
A change in family-friendliness of City-led engagement meetings		20.13%	32
A change in City meeting places and times		34.59%	55
A change in City engagement tool options		32.70%	52
A change in the City's communication of events and issues		49.69%	79
An invitation and/or knowledge about how to be involved with the City		49.06%	78
An issue I am passionate about		40.25%	64
I'm not sure		5.03%	8
Not applicable		3.77%	6
Other (please specify)		20.13%	32
Total Respondents: 159			

#	OTHER (PLEASE SPECIFY)	DATE
1	seeing evidence that our efforts at engagement actually have an impact	12/1/2021 8:30 PM
2	support from city staff for neighborhood lead initiatives	12/1/2021 5:38 PM

Community Engagement Survey

3	What exactly is the outcome you are looking for with this term "engagement"? It is not clear from this survey. I want the City to use actual data for issues like housing and public health. But things are very investor based at this point.	12/1/2021 2:34 PM
4	city a complete loss, only garbage pickup good	12/1/2021 12:50 PM
5	If there was actual measurable change from the city/if they actually listened and implemented our needs.	12/1/2021 9:50 AM
6	Actively engage constituents. Follow up...follow through	12/1/2021 9:47 AM
7	Ensuring physical safety, safety from intimidation, freedom from Wokeness, and free speech	12/1/2021 9:23 AM
8	Skeptical that I can make a difference.	11/30/2021 10:26 PM
9	A non discriminatory policy to public nudity	11/30/2021 8:54 PM
10	The city leaders are not forthcoming with actual, truthful information via local media or through their own outlets. Seems like a waste of time if leaders are not giving full info.	11/30/2021 1:26 PM
11	1. Stop funding private development. Fix streets and public infrastructure (Keep and expand City Planning Commission on Cable). 2. Overhaul public services for improved maintenance. 3. Eliminate draconian purchasing system. 4. Go back to 'City Manager' form of government with fewer 'accountable' departments and directors.	11/30/2021 12:12 PM
12	If I lived within the City.	11/30/2021 11:56 AM
13	Like evening options.	11/29/2021 9:43 PM
14	A meaningful change in attitude at the city that will actually actively seek community engagement and empower and implement the input and vision of those citizens who are engaged.	11/29/2021 6:30 PM
15	A welcoming attitude from city officials and employees.	11/29/2021 7:48 AM
16	My involvement with our spiritual center and our K.H. Community Council is about all I want to do these days.	11/24/2021 8:43 PM
17	N/A	11/19/2021 10:28 AM
18	Virtual meetings would be convenient	11/13/2021 6:58 PM
19	Having the City fund staffing an administrative assistant who would spend all of their 40-hour workweek assisting Neighborhood Community Councils. Each such Admin Assistant would be assigned to assist 3-5 specific neighborhood community councils	11/11/2021 10:53 PM
20	I would strongly encourage the city to create a better engagement & communications system with the city's community councils. Information shared by my council president is more likely to get widely disseminated through our neighborhood communications network, and to get people actively involved.	11/10/2021 10:17 AM
21	Reducing Property Taxes and other forms of extortion and theft onto your residents	11/9/2021 4:00 PM
22	The city should not reinvent the wheel. Cincinnati has many peer cities who have adopted and funded Civic Engagement Programs that work, that create integrated civic collaboration, inclusive participation and equitable treatment of all its citizens.	11/9/2021 1:01 PM
23	The city's openness to hearing other alternatives to the city's position on other matters of importance to the community. And a showing that the city takes into account what the community wants on the issue.	11/8/2021 3:50 PM
24	apply the law and apply the law fairly; give citizens more than a mere oppo to 'engage'	11/8/2021 2:53 PM
25	I am as engaged as I choose to be.	11/8/2021 1:34 PM
26	Evidence that community input was shaping city action	11/8/2021 7:29 AM
27	Development of a MEANINGFUL engagement process	11/7/2021 1:26 PM
28	Is there a way for the City to facilitate an online voting tool that could be verified, so Council could see how the people that live around a project/zone change feel about it? For example, if 95% of the people near a project oppose it, shouldn't the City be able to see that as objective,	11/6/2021 4:41 PM

Community Engagement Survey

verified data? Right now, citizens make these arguments and they seem ignored. Can it be linked to CAGIS, NextDoor, Change.org, or something else so that we don't just have dueling petitions?

29	Engagement at the front end before decisions are made. Engagement with the decision makers. Opportunity for discussion, not just one-way communication.	11/4/2021 11:28 AM
30	Please keep remote options! Love being able to tune in from home. It has made a huge difference.	11/2/2021 4:47 PM
31	A change in the city actually listening	11/1/2021 11:33 PM
32	Trying to navigate the city is hard. It takes lots of time. There are many good folks but some are reluctant to work directly with the community. A more clear channel and directive by the city manager about how. Motivation comes with folks that have their feet on the ground in the city really caring about what the tax payers knowledge and needs are	10/29/2021 5:20 PM

Q9 On which topics are you interested in being engaged?

Answered: 159 Skipped: 0

#	RESPONSES	DATE
1	Na	12/1/2021 11:28 PM
2	Na	12/1/2021 11:14 PM
3	Creating an eco-friendly city, creating better schools	12/1/2021 9:47 PM
4	preservation and enhancement of neighborhood character, land use, zoning, development, traffic, budget, etc.	12/1/2021 8:50 PM
5	#1 healthy and safety equity in the different neighborhoods of the city. #2 a thorough review of the effectiveness and accountability for outcomes of the 2 largest items in City budget: CPS and CPD. #3 enforcement of traffic laws and parking laws and fines for those breaking these laws.	12/1/2021 8:30 PM
6	Actual affordable housing	12/1/2021 6:07 PM
7	pedestrian safety in the form of meaningful traffic reduction, public transit options, separated bicycle infrastructure	12/1/2021 5:38 PM
8	Affordable housing, future developments, and public transit	12/1/2021 2:40 PM
9	I don't know what "engaged" is about for the City. Is it a tick list that says so many people answered a survey, came to a meeting? what does that do for advancing things?	12/1/2021 2:34 PM
10	Crime Tax parity/abatement mess Recognition of middle Class seniors in city planning	12/1/2021 1:33 PM
11	I want to live long enough to see talaban, isis drive down central parkway. they would do better.	12/1/2021 12:50 PM
12	Economic Development	12/1/2021 12:40 PM
13	Neighborhood, The question is too vague	12/1/2021 12:33 PM
14	Development, tax abetments, neighborhood issues.	12/1/2021 12:11 PM
15	zoning, pedestrian safety, support for neighborhoods business and CC organizations.	12/1/2021 10:35 AM
16	housing	12/1/2021 10:28 AM
17	Affordable housing, tax policies, human services, public health, policing and criminal justice system	12/1/2021 10:19 AM
18	Economic development, pedestrian safety, affordable housing	12/1/2021 10:19 AM
19	Not sure...maybe Parks?	12/1/2021 10:17 AM

Community Engagement Survey

20	Affordable housing, tax abatements, collaborative budgeting ie funding the affordable housing trust fund and reinvesting the police budget into social services, pedestrian and cyclist safety, fighting climate change.	12/1/2021 9:50 AM
21	Department of Public Services continues to post pictures of their crews ignoring safety on their official social media pages. Even after nearly a dozen emails!!	12/1/2021 9:47 AM
22	residential tax abatements	12/1/2021 9:45 AM
23	Environment, public transportation	12/1/2021 9:41 AM
24	Fighting Wokeness, cultural Marxism, Diversity facism, Stopping CRT, fighting anti-white racism.	12/1/2021 9:23 AM
25	Race relations	12/1/2021 9:13 AM
26	none	12/1/2021 9:11 AM
27	Parks, recreation, environment	12/1/2021 7:06 AM
28	Getting Humps on Whetsel Avenue in Madisonville to slow down people driving over 50 miles an hour up and down Whetsel up to Kenwood Road. (From Madison and Whetsel to Whetsel and Kenwood people are driving too fast. Concerned Madisonville resident.	12/1/2021 6:56 AM
29	Extension of street car, light rail, improved biking lanes/paths, enforce traffic infractions using technology (cameras).	12/1/2021 6:56 AM
30	Housing security	12/1/2021 6:38 AM
31	Budget. Neighborhood issues. Police.	12/1/2021 5:59 AM
32	Street safety, planning, zoning, neighborhood design	11/30/2021 10:47 PM
33	Neighborhood planning, stormwater issues, poverty, public transit, sustainability, urban tree canopy/parks, decreasing car dependency.	11/30/2021 10:31 PM
34	Budget/spending	11/30/2021 10:26 PM
35	Affordable housing. City sponsor Charter school (Vocational).	11/30/2021 9:50 PM
36	Budget, development	11/30/2021 9:14 PM
37	Crime resolutions. Trash clean up. Traffic laws. Police funding.	11/30/2021 9:12 PM
38	The anarchocapitalist hegemony on clothing and the fabric mafia	11/30/2021 8:54 PM
39	Community development and inclusion and special events	11/30/2021 8:47 PM
40	Education Environment	11/30/2021 8:36 PM
41	1)Crime/safety/disorder/chaos/terror 2) cleanup/litter, 3)homelessness/zoning/rental registration/rental rosters /nuisance	11/30/2021 7:45 PM
42	Parks and how they are used, maintained and policed. The creation of new parks. Inclusion of many voices, including UC students,	11/30/2021 5:17 PM
43	housing development(s), historical architecture	11/30/2021 4:53 PM
44	City financial matters.	11/30/2021 4:30 PM
45	Housing, Sustainability, Community development	11/30/2021 4:16 PM
46	youth engagement/development in the city; regional transportation; affordable housing; equitable development in all neighborhoods	11/30/2021 3:42 PM
47	budget issues	11/30/2021 3:02 PM
48	NA	11/30/2021 2:41 PM
49	projects in ea neighborhood	11/30/2021 2:27 PM
50	residential building restoration, not rehabilitation	11/30/2021 1:50 PM
51	Affordability assistance with utilities	11/30/2021 1:47 PM

Community Engagement Survey

52	City budget, city planning, policing.	11/30/2021 1:26 PM
53	transportation, parks and recreation facilities, traffic safety, public safety, policing and other emergency response, economic development and land use	11/30/2021 1:08 PM
54	Would like to see more speed bumps on long streets like Lexington Ave. And because you have all the landlord emails and such. It would be nice if you had a place we could take the couches and things from tenants to. Versus wait for the truck we could have the option to drop them off showing we have property in Cincinnati. This would save city man power for other things.	11/30/2021 1:02 PM
55	Parks, transportation, land-use	11/30/2021 12:31 PM
56	Better code enforcement-- building, safety, etc. Divert funding to Police Districts that won't enforce code. Officers literally refuse to do there jobs (top down?). They need additional resources via other departments, but less direct funding.	11/30/2021 12:12 PM
57	City policies, employee compensation, City & County relationships	11/30/2021 11:56 AM
58	I'm engaged regularly in the topics that interest me.	11/30/2021 11:46 AM
59	x	11/30/2021 11:42 AM
60	form based code templates	11/30/2021 11:37 AM
61	Topics and issues that I am passionate about.	11/30/2021 11:35 AM
62	Pedestrian, transit and preservation issues.	11/30/2021 11:32 AM
63	Planning, economic development, sustainability/ resiliency/ regenerative, quality of life, positioning our metro-region to be more competitive across the nation, healthy infrastructure, waste	11/30/2021 11:32 AM
64	Neighborhood Development, Complete Streets planning, Pedestrian safety improvements	11/30/2021 11:20 AM
65	Planning	11/30/2021 11:14 AM
66	community events	11/30/2021 11:14 AM
67	Budget.	11/30/2021 11:11 AM
68	Charity events	11/30/2021 11:09 AM
69	Fiscal responsibility, better accountability, program evaluation	11/30/2021 11:04 AM
70	I am involved in Neighborhood plan process	11/30/2021 11:02 AM
71	Transportation, small businesses, social justice, education, sustainability	11/30/2021 10:57 AM
72	community development	11/30/2021 10:57 AM
73	Affordable housing and the trust fund, livable wages, racism as a health crisis, and civic engagement in general	11/30/2021 10:24 AM
74	Zoning, moving industries to my neighborhood.	11/29/2021 9:43 PM
75	Crime and litter control	11/29/2021 8:13 PM
76	Safety (esp. police availability to our neighborhood), planning and development processes, affordable housing for those who do NOT meet HUD assistance requirements.	11/29/2021 6:33 PM
77	Community and citizen engagement. City administration / Citizen Collaborative Relationship Building. Community Development. Community Building. Resident Satisfaction. Effective policing. Effective city and departmental administration. City administration success metrics. Community problem solving. Community means at the NEIGHBORHOOD level!!!	11/29/2021 6:30 PM
78	issues related to proposed new building and changes in Zoning and policies related to development in Northside, OTR and Pendleton	11/29/2021 5:21 PM
79	City Council	11/29/2021 1:52 PM
80	Lots of topics affordable housing, tif districts, tax abatements,	11/29/2021 1:00 PM

Community Engagement Survey

81	I am a community council president and there are statutory topics that go with that...	11/29/2021 12:15 PM
82	public service	11/29/2021 12:11 PM
83	cleanliness of the city & traffic concerns	11/29/2021 10:54 AM
84	Development, equity, community engagement especially.	11/29/2021 7:48 AM
85	Communication of City engagement opportunities to neighbors and neighborhoods. New ways of generating interest in City affairs. Access to City engagement for disadvantaged and homeless people.	11/24/2021 8:43 PM
86	Neighborhood safety, litter removal, youth activities, neighborhood programs, City sewer maintenance (eliminating sewer back ups.)	11/24/2021 6:26 AM
87	Roads, housing	11/23/2021 5:10 PM
88	Budget (long-term budgeting), development	11/23/2021 2:11 PM
89	transportation, pedestrian safety, affordable housing	11/23/2021 1:49 PM
90	City development and public incentives. Affordable Housing development in the City. Racial Justice efforts from the City.	11/23/2021 11:26 AM
91	accessibility, development, human services	11/22/2021 6:48 PM
92	more on city funding to communities, opportunities to get involved in my local neighborhood, training on how to run a community council, how to get information on city projects in your neighborhood, safety	11/22/2021 1:35 AM
93	Community development	11/21/2021 8:50 PM
94	Neighborhood Cleanliness Respect of Neighbors Having UC take on more responsibility for the civic conduct of its students	11/21/2021 7:38 PM
95	Code violations, Development, City Planning, Zoning, Gentrification	11/20/2021 9:36 PM
96	How to stop gun and other violence. My solution is to put anyone who wants a life of drugs and guns into a gated community, and let the rest of us live in peace.	11/20/2021 5:37 PM
97	N/A	11/19/2021 10:28 AM
98	Community planning, development, transportation, housing, zoning variances, and amendments (both map and text).	11/19/2021 9:36 AM
99	N/A	11/18/2021 2:20 PM
100	Community/Economic Development - Gentrification FOP Contract Negotiations	11/18/2021 2:11 PM
101	Development Gentrification Poverty	11/18/2021 1:34 PM
102	Affordable housing and community development	11/17/2021 3:58 PM
103	Neighborhood Planning, Traffic Calming, Business District Development	11/16/2021 9:32 PM
104	residents	11/16/2021 9:01 PM
105	Pedestrian safety	11/16/2021 8:57 PM
106	City Council and Committee Meetings, City-led community engagement meetings, Community Budget Requests and Neighborhood Project Suggestions, Neighborhood Planning Processes,	11/15/2021 12:58 AM
107	Pretty much anything!	11/13/2021 6:58 PM
108	Affordable housing, tax abatement changes, social and economic justice.	11/11/2021 10:53 PM
109	Development, especially within residential neighborhoods	11/11/2021 3:21 PM
110	City engagement maybe others	11/11/2021 8:01 AM
111	Development	11/10/2021 3:32 PM
112	Growth/Development Public Transportation Public Education Community Council Youth Council Minority Council Infrastructure	11/10/2021 2:25 PM

Community Engagement Survey

113	A number.	11/10/2021 11:00 AM
114	Neighborhood issues.	11/10/2021 10:42 AM
115	Traffic safety and Vision Zero. I am especially interested in ways we can re-engineer our streets to eliminate the worst of the bad driving behavior I see on a daily basis, everywhere I drive here.	11/10/2021 10:17 AM
116	Sustainability and what Cincinnati can do to address climate change, traffic, public transportation, pedestrian safety	11/10/2021 7:55 AM
117	Education	11/9/2021 6:36 PM
118	Continuing to ensure the City of Cincinnati cannot steal City Income Tax from non-constituents who work AND live outside of the crime-ridden, ghetto-infested dump known as Cincinnati	11/9/2021 4:00 PM
119	affordable housing, youth programs, human services, budget	11/9/2021 3:05 PM
120	Working with neighborhood councils to put all neighborhoods on an equal footing. Connecting Community Councils with City Council on a day to day basis through social media. The city needs to model Civic Engagement in the planning process. I hope that is what is being done through the ordinance and these community conversations.	11/9/2021 1:01 PM
121	Development, transportation, community events	11/9/2021 12:24 PM
122	Topics pertaining to my neighborhood	11/8/2021 10:10 PM
123	Making electronic media accessible to people with vision disabilities. Training the staff to being empathic to the limitations that individuals with disabilities have, and adjust their procedures and practices accordingly. Strengthening the city's community engagement culture. Adjusting the City Council agenda setting processes to make those agendas more accessible to people with a disability.	11/8/2021 3:50 PM
124	liquor license, historic preservation, land-use, planning, zoning, PDs, housing, due process, tax abatements, composition of boards including ZBA (get the Conflicts of Role, Interests, Familial connections (family office), and lack of subject-matter expertise --- out of the board appointment patronage process). Stop the ex parte communications; conflicts, and lack of fidelity to role, ethics and applicable laws.	11/8/2021 2:53 PM
125	neighborhood resource allocations	11/8/2021 1:34 PM
126	historic preservation, environment	11/8/2021 11:37 AM
127	TIF distribution Sale of City property to developers without Community knowledge Children and Families Cabinet meetings	11/8/2021 11:03 AM
128	Traffic and Pedestrian Safety; Affordable housing, particularly affordable homeownership; Recreation; Sustainability; Neighborhood Planning; Economic Development;	11/8/2021 9:46 AM
129	Budget, departmental and city manager review, new policy development	11/8/2021 7:29 AM
130	Real estate development, transportation	11/7/2021 4:02 PM
131	Sewer Stormwater management Affordable housing Development in neighborhoods	11/7/2021 1:26 PM
132	Transportation pedestrian safety complete spaces urban planning historic preservation hotel & lodging developments	11/7/2021 12:29 AM
133	If time were not a constraint (though it is a huge constraint), planning/zoning, tax abatement, budget, traffic/safety, environment, and more. And equitable access to fair decision-making processes. When some parties are represented by lawyers and apparently able to influence decisions behind the scenes, citizens with fewer resources/expertise and time become discouraged and disengaged.	11/6/2021 4:41 PM
134	All topics to start with and then I would narrow down the list.	11/6/2021 2:20 PM
135	CIP's.	11/6/2021 6:43 AM
136	Community events, development, pushing committee agendas and minutes out to the community, socia media	11/5/2021 2:31 PM
137	Streetscape and corridor plans	11/5/2021 1:58 PM

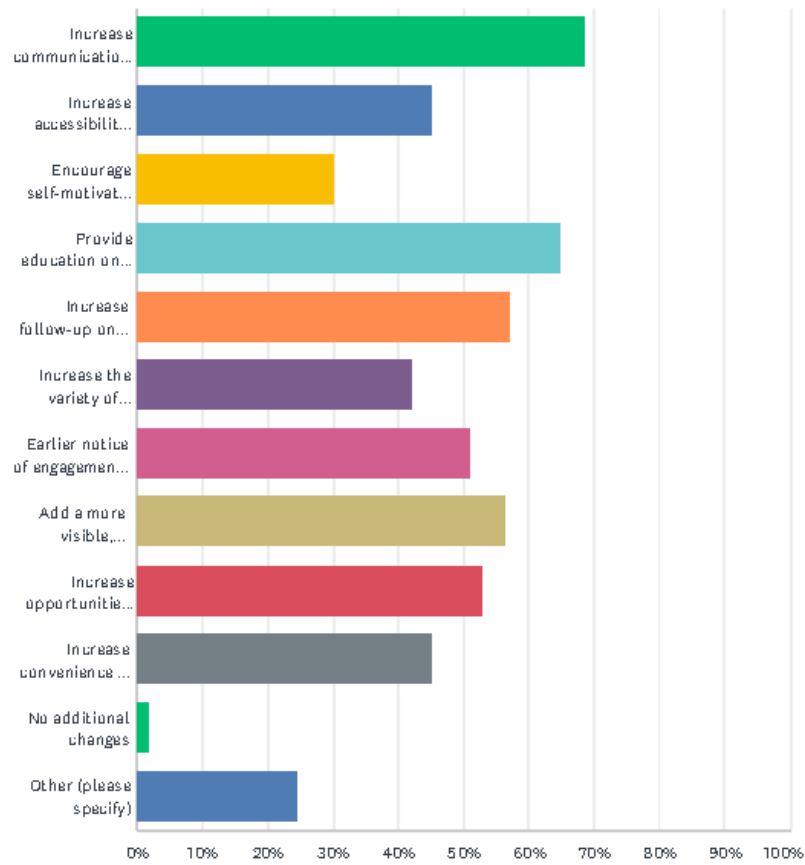
Community Engagement Survey

138	TBD	11/5/2021 8:14 AM
139	Forced answers to survey questions are insulting and don't give valid information.	11/4/2021 11:28 AM
140	Youth, Public Safety, Budget, Neighborhood Development	11/4/2021 4:05 AM
141	cooperation with cincinnati public schools housing issues - zoning issues issues dealing with the underserved changing police department to a public safety department	11/3/2021 6:04 PM
142	Transportation safety and equity	11/3/2021 4:31 PM
143	Helping Neighborhoods revitalize their neighborhood	11/3/2021 12:10 PM
144	Neighborhood development	11/2/2021 8:35 PM
145	In Kennedy Heights we need to know about permits (like 5g cell towers), zoning changes, city-owned land, plans for infrastructure, traffic, parks and rec - if the City has a plan, we need to know the plan and how it affects us.	11/2/2021 4:47 PM
146	Development projects	11/1/2021 11:33 PM
147	Neighborhoods	11/1/2021 6:58 PM
148	City planning and infrastructure, education, green initiatives, arts, historical preservation, social services, affordable housing and development projects	11/1/2021 5:12 PM
149	N/a	11/1/2021 11:41 AM
150	Everything impacting me or my neighborhood	11/1/2021 11:26 AM
151	Crime Improving Quality of Life for Neighborhoods	11/1/2021 10:14 AM
152	Affordable housing, community development, public policy, equity, anti-poverty work.	11/1/2021 10:13 AM
153	the current gentrification process. increase of taxes	10/31/2021 5:42 PM
154	Pedestrian safety & traffic calming	10/30/2021 7:48 PM
155	Jackson Hill Park stairs restoration volunteerism by nearby residents.	10/30/2021 12:07 PM
156	Neighborhood planning and public safety	10/30/2021 10:44 AM
157	Development of city property, preservation of green space/canopies, tax abatements	10/30/2021 6:59 AM
158	City Planning. City Processes and community education. Governance structure	10/29/2021 5:20 PM
159	Budget, policies, food security, sustainability issues, development strategies to address homelessness and jobs and racial equity	10/29/2021 4:22 PM

Q10 How could the City of Cincinnati improve community engagement? (Select all that apply.)

Answered: 159 Skipped: 0

Community Engagement Survey



Community Engagement Survey

ANSWER CHOICES	RESPONSES	
Increase communication with residents	68.55%	109
Increase accessibility of community engagement tools	45.28%	72
Encourage self-motivation from residents	30.19%	48
Provide education on how to be engaged	64.78%	103
Increase follow-up on input and be transparent	57.23%	91
Increase the variety of methods for dialogue	42.14%	67
Earlier notice of engagement opportunities	50.94%	81
Add a more visible, centralized place on the website for engagement opportunities	56.60%	90
Increase opportunities to be engaged earlier in the decision-making process	52.83%	84
Increase convenience of community engagement events (location, time of day, etc.)	45.28%	72
No additional changes	1.89%	3
Other (please specify)	24.53%	39
Total Respondents: 159		

#	OTHER (PLEASE SPECIFY)	DATE
1	1. Present clarity and transparency on objectives of each Public Participation initiative -- i.e: inform vs consult vs placate (minimal representation) vs involve vs collaborate/partner vs empower. 2. Use Issue Framing tools (people's concerns, root cause, tensions, benefits/drawbacks, actions/tradeoffs, public deliberation. 3. Identify polarities in driving forces, external influences, obstacles, local vs city vs regional interests, public vs private interests. 4. Create Strong Plans (requiring consistency) rather than Weak Plans where optional guidelines are ignored. 5. Identify appropriate and realistic accountability — will anyone be responsible for implementation. 6. be action oriented and focus on measurement of progress using data and indicators. 7. involve a broad set of partners for planning and for implementation (not just developers and private interests). 8. Move from talk to action as soon as possible (to retain public interest). 9. Convert general plans into action plans. 10 Identify performance measures, outputs and outcomes for administration of adopted plans.	12/1/2021 8:50 PM
2	formal follow up and transparent accountability for the City's decisions made after asking for citizen input.	12/1/2021 8:30 PM
3	Again, what is the City's objective in getting this info?	12/1/2021 2:34 PM
4	you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
5	Put diverse community voices first, before big money and developers. All decisions should be made with those most acutely affected to reduce harm and raise up and address the needs of all residents.	12/1/2021 9:50 AM
6	Stopping liberal, woke, facism	12/1/2021 9:23 AM
7	Better survey design	11/30/2021 8:54 PM
8	typically council and committee meetings are not at times working residents can attend. meeting agendas could be more accessible	11/30/2021 1:50 PM
9	Assist community council outreach. Every neighborhood council should have a landing page on the City web site, so residents can see oversee elected neighborhood leaders (My neighborhood council ignores bi-laws). Renewed interest in City Hall from local news media (other than indicted council members) would help.	11/30/2021 12:12 PM
10	Having an administration that genuinely cares about the city and not lining their own pockets.	11/30/2021 11:32 AM

Community Engagement Survey

11	This isn't rocket science. It requires the right mindset: one that has been missing from city government for years. The biggest thing the city can do to improve community engagement is to 1) Truly seek it as a priority. 2) Actually and actively act on the input received: empower the citizens who have been engaged 3) BE TRANSPARENT: make sure citizens can EASILY find out what government is doing. 4) Value the input received from residents and volunteers more. Lobbyists are paid and should matter much less, not more. 4) Appreciate the efforts of thoughtfully engaged residents who are often treated as though they are annoyances.	11/29/2021 6:30 PM
12	The public has limited time. Staff should know the Approved Historic Guidelines and Community Plans and hold the line with developers at the very beginning.	11/29/2021 5:21 PM
13	Make the website better. CAGIS is great, but everything else is so unclear.	11/29/2021 7:48 AM
14	Access to/from City communications for people who are not online.	11/24/2021 8:43 PM
15	Residents can sign up for Emergency Communications. Maybe the same sign up option can be offered for upcoming events/meetings etc	11/21/2021 7:38 PM
16	N/A	11/18/2021 2:20 PM
17	Virtual	11/13/2021 6:58 PM
18	See my answer to Q#8 above. Additionally, use every query from residents as an opportunity to improve service. Example - if a resident contacts ANY City employee with a question or a suggestion, such a question or suggestion implies that the city could have done a better job of more clearly communicating. Such a list of opportunities for improvement should be assigned to a person to follow up to improve city services so that the resident does not have to ask for help.	11/11/2021 10:53 PM
19	Create a powerful new communication channel with community council boards. These groups have the ability to target and customize your messaging to be relevant for their communities, and to further increase the opportunity for more people to become engaged with the city.	11/10/2021 10:17 AM
20	Reduce corruption	11/9/2021 4:00 PM
21	All good ideas! Let's do this!	11/9/2021 1:01 PM
22	I find it hard to track requests made to the 591-6000 website.	11/9/2021 12:24 PM
23	I think it would be useful if the city believed that the citizens have a contribution to make in the design of the engagement program. For example: the design of this survey. The city seems to believe they know best on community engagement. I disagree with that presumption.	11/8/2021 3:50 PM
24	Create a Dashboard for CRE development; requested zoning relief; seek competent people to serve on boards and have citizens rate them and staff who report/recommend	11/8/2021 2:53 PM
25	Collect citizen input, rather than push city press releases	11/8/2021 7:29 AM
26	Engage better with business community, not just residents	11/7/2021 4:02 PM
27	Develop a process that involves neighborhoods/people in planning stages of a project and keeping neighborhoods informed throughout the process	11/7/2021 1:26 PM
28	Help residents and community council's have access to expertise, perhaps by providing a grant for an NGO to have an in-house zoning attorney. This person could then try to explain issues to the community, anticipate implications, and represent the councils in staff conferences, the CPC, and City Council committees, and the full City Council.	11/6/2021 4:41 PM
29	In addition to educating on how to engage, educate on why engagement is important. Increase engagement by advertising in public spaces rather than having people search for these things. Majority of residents are not aware that these things exist and that their input is appreciated at all.	11/5/2021 1:58 PM
30	Create an office of community engagement with roles for staff to work in neighborhoods to engage citizens	11/4/2021 4:05 AM
31	Make sure you them user friendly to the average Joe. Show us how our commitment will/can bring change.	11/3/2021 12:10 PM
32	Do you really want people engaged? Recent city council actions would suggest they do not.	11/2/2021 8:35 PM

Community Engagement Survey

33	Increase engagement with Community Council and Development Corp - we can inform the community	11/2/2021 4:47 PM
34	Understand the different between engagement and power. Engagement without power is not true engagement	11/1/2021 11:33 PM
35	Encourage city employees to volunteer and interact with the community in neighborhoods	11/1/2021 10:14 AM
36	The City is missing an opportunity to tap into already organized and mobilized institutions in communities. Neighborhood organizations (beyond the community councils) are an untapped well of engaged, passionate, and helpful people wanting to make the City better.	11/1/2021 10:13 AM
37	ability to attend via zoom, google meets etc.	10/31/2021 5:42 PM
38	Continue online access for engagement	10/30/2021 7:48 PM
39	Most cannot attend events because they work. I understand that Council and Administration needs to work during the day also. Maybe there could be some Quasi evening and weekends before actual council, commission, etc meetings so that other can get educated on the upcoming Council sessions and such and figure out how they want to be heard given their schedule	10/29/2021 5:20 PM

Q11 Please use the space below for any additional comments.

Answered: 60 Skipped: 99

#	RESPONSES	DATE
1	1. Present clarity and transparency on objectives of each Public Participation initiative -- i.e: inform vs consult vs placate (minimal representation) vs involve vs collaborate/partner vs empower. 2. Use Issue Framing tools (people's concerns, root cause, tensions, benefits/drawbacks, actions/tradeoffs, public deliberation. 3. Identify polarities in driving forces, external influences, obstacles, local vs city vs regional interests, public vs private interests. 4. Create Strong Plans (requiring consistency) rather than Weak Plans where optional guidelines are ignored. 5. Identify appropriate and realistic accountability — will anyone be responsible for implementation. 6. be action oriented and focus on measurement of progress using data and indicators. 7. involve a broad set of partners for planning and for implementation (not just developers and private interests). 8. Move from talk to action as soon as possible (to retain public interest). 9. Convert general plans into action plans. 10 Identify performance measures, outputs and outcomes for administration of adopted plans.	12/1/2021 8:50 PM
2	There is so much to be improved in the City's management of inclusion of citizen concerns and input that this ought to be a top priority for the new Mayor and City Council.	12/1/2021 8:30 PM
3	All of those are necessary. The city also has a habit of trying to discredit citizens and being dismissive of their input	12/1/2021 6:07 PM
4	I would like to help Cincinnati be a destination city for bicycle riding. The GAP trail in MD/PA made \$120M for local communities in 2019 with an initial \$80M investment. You can't beat those returns!	12/1/2021 5:38 PM
5	This survey is tedious and unclear in it's outcome.	12/1/2021 2:34 PM
6	I feel that the city takes me for granted. I have lived here, paying taxes, since 1974. Crime is rampant. No one is paying attention!	12/1/2021 1:33 PM
7	you are a completely corrupt city, from cops up, just evil crooks	12/1/2021 12:50 PM
8	The city does a good job with community engagement, I could be a better citizen.	12/1/2021 10:19 AM
9	I live on the edge of Cincinnati and everything that goes on in the city effects me... even though I cannot vote and do not pay taxes to Cincinnati. However, it is so hard to be involved that mostly I have given up!	12/1/2021 10:17 AM
10	I've lived here my entire life and have watched as the city and development community have over and over again put profit over people. Neighbors show up to everything and speak their	12/1/2021 9:50 AM

Community Engagement Survey

truths and are ignored. Tax abatements are given out to developers that only care about profit while renters and home owners that have been here for generations struggle for stability and safety. This city hates poor people. They want more wealthy white people to move in and ignore or explain away the displacement that this is causing in every single neighborhood in our city.

11	Investigate DPS crews driving up to 50+ miles inside City limits, in less than 8 hours. (Residential collection crews and SAC's excluded) Use GPS as a performance measure.	12/1/2021 9:47 AM
12	none	12/1/2021 9:11 AM
13	Getting Humps on Whetsel Avenue in Madisonville to slow down people driving over 50 miles an hour up and down Whetsel up to Kenwood Road. (From Madison and Whetsel to Whetsel and Kenwood people are driving too fast. Concerned Madisonville resident.	12/1/2021 6:56 AM
14	It is easy to feel overwhelmed by the sheer size of Cincinnati. I'm most concerned with my own immediate neighborhood, but I'm not sure how to engage at that level. I'm very concerned about poverty in the area, but I'm not sure what the City can do about that or how I can help as I myself am working two jobs to make ends meet.	11/30/2021 10:31 PM
15	Fewer at-large council members. More accountability. Need city to focus on condition of streets. Fix streets first then add bike trails.	11/30/2021 10:26 PM
16	A class on how the city of Cincinnati function (the steps required to implement a plan)	11/30/2021 9:50 PM
17	I hope you enjoyed the verbatim and that I gave you good fodder for your PowerPoint.	11/30/2021 8:54 PM
18	I am so tired of seeing good people leave this city because of the city's negligence and complicity in the known issues. You know where the hot spots are, you know where the nuisance properties are, and you know who the people are terrorizing us. Good people should not be pushed out of their homes because they are not safe and can not enjoy their homes or the common shared spaces around their home. Good people are leaving because they can't even go to the grocery store without being ran off the road or witnessing some other flagrant disregard for the laws. The city needs to take a firm stance on reinstating order and safety. The same person that I had to call the police on 4 times in 3 hours is the same person that just shot someone dead in Walmart. WHY DID I HAVE TO CALL ON THIS PERSON MORE THAN ONCE for the police to identify the accused? And then the police act like that's a win because he had warrants? No, it's a loss because I had to call you 100 times to get this jerk to stop disrupting the neighborhood. We are very tired of the work avoidance and laziness. Good people are leaving and I wonder if I am crazy for being so stubborn and staying in this shit hole. I am very unhappy with "how things work" and the amount of effort that it takes just to have the most basic safety and peace inside my home. I go right over that bridge and spend my money because I can't even go to the grocery store without risking my fucking life. SHAME ON DISTRICT 3's CULTURE of work avoidance. We need self initiated and proactive policing in this city. I have several data sets that support broken-window theory in East Price Hill. Enough is enough, please.	11/30/2021 7:45 PM
19	more City staff need to be trained in how to engage residents respectfully and effectively; we cannot rely on planning dept staff to be the only folks doing community engagement	11/30/2021 3:42 PM
20	we need to save our architecturally pleasing residential structures that are remaining, and rid ourselves of the ones that are abandoned, run down or occupied by low class citizens. we need to discontinue being a refuge for homeless and low class citizens who on a daily basis disrespect all morality, life and health issues	11/30/2021 1:50 PM
21	When local leaders and officials are interviewed by the media, they should answer questions fully and more transparently.	11/30/2021 1:26 PM
22	I think it's important that composition of boards and commissions represent the diversity of the community (and actually all live within the city of Cincinnati). If the board is made up entirely of wealthy people or big business people, it doesn't feel inviting to residents who can't identify with them. I think the city should set benchmarks for appointed board/commission diversity (race/ethnicity/gender/income/etc.) and report out on them. I'm also a proponent of sending direct mail to those who are most affected by an issue, but it's important that renters are engaged as well as property owners. Folks tend to dismiss renters' interest and input, and that's wrong. It can be harder to reach renters, but extra effort is necessary to ensure the process and decision-making is equitable.	11/30/2021 12:31 PM

Community Engagement Survey

23	1. More decorum in City Council/Board/Committee meetings. Stick to business. Cut the chit-chat. Train City staff in Robert's rules, but drop the "to the council member through the chair" garbage. 2. Need Council reform (some of issue 3)-- must live in City at least 2 years before running.	11/30/2021 12:12 PM
24	Honestly, maybe don't even engage with residents. Hire extremely qualified professionals to run things and hold them highly accountable for applicable metrics. Most residents aren't qualified to make sound long term decisions (even if their hearts are in the right place) and most residents can't agree on anything. Often you also may only hear from the squeaky wheels and those aren't the people that should steer things.	11/30/2021 11:04 AM
25	Frankly I think when City council committees hearings and all of City Councils hearings for community input on matters like rezoning, variances, relocating polluting industries into a neighborhood. When theses hearings are only held during the day this is an injustice to neighborhoods who the majority of the people work jobs where taking off work is hard or they lose a vacation day or a paid day off. Shame on this City you talk a lot about equity. But when comes to hearing there voices you are not accommodating! You need to be, you work for us! If you were a private service. You would have evening hearings. I am old enough to remember in the 1990's the City Council had important hearings in the evening. So did Hearing Examiners.	11/29/2021 9:43 PM
26	Citizen engagement is critical for the success of the city. Without it, city government is either flying blind, or being directed by those who are well able to afford to buy the attention of the administration by "haunting" city hall or paying the salaries of those who can engage on their behalf. That is not what the typical resident, homeowner, or community volunteer can do or afford to do, and it is vital that city government recognize that those who should be heard the loudest are the least able to gain the ear of the administration or leadership. Community councils are a highly underutilized tool that is available to the city, and as long as they are as underutilized as they are, it will be an indication of the success or failure of city administration to achieve community engagement.	11/29/2021 6:30 PM
27	Certainly projects involving multiple variances and non-compliance with City approved Community Plans and Historic Guidelines should not continue to be pushed through to subsequent hearings with the Staff's recommended approvals against Community objections - particularly large projects whether public or private. Same for significant Zoning Changes - should be studied by the Planning Department for human impacts before pushing approvals through the process. By the time the Community has a chance for input, important matters are already settled and being rushed. Community concerns are often dismissed, neighborhoods are being negatively impacted. Often community member's voices are ultimately silenced because they cannot afford to hire a lawyer to file an appeal to an unjust Board decision or cannot afford to hire their own expert to prove their point, such as overwhelmed and failing storm sewer that would be made worse by a proposed development, or harms to an entire neighborhood by worsening shortages. The burden of proof is supposed to be on the applicant.	11/29/2021 5:21 PM
28	We need a community engagement office with staff to answer calls.	11/29/2021 7:48 AM
29	We covered some fresh and interesting ideas in the recent Zoom session on engagement. See Jesse's notes and/or recording from that session.	11/24/2021 8:43 PM
30	Thank you for trying to improve more feedback from city residents and neighborhoods. Keep reaching out to community council leaders so they can get more people involved.	11/24/2021 6:26 AM
31	The City of Cincinnati does an excellent job seeking resident feedback on everything from the budget to development projects. There are plenty of opportunities to get involved and have your voice heard. There needs to be some expectation-setting when it comes to community feedback. I have seen Community Councils act as if they control City decision-making, when in fact they are an advisory board and generally not representative of the neighborhood. CCs should Not be led to believe that they get to tell the city what to do/how to act. I have seen city planning conduct a few public engagement meetings with great success. Removing the engagement from an emotionally-charged community council setting and placing the responsibility to lead and facilitate in the hands of professionals is exactly what is needed. The planning department needs more staff to be able to conduct more of these engagement sessions and to support neighborhood-level planning efforts.	11/23/2021 2:11 PM
32	I appreciate your reaching out to try to connect to residents. I believe if you feel a connection with your city, you will have more pride in the city and be more motivated to participate.	11/21/2021 7:38 PM
33	Consider a paid liaison between the community and the city working on behalf of the	11/20/2021 9:36 PM

Community Engagement Survey

	community council.	
34	I used to be in a job where people would say they didn't know what the small number of people in my job position did. I don't want city employees who are working hard to think my answers are implying or saying I don't think they're working hard. Violence and crime in Westwood is my biggest concern. I want D3 to know how much I appreciate them, but would love to see way more police around the area. Give them a chance to do their jobs without being so overloaded that they can't even scratch the surface.	11/20/2021 5:37 PM
35	This survey is too long.	11/19/2021 10:28 AM
36	Issues like pedestrian safety are place-based issues that should require the City to come to the neighborhood and see the issues firsthand. I don't see any enforcement or active engagement with this important issue unless it is after a tragedy.	11/16/2021 8:57 PM
37	Please continue to provide virtual participation options in city meetings whenever possible coming out of the COVID-19 pandemic. I believe these alternate participation options address many of the engagement and participation obstacles that residents currently face.	11/11/2021 3:21 PM
38	I think sending out mailers are a good idea. I didn't list it as I like to engage digitally but I'd also like to receive reminders via mail	11/11/2021 8:01 AM
39	City council is too much an embarrassment of corruption and left-wing virtue-signaling.	11/10/2021 11:00 AM
40	This survey was not very user-friendly with having to scroll to select options in #2-3.	11/10/2021 10:42 AM
41	I think you do a lot of communication already. It's just coming from so many sources and not easy to track down where or what I saw last week that might interest me. Also "communication" is a BIG topic. You can open up the floodgates, but all of that is worthless without an overall communication plan that prioritizes communication goals, includes all the parties involved with each one and what their responsibilities are, and defines the best way(s) of reaching city residents to get the desired behavior.	11/10/2021 10:17 AM
42	1) Reduce city-hall corruption 2) Reduce property taxes in the city. You could tax your constituents BILLIONS in property tax to fund public education, but if you have single-family parents who don't care about education, it is not a school funding issue - it is a lack of parents caring issue	11/9/2021 4:00 PM
43	Once we get Civic engagement process up and running, we should fully fund the program and hire a Director of Civic Engagement like they have in Minneapolis.	11/9/2021 1:01 PM
44	Keep up the great work!	11/9/2021 12:24 PM
45	Please see above comments and recommendations.	11/8/2021 3:50 PM
46	Thank you for putting Planning people in charge of this critical enterprise.	11/8/2021 2:53 PM
47	Thank you for making this survey available	11/8/2021 11:37 AM
48	Utilize schools for engagement. It is where families are already!	11/8/2021 9:46 AM
49	All projects need to be publicly evaluated with input from neighborhoods and stakeholders	11/7/2021 1:26 PM
50	Thank you for the opportunity to share our thoughts	11/7/2021 12:29 AM
51	Equitable access to fair decision-making processes is really important. When some parties are represented by lawyers and apparently able to influence decisions behind the scenes, citizens with fewer resources/expertise and time become discouraged and disengaged. It would help if an NGO had a citizen advocate or in-house lawyer focused on zoning and similar topics that could explain the topics to community council, help them response, and represent the community councils.	11/6/2021 4:41 PM
52	The city needs to implement more tools that are bringing engagement to the people rather than expecting them to know what to do. There are basic things like flyers, posters, billboards (a bit more pricey), bus advertisement (inside and outside), and maybe even booths a public events. We need to do better by going to them because the previous methods are not enough. This may even be a good way to utilize students at the University of Cincinnati whose students would love the opportunity to be a part of Cincinnati's community engagement efforts.	11/5/2021 1:58 PM
53	We need a culture change that invites citizens to be involved in decision- making and policy change. Rather just receiving information	11/4/2021 4:05 AM

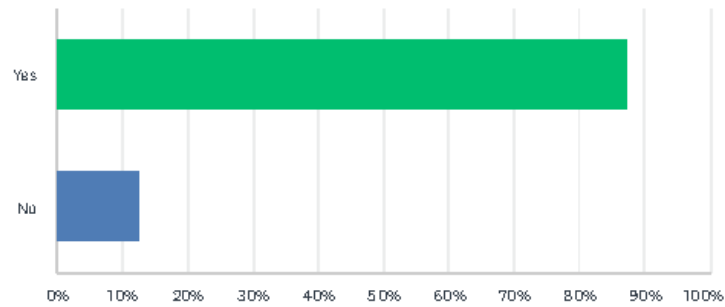
Community Engagement Survey

54	Transparency is generally not very good. Insights is a good tool but it does n't seem to be updated regularly or has only surface level information	11/3/2021 4:31 PM
55	Please remember we are small community groups, all volunteers, many with little knowledge of how the city works.	11/2/2021 8:35 PM
56	We rely on Homebase, CNBDU, Invest in Neighborhoods - they advocate for us, spread info to us, and help us speak with one voice from the neighborhoods to the City. You have not mentioned these advocate organizations at all in this survey, and they really do work to let us know important issues. If Community Councils worked effectively, the City's job would be a lot easier.	11/2/2021 4:47 PM
57	I really appreciate this survey as a first step. I'm a public librarian, and many folks are jaded and disenchanted with the civic engagement process, and are therefore disengaged. If the City had multiple avenues of communication, lots of notice and advertising of opportunities, ways of speaking to and getting responses from real humans, as well as good user design on the website, mobile app, and in surveys, I think this would go a long way to reach citizens. I consider myself pretty engaged and knowledgeable, and even I sometimes feel like I don't know where to find certain information. Also, the City could do a lot more to reach out and connect to local nonprofit organizations and community hubs. The groups often act as authorities for smaller communities, and by reaching their leaders, the City could engage with them better and those leaders could help the City reach their constituents. For instance, reaching out to LGBTQ+ advocacy groups like TreeHouse Cincinnati or the Trans Advisory Council would give the City insights on what those communities are seeking to accomplish (namely an LGBTQ+ center in the city and legal protections!). I think the City could have a much better working relationship with those important community groups, especially for marginalized populations.	11/1/2021 5:12 PM
58	Need ways to give input online that is measured as valuable as in-person.	11/1/2021 11:26 AM
59	If the City is serious about community engagement, I would highly recommend you invest in a head of community organizing. Someone who is trained and passionate about deeper community engagement and knows how to tap into the existing community assets.	11/1/2021 10:13 AM
60	I have met many hard working well intentioned good folks at the city. Sometime I have been told their hands are tied, off the record, etc. etc. Sometime I believe their work load is so heavy they are doing the best that they can. I believe it would be good to have small staff of 3 or so folks dedicated to helping residents and communities navigate the city, get answers more effectly, and help channel the feedback. Additionally legislation need to happen in order to give the average person who works and such enough lead time to participate in items that they feel might affect them or otherwise. Also I noticed that this survey does n't ask for any contact information. Just in case folks want clarification on my response you can reach me at briankspitler@gmail.com	10/29/2021 5:20 PM

Q12 Do you reside in the City of Cincinnati?

Answered: 159 Skipped: 0

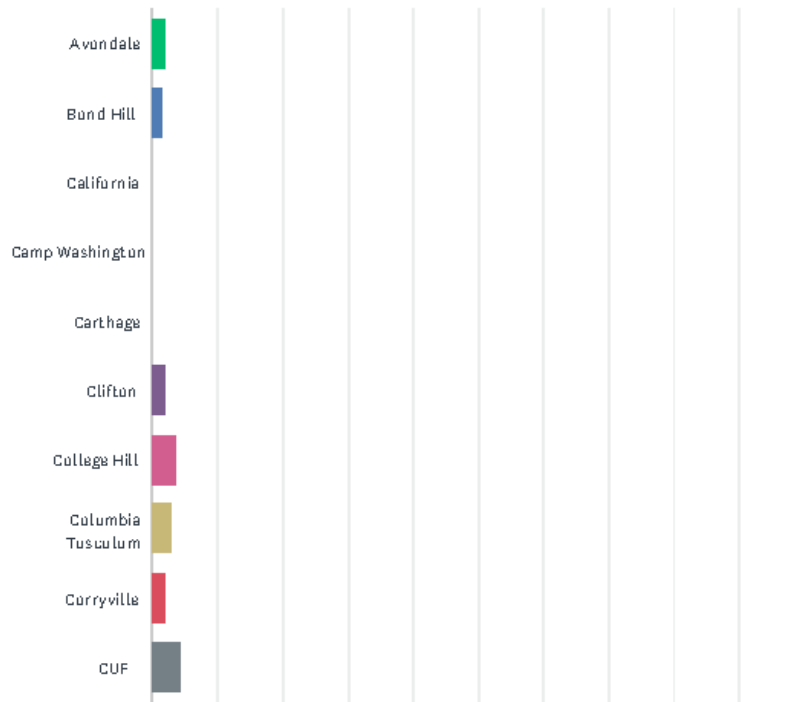
Community Engagement Survey



ANSWER CHOICES	RESPONSES	
Yes	87.42%	139
No	12.58%	20
TOTAL		159

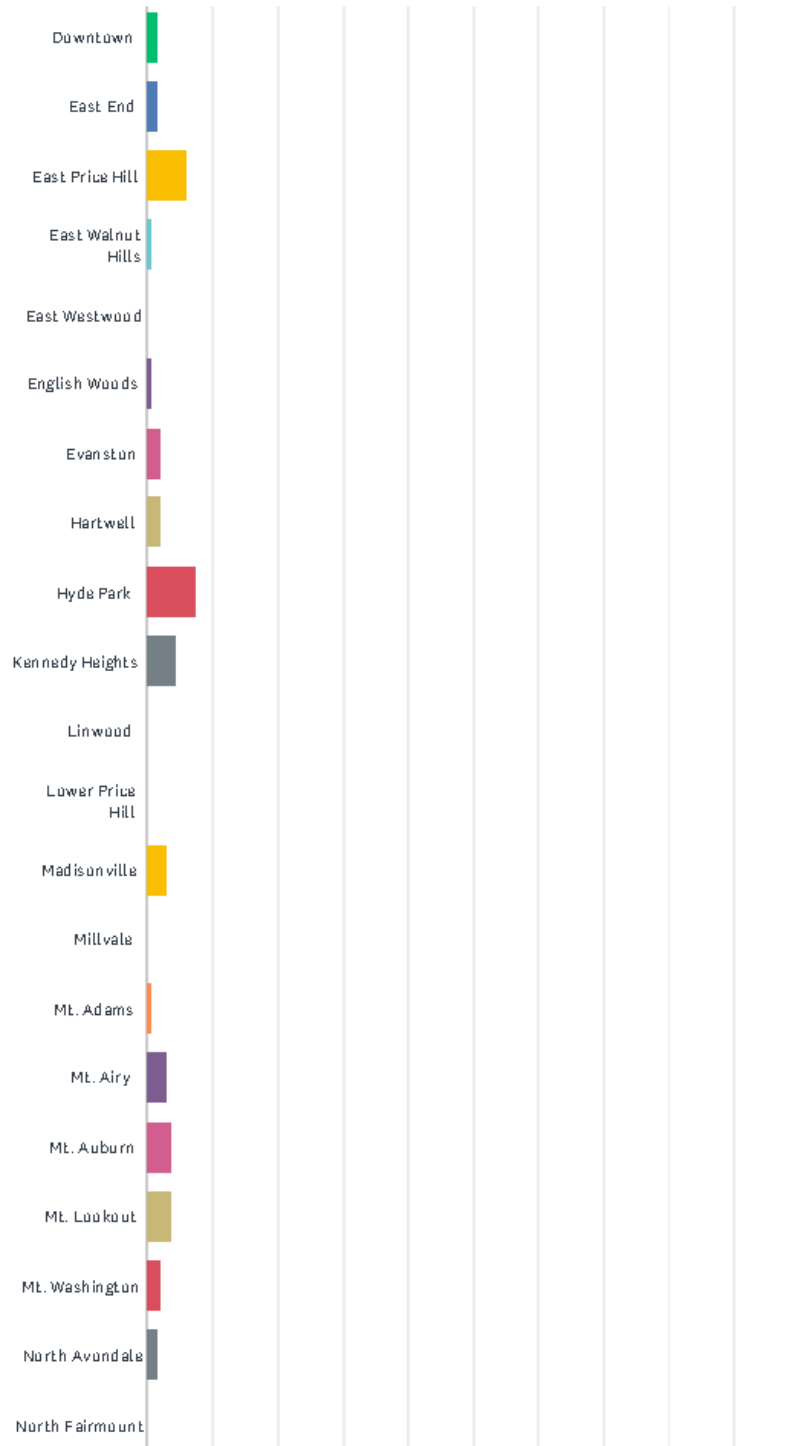
Q13 If you selected "yes" to residing in Cincinnati (Question 11, above), please select your neighborhood.

Answered: 135 Skipped: 24



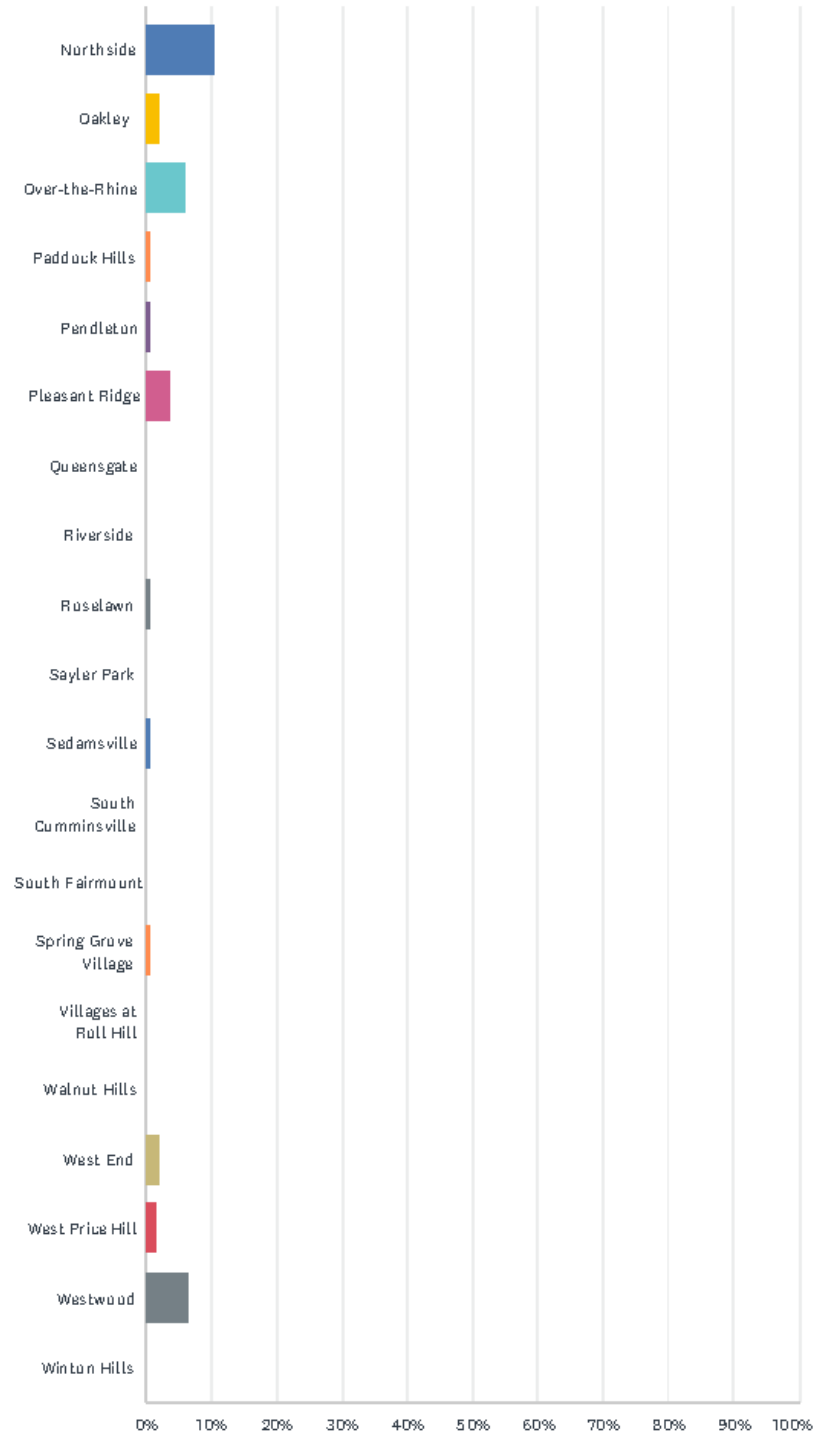
70 / 81

Community Engagement Survey



71 / 81

Community Engagement Survey



Community Engagement Survey

Community Engagement Survey

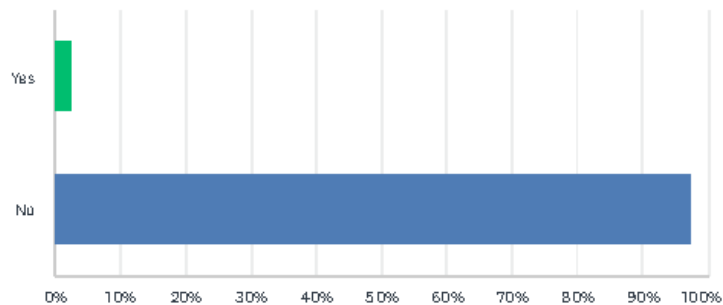
ANSWER CHOICES	RESPONSES	
Avondale	2.22%	3
Bond Hill	1.48%	2
California	0.00%	0
Camp Washington	0.00%	0
Carthage	0.00%	0
Clifton	2.22%	3
College Hill	3.70%	5
Columbia Tusculum	2.96%	4
Corryville	2.22%	3
CUF	4.44%	6
Downtown	1.48%	2
East End	1.48%	2
East Price Hill	5.93%	8
East Walnut Hills	0.74%	1
East Westwood	0.00%	0
English Woods	0.74%	1
Evanston	2.22%	3
Hartwell	2.22%	3
Hyde Park	7.41%	10
Kennedy Heights	4.44%	6
Linwood	0.00%	0
Lower Price Hill	0.00%	0
Madisonville	2.96%	4
Millvale	0.00%	0
Mt. Adams	0.74%	1
Mt. Airy	2.96%	4
Mt. Auburn	3.70%	5
Mt. Lookout	3.70%	5
Mt. Washington	2.22%	3
North Avondale	1.48%	2
North Fairmount	0.00%	0
Northside	10.37%	14

Community Engagement Survey

Oakley	2.22%	3
Over-the-Rhine	5.93%	8
Paddock Hills	0.74%	1
Pendleton	0.74%	1
Pleasant Ridge	3.70%	5
Queensgate	0.00%	0
Riverside	0.00%	0
Roselawn	0.74%	1
Sayler Park	0.00%	0
Sedamsville	0.74%	1
South Cumminsville	0.00%	0
South Fairmount	0.00%	0
Spring Grove Village	0.74%	1
Villages at Roll Hill	0.00%	0
Walnut Hills	0.00%	0
West End	2.22%	3
West Price Hill	1.48%	2
Westwood	6.67%	9
Winton Hills	0.00%	0
TOTAL		135

Q14 Are you Hispanic or Latino? (Optional.)

Answered: 153 Skipped: 6

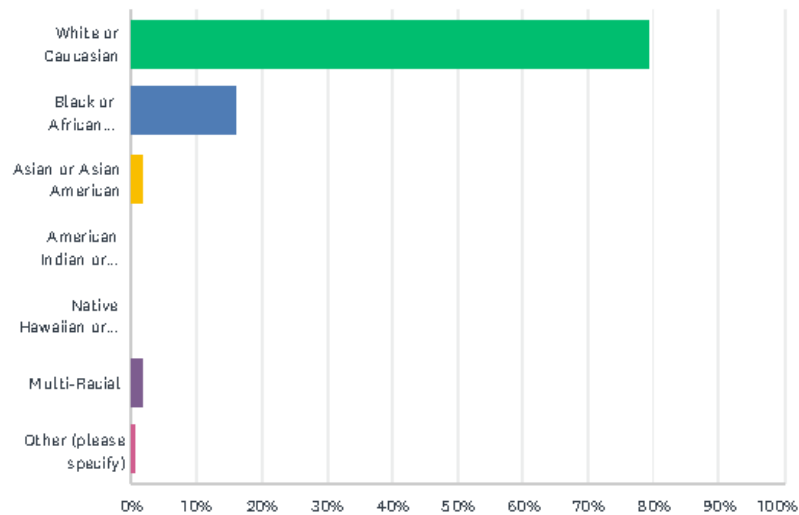


Community Engagement Survey

ANSWER CHOICES	RESPONSES	
Yes	2.61%	4
No	97.39%	149
TOTAL		153

Q15 Race (Optional.):

Answered: 150 Skipped: 9



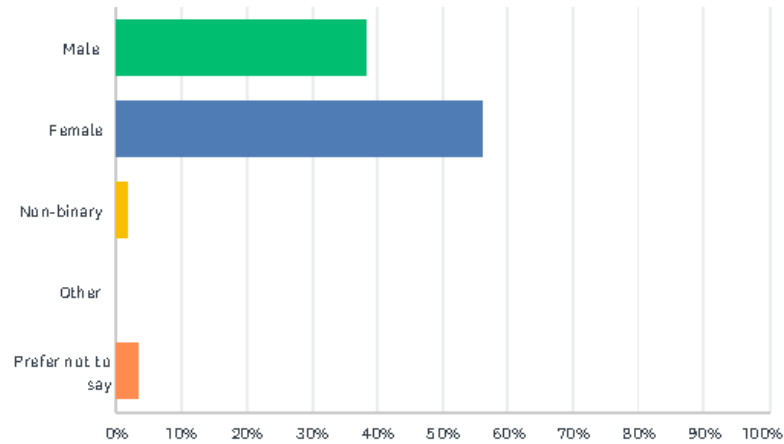
ANSWER CHOICES	RESPONSES	
White or Caucasian	79.33%	119
Black or African American	15.00%	24
Asian or Asian American	2.00%	3
American Indian or Alaska Native	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
Multi-Racial	2.00%	3
Other (please specify)	0.67%	1
TOTAL		150

#	OTHER (PLEASE SPECIFY)	DATE
1	Euro American	11/29/2021 6:33 PM

Community Engagement Survey

Q16 Gender (Optional.):

Answered: 151 Skipped: 8

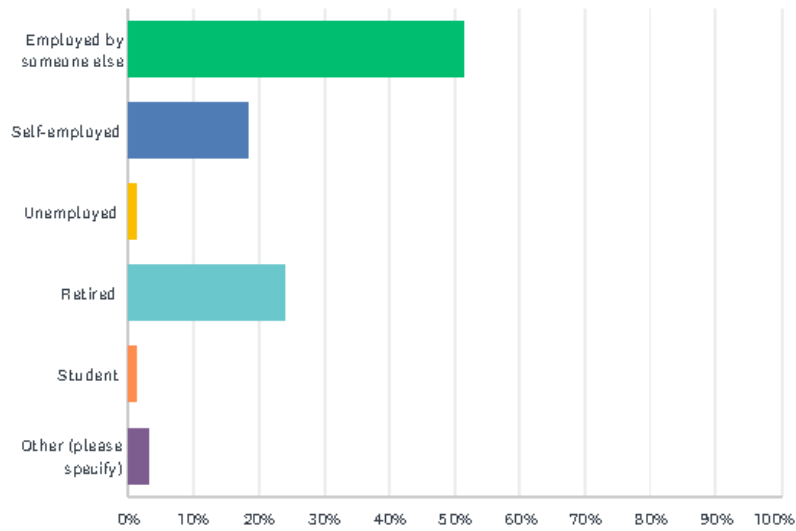


ANSWER CHOICES	RESPONSES	
Male	38.41%	58
Female	56.29%	85
Non-binary	1.99%	3
Other	0.00%	0
Prefer not to say	3.31%	5
TOTAL		151

Q17 What is your current employment status? (Optional.)

Answered: 153 Skipped: 6

Community Engagement Survey



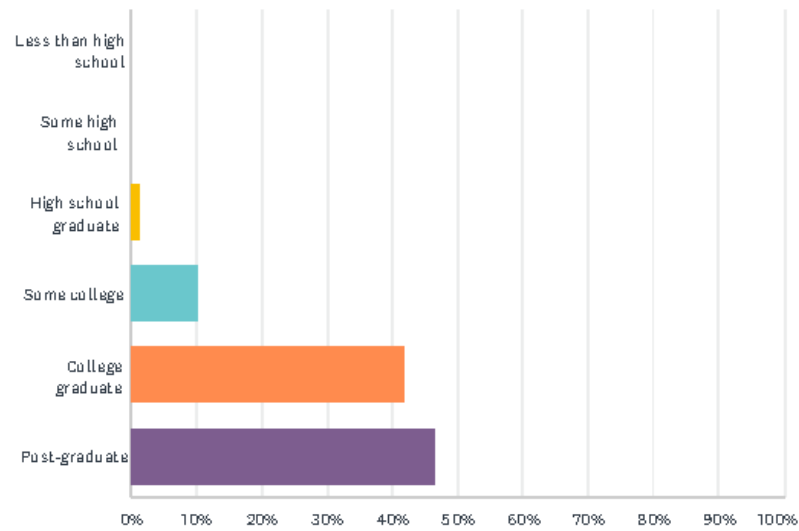
ANSWER CHOICES	RESPONSES	
Employed by someone else	51.63%	79
Self-employed	18.30%	28
Unemployed	1.31%	2
Retired	24.18%	37
Student	1.31%	2
Other (please specify)	3.27%	5
TOTAL		153

#	OTHER (PLEASE SPECIFY)	DATE
1	I moved as city, county likes 50 year olds that give alcohol and drugs to minors and then play with guns	12/1/2021 12:50 PM
2	Employed by the City of Cincinnati	11/30/2021 11:35 AM
3	I am a co-owner of a business.	11/30/2021 11:32 AM
4	I am employed by someone else in one job and I am self-employed in another job.	11/15/2021 12:58 AM
5	Active in the city to encourage fair sewer rates, support the ban on single-use plastic pollution, stop chemical pollution of our Ohio River which is seriously endangering public health(fracking waste & PFAS chemicals.)	11/9/2021 1:01 PM

Q18 Please indicate the highest level of education that you have completed. (Optional.)

Answered: 155 Skipped: 4

Community Engagement Survey



ANSWER CHOICES	RESPONSES	
Less than high school	0.00%	0
Some high school	0.00%	0
High school graduate	1.29%	2
Some college	10.32%	16
College graduate	41.94%	65
Post-graduate	46.45%	72
TOTAL		155

Q19 If you would like to be kept informed about this project, please enter your name and preferred contact information, below. (All survey responses will remain anonymous.)

Answered: 57 Skipped: 102

Appendix B: Public Meetings – Summary Responses

1. What does successful engagement mean to you?

▪ Great Communication

- *Successful communication is a two-way street*
- *People need to know what is going on*
- *Try to reach as many people as possible*
- *Accessible – able to reach all people*
- *Having a seat at the table for all stakeholders*
- *Build capacity within leaders, community council, city councils, boards, etc.*
- *Being as transparent as possible*
- *Internal communication and external communication*
- *Understanding how people want to be engaged*

▪ Empowerment

- *Clear definition of what engagement is*
- *Having a seat at the table for all stakeholders*
- *Variety of perspectives that are brought to the table for the best outcome for all the goals of the residents are met*
- *The residents are feeling like they are being heard*
- *Residents feel like that don't have any power*
- *The culture within the City needs to shift to put engagement at the forefront*
- *Taking the time to build trust and momentum*
- *"Go to the people"*

▪ Successful Collaboration

- *Build relationships*
- *Increase involvement and communication between all departments, organizations, community councils, council members, city manager's office, Invest in Neighborhoods, CNBDU*
- *More well attended events attended by elected officials and city departments*
- *Department of Community Engagement*
- *Connect with the community*
- *Different levels of community engagement, options/alternatives*
- *Develop accessible meeting times and increase the number of meetings*

▪ Proper Utilization

- *Tools*
- *Accessibility and informative*
- *Information on where to go, who to speak to, what is going on, etc.*

- *Being proactive rather than reactive*
- *Alternates and different styles of communication to promote meetings, events, news, history*
- *Increase variety of communication modes that address generational and cross-cultural dynamics (text messages)*
- **Transparency**
 - *Communicate both successes and failures of the City*
 - *Engaged on things in their neighborhood, before they hear about in the news, paper, or social media*

2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?

Preferences on Being Engaged

- **Electronically**
 - *Website, text, social media, mobile friendly, phone calls, email updates and communication*
 - *Dashboard, directories:*
 - *Centralized calendar*
 - *Fix It Cincy App:*
 - *Works great, majority of residents love it and want to see a style like that be integrated, etc.*
- **Physically**
 - *Mailings, flyers, community organizers/booklets, newsletters*
 - *Word of mouth:*
 - *At meetings, community council meetings, neighborhood captains, events*
 - *Signage*
- **Unorthodox Approaches**
 - *Commercials*
 - *News Stations, Radio*
 - *Podcasts, pop ups, experimental ways of communication*
 - *Refrigerator magnets, stickers*

Topics

- **Existing Resources and Incentives**
 - *All what the City, County, Region has to offer*
 - *An education of what is already out there*
 - *Code Enforcement complaints and updates*
 - *Absentee landlords, building department, etc.*
 - *Homelessness resources*
 - *Employment*

- *Economic Incentives/Tax Abatements*
- *Education of what is already out there*
- *Helpful Programs and Assistance*
- **Housing and Development**
 - *Development and planning projects*
 - *Affordable housing*
 - *Rent control/rental programs*
- **Updates**
 - *Roads/Pedestrian safety News*
 - *Crime and Safety*
 - *Meeting/event reminders*
 - *Consistency in engagement (regular check-ins)*
- **Good News**
 - *History, Neighborhood updates, Local changes, Fun Facts*
 - *Transportation*
- **City-led Communication**
 - *Reach minority and vulnerable communities*
 - *Emphasis and improvement in plain language and legibility*
 - *Translations*
 - *Emphasize Citicable and social media outlets*
- **Climate**

3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)

- **Efficiently promote existing government agencies and organizations to communicate more efficiently updates, items, news, etc.**
- **Reevaluate existing boards, councils, neighborhood organizations, leaders and influence them to convene more efficiently and spread the word.**
- **Target non-traditional places in the City:**
 - *Youth, senior, race organizations, churches/places of worship, translators, lower-income communities, schools*
- **Working with communities that can't be directly engaged:**
 - *Be more intentional about engaging lower-resourced communities*
 - *Have trusted advocates who work with this communities become some sort of "communication liaison"*
 - *Building the digital divide*
 - *Homeless, non-English, new residents, children*

- *Apartment buildings, not just the property owner being notified (legally and non-legally).*
- **Events:**
 - *Going to where the people are going*
 - *Fairs, booths, poster boards, communicators*
 - *Provide options for engagement at community meetings (a hybrid of in-person and virtual)*

4. Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?

Topics

- **Most residents wanted to be engaged or informed about the topics previously mentioned, however the methods on “how” were adjusted due to the pandemic and other circumstances.**
 - *Consider new virtual platforms for communication*
 - *Continue to work with community councils that meet in person*
 - *Try phone calls and other alternative forms of communication*

Methods

- **Virtually**
 - *Safety of pandemic*
 - *Cannot go to in-person meetings at the moment*
 - *Easier to attend, ability to have more people attend, flexibility*
 - *Virtual engagement was higher during the pandemic, but possibly less qualitative*
 - *Internet could be a barrier, bad quality, too many people on it, connection problems*
- **In Person**
 - *Easier for people who don't have the proper technology/access*
 - *The quality of engagement is better when events are in-person*
 - *Safety of meetings/masks*
- **Options**
 - *Broadcasting CitiCable*
 - *Hybrid alternatives:*
 - *In person meetings with option to have it be on Zoom for some attendees, CitiCable*
 - *Different/experimental platforms*
 - *Open houses/booths, Facebook Live, Social Media outreach*

5. In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents

are trained and informed, regarding communication and topics about community engagement?

- **Making sure the training reaches the communities in a timely manner.**
- **Intentionally teaching youth the city processes.**
- **The city should deliver education materials (like a toolkit) at meetings at more regular intervals. They should experiment with various educational methods and activities to see which one's work and consider tailoring it for each neighborhood.**
 - *Literature that is short and succinct, easy for all to digest and understand*
 - *Make topics and curriculum design relative to the audience and the neighborhood*
- **There needs to be more diverse engagement methods, like a “menu” of trainings on what the city does, and they need to be constantly repeated:**
 - *Government 101/Civic Engagement “Classes” or meetings*
 - *Trainings for Best Practices in Engagement*
 - *Educate general population on how they can participate and what is already in place*
 - *Community Council Academy*
- **Increased Involvement:**
 - *More in-depth outreach and training for complex issues*
 - *Involve neighbors more on smaller issues*

Work with smaller non-profits to educate residents

Appendix C: Public Meeting Information

Join us for **COMMUNITY CONVERSATIONS** on Community Engagement

The City Manager's Office, with input and participation from citizens, community councils, community groups, and City partners, is developing a community engagement plan. As a first step, the City will facilitate conversations during public meetings to gather feedback and brainstorm how the City can work to improve or create new methods of engagement.

Join us at one of the following meetings:

Tuesday, November 9

6:30 - 8:00 p.m.

Bond Hill Recreation Center
1501 Elizabeth Place

Wednesday, November 17

7:00 - 8:30 p.m.

Westwood Town Hall
3017 Harrison Ave.

Monday, November 22

7:00 - 8:30 p.m.

On Zoom
(Visit website to register)

Registration is required for the virtual meeting. Registration encouraged, but not required for in-person meetings.

Scan the QR code or visit
cincinnati-oh.gov/community-conversations
to **register**, **learn more**, and **take a survey** to
share your feedback.



The City of Cincinnati is committed to equal access at meetings and facilities by providing reasonable accommodations for individuals with disabilities upon request. **For questions or assistance**, please contact: Jesse Urbanicsik | jesse.urbanicsik@cincinnati-oh.gov | 513-352-4843 or Ashlee Dingler-Marshall | 513-352-4854 | ashlee.dingler-marshall@cincinnati-oh.gov.

Appendix D: Exit Survey Summary

Community Conversations 2021 Meeting Feedback Survey

58

Responses

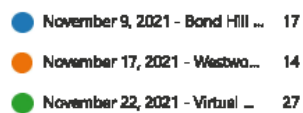
40:14

Average time to complete

Active

Status

1. Which Community Conversation Meeting are you reviewing today?



2. The information shared in the meeting was useful.

57

Responses

4.56

Average Number

3. The presentation was concise and informative.

57

Responses

4.51

Average Number

4. The facilitator was helpful in guiding the discussion of the topics and any related issues.

57

Responses

4.67

Average Number

5. The session maintained my interest.

57
Responses

4.74
Average Number

6. The session was well organized.

57
Responses

4.72
Average Number

7. The visual aids were effective

54
Responses

3.91
Average Number

8. Would you recommend this public engagement meeting to others?

● Yes 54
● No 2



9. Please share any comments, based on the feedback, above, or any additional comments that you would like to share.

39
Responses

Latest Responses

"Hope these continue in order to truly reach a representative sample o...

"While many people know what bothers them, most don't want to pres...

"Well done in a Zoom session! Insightful comments and ideas from bre...

7 respondents (18%) answered city for this question.

community engagement engagement with the City
city's role great job breakout people session City rep
job - thank group city Thank breakout group
questions in the chat meeting time questions city interactions
multiple groups group format

Appendix E: Public Meeting Facilitation Notes

Westwood Town Hall

11/17/21

Facilitation Notes

1. What does successful engagement mean to you?

There are two participants at the table. One from the organization Housing Opportunities Made Equal and the other from Minority Impact Value Indicator.

Successful engagement is more than a town hall or community meeting. We must engage the residents and the programs where they are, including the advocates, leaders, those doing the fieldwork, and have a presence in those neighborhoods and minority and vulnerable groups. We should not be expecting them to come to meetings. We should expect to come to them. That is how we can expect to make an impact in engagement work. The dynamic should be “go to the people”. The issue lies in power channels - minority and vulnerable groups are historically disenfranchised.

Additionally, the City should engage in diverse communication streams. The City underutilizes text, which has generational and cross cultural implications. The City underutilizes email – people have the option to check the website, but it is not always easy to access. Zoom links (for virtual meetings) are an option but communities of color prefer Facebook live.

Meetings before 5:00 p.m. are an issue because of people’s working hours (barriers to participation). Going to a community engagement meeting in the evening is more accessible. The current City-led engagement is not friendly to the “9 to 5” friendly atmosphere.

2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?

We should be engaging around City-led communications. We should contextualize City issues, such as using and improving plain language, make easier to read and understand, shorter in length.

We would like to engage about City Council, Citicable, and social media. The social media outlets do a great job, but use of Citicable is not as well known. We should send blasts about Citicable.

Community engagement meetings should be held with neighborhood councils to establish conversations. Topics could include affordable housing and climate related. They should include visiting neighborhoods so they can witness gentrification, urban, and inner-city conditions. This is especially the case for West End Community Council and Evanston community council because these are large groups with strong leadership. These community

councils are well attended, open to outsiders, able to provide efficient response, provide feedback to tackle issues and discuss violence, community policing, and are vocal.

There is a disconnect about what City provides and the opportunities that community councils and residents can access.

3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)

The City needs to connect with the Hispanic population. There are no resources for poor Hispanics and there are issues with translation. This is the case in the Price Hill neighborhood, where there is an enclave of Hispanics and issues of disconnect.

City Charter for underserved communities excludes the Hispanic community. These groups would, currently, like to remain anonymous because of fear and lack of options to vocalizing concerns.

The African American community has trust issues with government. They aren't sure they will be listened to if they speak.

4. Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?

Virtual is a very good option that should continue. Preferred examples include Webex, Zoom, and Google Meet. However, this option doesn't always work for low-income groups. Community councils have limited resources and residents prefer in-person. Another platform that the City could try is "Hop-in", which has fewer technical issues than other virtual meeting platforms. I think people are having Zoom fatigue. An alternative option to facilitate conversations are phone calls – this is an underutilized and accessible way to reach community members. There are very few in-person meetings for speakers in this Community Conversations program.

5. In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?

There is not much adult education in the City. City-, county-, and state-led education pathways lead to employment.

We don't have any education like that now. However, there are other organizations that are leading the front on resident education. For example, Peaslee Neighborhood Center has developed an equitable development rubric. Residents-at-large don't know about it so that they could utilize it. The

resources for City-related business aren't as accessible, so there are disconnects of implementation of the program/process delivery of helpful material.

To help shorten the gap and making the connect for accessibility, target languages/translations. Make messages about education and the content of education relative to help them care about the outcomes of change in the community, i.e., gentrification.

The final comments: meetings like this are so important. We wish there were more than three meetings, and they could be held on the weekend in the late afternoon.

Community Conversations on Community Engagement Meeting #2 (T4) & #3 (T8)
November 17th 6:30-8:30pm, Westwood Town Hall

- A. April:
 - a. Westwood resident, on the Westwood civic association, active on the youth council
 - b. Heard about the event via the WW civic board in an email, felt like the community folks she knows did not hear about this event so she forwarded on emails,
 - c. Here because she cares about the community.
- B. Elizabeth Bartley
 - a. Director of Invest in Neighborhoods
 - b. She was part of the group of activists who got the Community Engagement Ordinance passed.
 - c. She was at the first meeting too and is here to listen to other community members about community engagement.
- C. Terry Baily
 - a. From Westwood
 - b. Heard about the event through WVXU maybe
- D. Paul Yankie
 - a. OTR resident, was on the property tax working group
 - b. Heard about the event via email
- E. Katie Frazier
 - a. wW civic association, hear it about the
- F. Myra Greenburg (ken)
 - a. OTR historic district
- G. Kim Conger
 - a. Teach PA ad UC (just here to observe)
 - b. Interested in this process as an observer
- 1. What does successful engagement mean to you?
 - a. The community knows what's going on — residents need to KNOW about the engagement events first, in order to participate in them.

- b. More regular in-person attendance by elected officials & city departments. Having politicians come out in the community outside of election cycles. It would be great if politicians could attend more community events more regularly and that different politicians could rotate through each neighborhood. Maybe the politician could “adopt” an event in a neighborhood.
- c. Having a wide “breadth of touch” to reach as many people as possible, in as many different demographic groups as possible, and in a way that is good for them (i.e. around different work shift schedules, in familiar and comfortable spaces, etc.)
 - i. Should try to experiment and find out which methods of educating and gathering feedback work best (e.g. neighborhood walking tours)
 - ii. Communication about engagement events should be early, often, and in multiple forms.
 - iii. Feel that residents don’t know what happens with their feedback after they give input. So they don’t know if their suggestions were implemented or not. There should be a feedback loop so that the residents see the direct effects of their input.
 - iv. If a community has an issue or just wants a question answered, there should be a deadline on getting back to the constituent by a specific deadline (e.g. they should get a confirmation that they will hear back within 30 days of submitting the inquiry).
- d. FOLLOW UP on what happens after engagement events and to know whether or not their recommendations were implemented.
- e. Well-attended events with “new faces. “ For example, in Westwood two volunteers who are not on the board who are on beautification organized monthly clean ups. There were 35 people who showed up who were just as passionate about it and there were more new people who came the second time. It is now a monthly clean-up and it has inspired people to do it on their own.
- f. Having a seat at the table for all stakeholders. In OTR around the development process, they have a lot to fight against. Having a seat at the table and being able to participate in an informed way, through a deliberative process, and getting enough and accurate info in a timely way.
 - i. Technology can be a barrier.
 - ii. Common information for decision-makers to make informed decisions.
 - iii. Gives a shoutout to the planning department because they have felt very engaging.

2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?
 - a. Homelessness
 - i. Topical Directory: Would like to have the contact info for the person in charge of addressing that issue and know when any meetings or events are happening on that topic readily available, like a directory page on a website. That would not feel intimidating to have that.
 - b. Car removal, litter, etc
 - i. Would like to have one place that we could go to to report any issue, like Fix it Cincy. They love Fix it Cincy!
 - c. Housing
 - i. Would like to know the housing goals for the city and get regular updates about where we are as a city in meeting those goals.
 - d. Zoning, land use, and planning; crime
 - i. critical to OTR, especially in a historic district.
 - e. Integrated Dashboard/Directory: Would like an integrated system to be created for citizens to engage with the City and partner organizations that work with the City.
 - i. Strong support for complete transparency, and easily accessible information.
 - ii. Everything is interconnected. You never know when you might need to access information – don't know what you're going to need when.
 - iii. Would like it to be easy to digest and easy to use.
 - iv. Currently, it feels like you need to know the right person in order to get an issue addressed. So having a directory where contact info for a specific city staff for specific issues would help.
 - f. It shouldn't be just one person in a specific community who finds out about info by being engaged already.

3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement?
 - a. In-person events
 - i. Going to where the people are — different groups have different ways of engaging.
 1. Westwood's good engagement examples: For example, one great way in Westwood is through mini fairs, and especially events where there is food. Westwood had 5 events this year. They would like the city to physically come to events. Westwood residents try to go to East Westwood events and share

information with them, because they sometimes deal with the same issues.

- ii. The city should convene representatives of each neighborhood organizations (e.g. chambers, CDCs, civic groups) multiple times throughout the year or at least once a year.
- iii. Liked the engaging in-person booth events that the City Planning office held when they were doing the comprehensive plan. Would like to see more of that.
- iv. Holding local government youth events: Westwood created posterboards for a youth event for a month where the youth could give suggestions of changes in the neighborhood/programs. Then the westwood civic organization implemented some of those changes and the youth saw those changes and felt really good about them.
- b. City tracking: It would be good if the city had a way to track which projects that were working with metrics and created a feedback loop so that they are always keeping a pulse on what citizens want/issues they are having and also updating citizens on what they are doing and how they are responding to their issues.
- c. Follow through: You actually have to do what those diverse groups of people are doing. i.e. trash pickup on time. Equity to other communities. Otherwise, people don't want to engage in the future.
- d. Be more intentional about engaging lower-resourced communities. In lower-resourced communities it's harder to get people into the room. There should be multiple ways, including getting local councils and groups to do a level of outreach (trust is stronger with "known" folks and there is a lot of distrust of the government.) Some active residents already share news with their neighbors.
 - i. People who work with these communities identified text as one of the best forms of communication with some of these populations, instead of email or social media. It might be good if these communities could engage without having to attend a meeting.
 - ii. Good places to reach these populations in person are public elementary schools and community centers – lots of neighborhood people do some great work at these places and might be good at engaging more in these spaces.
 - iii. When these communities can't be directly engaged, having trusted advocates who work with and interact with these communities regularly can "carry their message."

4. Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?
 - a. Virtual engagement was higher during the pandemic, but possibly less qualitative: more people got involved on zoom calls. However, several attendees felt that even though more people were attending, they weren't that *engaged*.
 - i. The quality of engagement is *better* when events are in-person. Zoom meetings are a very cold interface – loves sitting in a room.
 - ii. The pandemic got one resident engages in the neighborhood neighborhood association, for her zoom allowed them to connect while they were doing other things (a buy schedule).
 - iii. Broadcasting citicable has been great on facebook because it's more easily accessible. People are more aware of where work actually gets done now — in committee.
 - iv. A good question about good engagement is: “do you get to interact? Or are you just listening/talking? This is in reference to attending a council committee and signing up to talk for 2 minutes, or watching it on city cable.
 - b. In-person meetings, with masks: Folks here like in-person meetings and events now and feel comfortable in the space we were in wearing masks. Some people hate online engagement.
 - c. Virtual Engagement
 - i. Internet can also be a barrier because of the inequality of fast, reliable internet throughout the city. This internet quality has been mapped and analyzed by action tank.
 - d. Higher stress and less time because of the pandemic. People are stressed out to meet their basic needs (didn't have resources to continue their) destabilization in schools and work.
 - e. Having a hybrid In-person/virtual method going forward. Keeping zoom would be a great option to have outside of the pandemic.
 - i. We have to do the hybrid going forward – it would nice to have both.
 - ii. Zoom can allow people who might feel intimidated by in-person where they might not know anyone and feel nervous going to a space they might no know or feel comfortable in.
5. In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, ect) plays, by which residents are trained and informed regarding communication and topics about community engagement?
 - a. Making sure the training reaches the communities in a timely manner.
 - i. How to know when things are happening before they happen.

- ii. Having the opportunity to have educational training – How are we supposed to communicate with the City as a community councils – like are we supposed to be meeting with City and community councils.
 - 1. The city should do presentations [to the public].
 - iii. Council members attend community council meetings whenever they can. They are toying with the idea that council members would be assigned to community council meetings.
 - iv. There are trainings for community boards from the city for community.
 - b. Intentionally teaching youth of the city processes. Introducing youth to city council and showing them how city council and Cincinnati's local government works. There are one off grant programs that possibly Action Tank has done before, but these are one off and there is not a consistent source of funding to ensure these youth programs continue annually.
 - i. A Teen Neighborhood Summit would be great to have.
 - c. The city should make delivering education materials (like a toolkit) at more regular intervals. They should experiment with various educational methods and activities to see which ones work and consider tailoring it for each neighborhood.
 - d. There need to be more diverse engagement methods, like a “menu” of trainings on what the city does, and they need to be constantly repeated.
 - e. More in-depth outreach and training for complex issues. When facing a complex problem – you need a more deliberative approach, longer historical context.
 - i. Harnessing local knowledge.
 - ii. They are frustrated when they only know about things when there is a change that might cause instability in the community.
 - iii. When you look on the city's website agendas for items for the city council calendar – you would need a lot of free time. Thank goodness for the press.
 - iv. If you find something last minute, can you actually participate, it might be too late.
 - v. Having and itemized agenda that searchable and Keyword alert.
 - f. Involving neighbors more on smaller issues when providing education that affect neighborhoods.
6. Contact myra Greenberg. I'm at [email address removed] about this.
7. More comments
- a. Didn't hear about how to engage more people engaged who are not engaged.

- b. Go to the larger apartment complexes in person to get people engaged who are not.
- c. Take away the pay wall for folks, so people have access to information e-blasts
- d. OTR has had a decrease in participation – community councils end up being gerrymandered.
- e. Getting age diversity in neighborhood organizations – turnover means you lose the long-term knowledge
- f. Leadership Academy: the engage cincy action team. Ended right before pandemic.

Introductions

- o Alex Peppers (facilitator), Department of City Planning & Engagement
 - o William Weber, City Manager's Office
 - o Ruth Ann Henderson, Westwood resident
 - o Kathryne Gardette, Walnut Hills (President of Walnut Hills Area Council)
 - o Kira Palmer, Mt. Adams resident (also DCED staff, but attended as resident)
 - o Adelyn Hall, Northside resident, Community Learning Center Institute
 - We have a series of 5 prompt questions to get the discussion going focused on the topic of community engagement. I will be taking notes as we go. Please be respectful of each other and also, we want to be fair to everybody in the group and allow everybody to speak.
 - Again, this is the third session (first two were in-person) and once we compile all of our notes and suggestions, we will be delivering a report to the City Manager who will use this information to guide a new and improved community engagement policy for your local government as a whole, which will cross over all City Departments.
1. What does successful engagement mean to you?
 - a. Variety of perspectives are brought to the table for the best outcome for all of the goals of the residents are met. (KG)
 - b. Be proactive rather than reactive. Neighborhoods need to have a say before an emergency pops up. (AH)
 - c. Zoom or some type of virtual hybrid option is not going away. (KG)
 - d. Time for engagement meetings – there is no easy option. It needs to be presented at all different time frames to truly engage (KG)

- e. Proper tools needed – accessible locations, ADA compliance, vision/hearing impairments, resources are needed in order to participate. (KP)
 - f. Meet people where they are – how can the City go to the community instead of the community going to the City. How do we leverage schools in neighborhoods, where families are already going? Utilize schools better for engagement meetings. (AH)
 - g. Along with space being accessible, providing a baseline of facts and education (AH)
 - h. Residents in general need to know who they can call or who they can ask questions to (RA)
 - i. Language – more than English – what are the ways where the information can be shared in other languages (Spanish, Chinese, etc)
 - j. School in Minnesota that can translate into multiple languages. (KG)
 - k. As much as the City can engage as collaboratively as possible with various community groups (others than only Community Councils), such as local school decision-makers, youth, businesses, CDCs, churches, etc. (AH)
2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?
- a. Neighborhood Plans and Citywide Plans (AH)
 - b. Building and Code/Code Violations (AH)
 - c. How the City can go to various community groups and educate but also ask how they can help and engage proactively (AH)
 - d. What are all the tools in the City's toolbox and how can we bring the toolbox to the community? (AH)
 - e. When it comes to development coming to a neighborhood, the developer seems to be aligned with the City, but when residents and Community Council are not aligned, meaningful engagement may not happen, but above comment should help that (KG)
 - f. Neighborhood safety importance (RA)
 - g. City needs a commercial – could assist in sharing and educating about resources (KG)
 - h. Workforce development and education of our population – City needs a tax base – how through community engagement can we get the different avenues of workforce development out into the community (KG)
 - i. City representatives at Community Council meetings to build relationships with neighborhoods with limited resources (KP)

- j. How do we allocate the limited resources for the most impact (WW)
 - k. Teaching civic engagement – need to do better, as it is not woven into most curriculums nationwide (KG)
- 3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)
 - a. Need to go to non-traditional places in the City (KG)
 - i. Youth engagement – schools, soccer/sports, etc
 - ii. Senior citizens – recreation centers, senior centers, retirement homes
 - iii. Race organizations – AA Chamber, etc
 - iv. Church groups
 - b. City Department staff needs to be diverse and not alienate certain groups – need training and resources to be able to successfully engage with various diverse groups – need to be truly receptive (KP)
 - c. Having access to translators – for different languages and hearing impaired (AH)
- 4. Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?
 - a. Some positive aspects, such as being able to be far away physically but can still participate virtually if you have access to technology (AH)
 - b. Unfortunately, a lot do not have access to the proper technology – so how can the City or Invest in Neighborhoods assist in helping to level the playing fields (AH)
 - c. Invest in Neighborhoods created a Google account for every Community Council (KG)
 - d. Many different platforms – but what is the right platform for community engagement? Least common denominator for the most robust community engagement (KG)
 - e. Neighborhood perspective – it has been a double-edged sword – some have access to technology but choose not to – others such as families, are able to now engage for the first time in ways that they had not before – so Zoom/virtual should not go away (KG)
- 5. In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?

- a. From a City perspective – doesn't come natural to some – so what can the City do to better train their employees to engage residents more meaningfully? Police and Fire show up to Community Councils and give stats and answer questions, but how can they engage more meaningfully? Training for best practices in engagement (AH)
- b. Internal education and cross functional aspect of education (KG)
 - i. Example – calls DOTE but it isn't the right person, but that person should know who they can go to as the proper individual
- c. Volunteer residents that want to be civically engaged with the City may not know the process or who to contact – need a FAQ early on in the City's website to get that information (KG)
- d. As much information that can be given to the folks that interact with the City upfront is important so they are more confident (KP)
 - i. Such as the various processes – zone changes, etc.
- e. Some neighborhoods have assigned community officers (Police) and some don't – all need one and they need to be engaged (AH)
- f. How can we get the City of Cincinnati into schools to help teach civic engagement to the youth? Willing to assist in curriculum development and what that looks like – CPS, arts/culture facilities should be involved as well (AH)

- Next Steps
- Exit survey and regular survey reminders

COMMUNITY CONVERSATIONS

November 2021

The following notes reflect the conversations that took place on November 9 (Bond Hill), November 17 (Westwood), and November 22 (Zoom).

1. What does successful engagement mean to you?
 - Engagement should be part of the City's standard operating procedures
 - Not completely about communications
 - Informative
 - Engagement is a two-way street
 - Building relationships
 - Voices heard, action taken in a timely manner

- Proactive approach/updates
- Good customer service
- The culture within the City needs to shift to put engagement at the forefront
- Accessible – able to reach people
- Clear definition of what engagement is – for the City, the public, etc.
- Clear expectations on both sides
- Two-way conversation – listen and contribute
- Reaches those who are not interested
- Separate department for community engagement
- Receive notice and know your options to respond
- Community is involved in decision-making
- People need to feel empowered to be engaged
- Not relying on the legal notice requirements as engagement
 - Notification does not equal engagement
- Taking the time to build trust and momentum
- Builds capacity within community councils, community council represent their community, and hold community councils accountable
- Two types of engagement:
 - Report problem and get a result
 - Needs policy/law

2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?

- How to be engaged
 - FixIt Cincy App
 - Signage
 - Text
 - Website
 - Email
 - Mobile-friendly
 - Follow up
 - Proactively (nonreactive)
 - Multiple outlets
 - Centralized calendar
 - Community councils
 - Word of mouth
 - News/commercials
 - Fliers
 - Bitly link
 - Mail
 - Community organizers
 - Cincinnati Public Schools
 - Inform community councils (Council staff at meetings, neighborhood tour)

- 1:1 communication with neighborhood liaison
 - Neighborhood leadership forum
 - Street captains
 - What topics or issues
 - Development
 - Parks
 - Employment/workforce training
 - Share good news, too
 - Tax abatements
 - Street maintenance
 - Crime
3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)
- Time: daytime versus evening
 - At events
 - Who are the connectors?
 - City-wide calendar
 - Students/interns?
 - Youth?
 - Multiple ways to communicate
 - Signage
 - Invest in Neighborhoods
 - Budgets to Community Councils (similar to NSP)
 - Work with other governmental agencies, such as Cincinnati Public Schools, Metro, Hamilton County
 - Incentives to talk/work together
 - NAACP to host
4. Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?
- Zoom has allowed for more people to attend and engage
 - Lack of technology can be a hindrance for some populations
 - Hybrid meetings are preferred (Grants for technology to do this?)
 - Has taught us to be flexible and have a plan in place
5. In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?
- Courses to train community council members
 - Educate general population on how to participate
 - Government 101

1. What does successful engagement mean to you?

Getting things in a timely fashion, making sure responsible department has updated info – we aren't being notified about things – going to past president instead

Agree, how do we tell the City where to send information to communicate? Getting info in a timely manner – things are getting better

Information through councilmembers – coming from business standpoint. Residents and council members need to have updated information, the correct contacts

Needs to be one spot where information is updated – education. Squeaky wheel gets the grease contacting issues – CCs aren't updated if citizen is complaining to City where the CC could also offer the resident assistance

300k and 52 neighborhoods – 10 people on Council and 1 city manager. How are they supposed to know what citizens need? Work through your neighborhood Community Council – we go to all of the meetings with Invest in Neighborhoods, CNBDU, Budget hearings, etc. Get more involved in Community Council as liaison to the neighborhoods – education about role of community councils

Messages are not coming down to people in need through Community Council – building CC awareness and showing that getting involved in CC is a way to get thoughts out in community

Residents don't feel like CCs have any power – in Columbus, area commissions (CC equivalent) are an arm of City Council. How do we connect everybody? Do we do something like this every month? Invest in Neighborhoods – 4 hours on a Saturday meeting is rough. Empower CCs and invest in them. City has to respect the CC as the first stop – improve that community council relationship

Do City Council members oversee certain community councils? Maybe they should. Could Councilmembers each be responsible for certain neighborhoods, so we have one contact point for a councilmember. Someone gets neighborhoods together – the ward concept but group neighborhoods together by geography – neighborhoods share problems

2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?

Everything – we are making decisions on our neighborhood, we need to be engaged with Police, Fire, Zoning, planning process, what deals are happening that affect streets, business districts, etc. Even if just

engagement with CC as liaison to residents. We don't like the city making decisions without us finding out until its passed council.

Use CCs as two-way form of communication. CCs can manage getting it out to community. We would like to see big permits, like a cell tower, big piece of property – dashboard where CCs have to look at it. City is doing a great job improving the website, keep it going. Make it easy for us to see what is happening, even if we have to proactively go and pull it. Any engagement is better than none. Something was announced in the news – hadn't talked to CC yet.

3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)

We still send out newsletter to every resident in Kennedy Heights – there is no other way to connect to people. We don't have community school, etc. We have no other way that mailing out newsletters – works better than anything else. Sent postcard to every house for plan. If not for 4k from Homebase, we wouldn't have money to send out postcards. We really value that money. Send out every other month.

I've never heard of East Walnut Hills area council – Kimberly Trying to figure out how this is relevant to me

Would prefer to be reached by mail – everyone has a mailbox

Would prefer email if you had it – have never used information – general awareness is key – there is a big void on the knowledge of the services the city has to offer

Working on a user's guide to Kennedy heights – a how-to for getting different services. Brochure to show who to call for different services
City relies a lot on technology assuming that everyone has a smartphone – not everyone uses the internet – need to find a good mix of technology and other methods – our residents really like a phone number to call.

4. Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?

Yes. I can't go to in-person meetings right now. Many people won't do Zoom, prefer in-person. Hybrid meetings are a lot of work to manage. Zoom meetings have been extremely beneficial, especially with interacting with the city. Easy to attend a meeting from anywhere. More engagement with Zoom.

Needed to get Verizon and Kroger, cvs, etc. to get a tablet together to order groceries, prescriptions, etc. for people to interact with simple technology. Did a door to door event in some parts, but it was tough.

Affected city when things didn't get done in a timely fashion via Zoom. We appreciate you that you came back after being furloughed. We still have people who call into our zoom meetings – have several people who don't embrace technology – trying a hybrid meeting with low-technology

5. In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?

Smaller non-profits can handle educating customers, language barriers with large Hispanic population. Need to be educated on what the city can do for them, what services the city offers, etc. Would like it to be easier – work with smaller non-profits to educate residents. Every community has a small group CC or otherwise that could be worked with to educate.

Really focusing on user guide – here's how you successfully live in this neighborhood and understand the basic city process – people really don't know a lot about the City of Cincinnati

Engage churches, schools, rec centers to get information out – information cards, etc. List of services provided by the City – have them at libraries, etc. Make them refrigerator magnets

Neighborhood Summit is awesome, but is it only open to Community Council people? Inspirational and learn a lot. – Many people don't know about neighborhood summit.

1. What does successful engagement mean to you?

- Successful engagement:
 - o Needs to be for the whole city
 - o Connect with the community
 - o What they need to know for their future
 - o There needs to be a bunch of different levels of engagement
 - o Sometimes resident's don't get their way "weaponized"
 - o It should be required for the developer to come and talk to community/community councils
 - o "boots on the ground"
 - o Use more apps such as Fix it Cincy
 - o More advertising of meetings and events
 - o People are being heard
 - o Better communication with City Leaders and Community Councils
 - o Need more than 2 minutes to talk at a council meeting
 - o Different alternatives of communication (i.e. newspaper, radio) to get better outcomes

2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?

- Safety
- Transportation
- Property Values
- Health
- Affordable Housing
 - Rent control
 - Stability
- Historic Neighborhoods/History
- Education of what is already out there
- Tax abatements
- Rental Programs
 - How to deal with absentee landlords
- Homelessness resources
- Buildings Department
- Duke Energy
- People have a right to know what's going on in their neighborhood
- Roads/Pedestrian Safety news
- Budget for CE and having a budget for community engagement
- Improve the viability of Community Council
- Development projects
- Community leaders education
- Some people don't want to be informed on everything
- Fix it Cincy – hasn't worked well for litter, illegal dumping
 - Other methods of communication to get the City aware of current "issues"

3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)

- Bridge the digital divide
- Develop wifi infrastructure
- Everyone is WELCOME
- Methods of experimental communication
- Guide older population that is struggling
 - Reference Sue and Peter's research of other cities and how they're doing it
- Assist building the capacity of Community Council
- City needs more backup
- Community Council Academy
- Seniors are not the most tech savvy
- Grants to help reimburse residents
- Variety of ways to community
 - Hybrid meetings/alternates
- Go back to the Budget

- Lawn signs to message residents
- How to think outside the box
- Spend a little bit of money to get people to meetings
- Connect with people who aren't working
- Invest in Neighborhood Conversations all the time
- Tools to whatever they need
- Accountability with people who are actually doing the work
- People need to feel like they are being apart of the change
- It is the responsibility of the people eon the engagement side
- Academy of Engagement
- Website issues need to be resolved more frequently and quicker
- More face time with professionals
- Why are specific projects coming?
- Departments need to work together - regardless of the issues or topics
- Interactive principles and education of policies
- New websites, contact messages
- Options of how better to communicate, text, email, Instagram, etc.

4. Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?

- Zoom
- The process has changed
- Highlight the haves and the haves not
- The outreach has changed
- Cancellation of in-person meetings; there are pros and cons

There were six people in my breakout room - one from Mt. Auburn, two from Evanston, one from Madisonville, one from Price Hill, and one from East Price Hill

- What does successful engagement mean to you?
 - Breaking down language barriers
 - Reaching as many people as possible
 - Understanding how people want to be engaged
- In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?
 - Transparency - Residents want to know both successes and failures of the City, not just the successes
 - Residents want to be engaged on things not just in their City, but in their neighborhood, before they hear about in the news, paper, or social media
 - Want to be more engaged on transportation and development
 - Residents want consistency in engagement (regular check-ins)

- In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)
 - By working with faith-based organizations
 - Disbursement a materials in multiple languages
 - Conducting surveys, paper and electronic
 - Working with the school system to help inform residents (literature or information can be sent home w/children)
- Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?
 - There needs to be options for engagement at community meetings (a hybrid of in-person and virtual)
- In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?
 - I did not have much of anything in my notes on this one, but I recall them mentioning literature that is short and succinct, easy for all to digest and understand

Community Conversations on Community Engagement Notes

Notes from Tuesday, November 9, 2021

Group included:

- Pastor Tate, Avondale, involved in the church community, his life has been dedicated to community engagement
- Alex Liston, Norwood, CPS teacher, husband works for CoC
- Casey Terry, Norwood, urban planner at Urban Fast Forward
- Ashley Cook, West End Neighborhood Development Corporation and West End Community Council
- John Osterman, Clifton Town Meeting
- Malcolm, Clifton Town Meeting
- Sue Isabell, Bond Hill Community Council
- Crystal Kendrick, West End
- Janiah Miller, Over-the-Rhine

1. What does successful engagement look like to you?
 - Being informed about projects going on in neighborhoods
 - i. Projects on Council agendas
 - ii. Projects that Admin is working on

- Finding creative ways to communicate (two-way street)
 - i. Don't rely just on traditional ways of communication (like newsletters and email)
 - ii. Utilize social media more
 - iii. Enhance some existing ways of communication
 - iv. Attend neighborhood events
- Being able to find information and engagement opportunities in one location
 - i. The one location could include:
 1. The City org chart and contacts
 2. Where a particular item is in the process
 3. What the timeline is for the item
 4. When community members can provide input
 5. Way to sort and filter through the items (by neighborhood, by topic, etc)
 - ii. Could be modeled a little like CAGIS docs (which only the community council has access to right now)
 - iii. Should include automatic notifications
- Engaging the entire community (not just community councils)
 - i. Business community
 - ii. Faith community
 - iii. It is important to filter information to these communities using their language
 - iv. How do these other stakeholders in the community engage with each other and the community council? How can we connect these entities?
 1. Platform where groups can connect and share information
 2. Modeled off of Apple/other tech guides (community member can ask a question and then company can respond, or other community members can respond)
 - a. Takes pressure off of the City, also allows questions to be community-driven rather than a City created FAQ guide
 3. Too much focus on your own neighborhood, need to have better communication across neighborhoods (by separating communities, it is way that the City can "divide and conquer")
 - a. Allow community members to be connected on particular topics
 - v. Creating a guidebook or welcome guide for neighborhood groups that includes helpful contacts/links and how to
- Requiring community engagement during the process (not just recommending it)
 - i. Make community engagement required

- ii. Ensure that it happens before the plan is already baked (avoid the “things are already done”)
 - iii. Utilize community benefits agreements
 - Timing of notification and engagement is crucial
 - i. The earlier the better
 - Look at what other cities have done regarding engagement
 - There needs to be accountability for engagement
 - i. Write out the policy and stick to it
- 2.** In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?
- See notes above about having a centralized location
 - Need to have a community engagement department
 - This department would need to work on organizing along with Invest in Neighborhoods, community councils, etc.
 - Could support and enhance existing engagement efforts
 - Invest in neighborhoods
 - ECAT
 - Input for street improvements
 - Organizing and engagement would need to be continual
 - Utilize Citicable more
 - Assign an Ombudsman to field questions
 - Topics: safety, development, housing
 - Community members want:
 - To be informed first
 - To be able to express opinions/feedback
 - To receive some sort of confirmation that the opinions/feedback are being heard and to understand how they are being integrated into the ultimate decision or not
- 3.** In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)
- It is easy to get caught in the weeds if you don’t go to community council, which discourages people from being involved
 - Need to connect with others outside of community council (see “Engaging the entire community” in question 1)
 - i. Need to engage business alliances, community councils, CDCs, faith-based communities
 - Need to find people in the community that have good relationships with others and can be a communicator

- Younger people/renters/new homeowners don't necessarily know their rights and where they can have input in the decision-making process
 - Need more representation
 - i. Work on a pipeline of people who should get involved (includes discussing career paths in community development and planning)
 - ii. Start young – bring youth to the table
- 4.** Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?
- Virtual meetings (this trend has continued)
 - Zoom meetings are better attended, but conversations are not happening because of virtual nature
 - Fear of being recorded causes people to be less candid in an online meeting
 - Different groups are attending virtually than attended in person
 - Keep virtual option or offer hybrid approach
 - Newsletters have been a continue good method of communication during this time
- 5.** In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?
- A lot of times in community leadership, the torch of knowledge is not passed along and it needs to be passed
 - A welcome packet for new community council leadership would be helpful
 - i. Info also needs to be shared beyond the community council
 - Need an easy way to figure out where to go if... (insert issue)
 - Video tutorials would be helpful
 - Make sure guidebooks or materials are graphically appealing
 - Need education about role of quasi-governmental entities (3CDC, The Port, etc)
 - Need education on renter equity
- 6.** Other Notes: Group would like to see a copy of the report and to be asked to provide feedback on if anything is missing or if anything got misinterpreted before the engagement policy is created

Notes from Wednesday, November 17, 2021

Group included:

- Jackie, CUFA, Northside

- Frank, Westwood, Owner of Ivory House
- Ashley, Northside, small development and activist
- Jessica, Westwood, works for Councilmember Kearney

1. What does successful engagement look like to you?

- Inclusion of stakeholders
- Clear process timeline and early engagement
 - Prior to approval of plans
 - Give options and ask for community members to weigh-in
 - Share design and get feedback
- Accessible public hearings
- Stakeholder engagement in the post-construction evaluation
 - This allows consideration of the lived experiences of nearby owners
- Provide a report out of the engagement that occurred
- Accountability
- Including and asking other organizations that do engagement to help out
 - There are groups that are doing community engagement and are good at it; engage them and utilize them in the work
- Engagement that isn't only linked to when a developer needs something from the City of Cincinnati
- Trust (trust/mistrust is an issue right now)
 - City sometimes points to the county and the county sometimes points to the city and the neighborhood is given the runaround
- Consider how the project will impact neighbors
 - Ex: When DOTE paves a street they shouldn't think of it just as a project; they need to think about how it will impact the community members on the street
 - Need to integrate the citizen perspective

2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?

- Infrastructure, development, traffic/transportation, health, MSD/sewer issues
- Duke pays for people to facilitate focus groups with residents – this is a good approach
- Communities want to be engaged with not just engaged “at”
- Communities want to be engaged on big projects (could be a specific \$ amount that triggers engagement?)
- HCB sends an email and a notecard notice – this is helpful

3. In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not

limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)

- Work with other organizations that are doing rigorous and robust community engagement already
 - Funnel investment to these groups to do the community engagement
 - Use grassroots community orgs (like CUFA, Green Umbrella, Action Tank, etc.)
 - Utilize networks of assets in neighborhoods
 - Need to engage at the neighborhood level
 - Don't rely only on the community councils
 - Overreliance is an issue
 - CCs may support something but most of the community residents oppose it
 - There is a disparity between residents and CC leadership
 - Sometimes CCs are not organized enough to engage a lot of residents
 - Newsletters from CCs seem to work well if they are mailed out
 - Engagement needs to use more than just a website or social media
 - Don't rely on just one way to message
 - City staff should attend community events (like farmer's markets or Second Saturdays in Westwood) not only to gather input on projects, but to build relationships with community members
 - Go to where the people are
- 4.** Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?
- Zoom option has made it possible to attend more meetings
 - City Council zoom option has been good
 - In-person options are important for face to face discussions
- 5.** In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?
- It is not enough to say "here it is," you have to include "here's how to use it"
 - Use community events as an opportunity to share/education
 - Education is important but should not replace engagement
 - Toolkit/pamphlet/training needs to be the beginning of the conversations, not the only part
 - Needs to be continuous

- The City does a decent job of educating

6. Other Notes:

- Need dedicated staff to field calls/questions (sometimes people at the front desk are the best educators/connectors)
- Question for CMO from community members: How will this information be followed through on? How will it be incorporated into the plan? Will there be another feedback opportunity once the community engagement policy has been drafted?

Notes from Monday, November 22, 2021

Group included:

- Scott Hassell, Hyde Park Neighborhood Council President
- Steve Gibbs, Mt. Auburn Community Council President, on the board of the Homeless Coalition and Mt. Auburn CDC
- Belle Walsh, Mt. Airy Town Council
- Marie Kocoshis, Sierra Club and League of Women Voters
- Jerry Carrico, Spring Grove Village Council

1. What does successful engagement look like to you?

- Being able to make an impact on what the city does and the decisions it makes
- Providing more than just opportunities to speak
 - 2 mins at Council or Committee is not sufficient
- Making meetings accessible to community members
 - Meetings during the day are difficult to attend
- Councilmembers and City staff listening when you speak (active listening)
 - Sometimes it feels like Councilmembers are not listening during public comment
- A mix of methods, including virtual options
- Ensuring that community councils are able to participate equally with applicants who have the ability to pay lawyers
 - It is difficult for community councils to have representation and to attend daytime meetings
 - There needs to be parity
 - Strengthen the role and capacity of Invest
 - "I also hope the City is willing to consider funding IIN to pay the salary of a zoning/planning person to support the community councils. Again, I know this will be harder to implement than it sounds, but I think it could be extremely helpful and help address some of the existing structural disparities in the current system."
- Engagement earlier on in the process before it is too late

- Developers and DCED need to be going to the community way before the deal is made or the plans are set
 - Even with the creation of legislation, communities find out about it too late and there is no way to get involved
 - Ability to get involved in the crafting of policy
 - Taking into consideration where people live when they give public comment
 - There have been examples of when all the people for a specific project live further away from the project and all the people against live right next to the project
 - Is there a way to map where people live when they sign up for meetings or submit public comment?
 - Technology like this could add value to the conversation
 - “I really hope the city can find a GIS tool can be found to help communicate and collect feedback that is tied back to authenticated addresses. I am sure this is hard. And even if there is a technical solution, I know there will still be many challenges to use it well, but I think it is a tool that is worth trying. I don’t know if CAGIS can help. While NextDoor seems to do authentication, I think it should be independent of a commercial social media platform. CAGIS is at least already an official city platform, so I am hoping there is a way to leverage it. And if this could be harnessed as a way to automate other communications (400 ft notifications for zoning, etc), that could be a great supplemental communication channel for the City. Perhaps the Community Councils could also use it to communicate with community members that opt-in.”
 - Not just doing the bare minimum
 - Ex: Wasson Tower designed project so they didn’t need to do engagement; however, we owe our neighborhoods more
 - Could community engagement be integrated into the permitting process or another City touch point if they are not looking for zoning relief
 - There are no repercussions for not doing community engagement right now
- 2. In a city that successfully engages its residents, how and on which topics or issues would you prefer to be engaged?**
- Receiving notice and providing feedback on:
 - i. Zoning
 - ii. Liquor licenses
 - iii. Tax abatements
 - iv. Environmental issues
 - v. MSD Sewer District
 - vi. Budget (need more education on this)

- Timely notification
 - i. Often times the timeline that is imposed in community councils is difficult and the information provided is not enough
 - ii. Earlier on in the process
 - iii. 400 feet rule works well
 - More meetings like staff conferences when conversation is permitted rather than just 2 minutes of public comment
 - More responsiveness from Councilmembers and their staff
 - Use multiple communications channels – redundancy is important
 - i. Is it possible to use CAGIS or another tool to let people comment on issues while linking them to a geography?
 - ii. Dueling petitions do not help
 - The City Planning & Engagement website is helpful because there is a record of past meetings and information
 - i. A central repository of information like this would be helpful
- 3.** In a city that successfully engages its residents, how do we connect with diverse groups about community engagement? (This includes, but is not limited to, diversity in age, race, disability, national origin, sexual orientation, cultural identity, gender identity, education, citizenship, socioeconomic status, religious beliefs, familial status, and employment status)
- Assign specific staff people to neighborhoods so they get to know the neighborhoods well
 - Community council \$ has been cut and sometimes the yearly budget for community councils is not adequate, so there is a need to invest in Invest in Neighborhoods
 - Resources can be shared between neighborhoods
 - See notes above in #1 re: financing staff at Invest in Neighborhoods
 - If community members see community councils having an impact, then they'd stay involved
 - People won't come back if they don't feel empowered
 - Notices should also go to development corporations
 - Need more support from Homebase (they aren't great at supporting the work of CDCs)
- 4.** Has the pandemic changed the topics or methods by which you engage or prefer to be engaged?
- Virtual meetings have been successful
 - Need a shared database of technology and tips on hosting virtual and hybrid meetings (Invest is starting to talk about this, but Citicable should be engaged)
 - Hybrid and virtual meetings have added diversity

- No need to worry about childcare, finding a space, etc.
 - Mt. Airy Plan – got a lot more participation than they would have if it was only in person
- 5.** In a city that successfully engages its residents, what is the role that education (trainings, guidebooks, etc.) plays, by which residents are trained and informed, regarding communication and topics about community engagement?
- Training for virtual and hybrid meetings since they are here to stay
 - Involve Citicable in this
 - “I don’t know what I don’t know”
 - Need more explanations of processes and opportunities for input
 - How can community councils or community members get involved?
 - Neighborhood Summit has always been a good educational opportunity and way to learn more about how to work with City Hall
 - Action Tank courses have also been helpful
 - Need basic education on how to navigate the Clerk’s office, read agendas, have the confidence to speak in front of Council, etc.
 - Education for community councils
 - How to align expectations about role of CCs
 - How is knowledge shared when leadership changes
 - Ex: Board basics class
 - Assistance with community council websites (as way to get information out)
- 6.** Other Notes:
- There may be staffing issue (not enough staff) both with administration and council

Written Comment Received at November 17th Meeting:

1. Inclusion of stakeholders throughout planning, design, implementation, and evaluation.
2. Detailed timeline and expected outcomes
3. Focus groups during early planning stages and prior to approval of plans and budgets.
4. Planners walk area with residents.
5. A process for public progress and updates
6. Project plan options presented to community prior to choosing plan
7. Detailed rendering of project design
8. Accessible public hearings
9. Stakeholder engagement in post construction evaluation
10. Measurable public reporting to city of public engagement efforts

Appendix F: Community Engagement Survey Template



Community Engagement Survey

The City of Cincinnati is seeking feedback from residents, community councils, community groups, and City partners about how to improve public engagement in the City, in order to develop a community engagement plan. Community engagement includes methods and processes of communication and convening that allow the City to inform, consult, involve, and collaborate with residents on City matters.

The City will hold a series of public meetings to facilitate small group discussions about current City community engagement tools and associated successes, challenges, and opportunities for improvement. To participate in a feedback meeting and/or for more information, please visit [the Community Conversations website](#).

For information about City Council's request, please visit [Council Online](#).

This survey will close December 1, 2021 at 11:59 p.m. (ET). For questions and assistance, please contact:

*Jesse Urbanicsik at jesse.urbanicsik@cincinnati-oh.gov, 513-352-4843 or
Ashlee Dingler-Marshall at ashlee.dingler-marshall@cincinnati-oh.gov, 513-352-4854*

Start survey, here!

The following are some of the tools that the City of Cincinnati uses to engage residents:

- Website (cincinnati-oh.gov)
- Social Media (i.e., Facebook, Twitter, NextDoor)
- Email
- City Council and Committee Meetings (in-person, virtual meeting, CitiCable)
- City-led presentations at community council meetings and Invest in Neighborhoods meetings
- Mobile App and 513-591-6000 (Fix It Cincy App/Phone)
- Board and Commission Meetings (in-person, virtual meeting, CitiCable, i.e., Cincinnati City Parks Board, City Planning Commission)
- City-led, community engagement meetings (i.e., community engagement meetings for

development projects, public staff conferences for zone changes)

- City-led, special engagement meetings and processes (topic- and site-based public project meetings, i.e., Oskamp Recreation Area Expansion, Rapid Run Park/Dunham Recreation Center Connection, Property Tax Working Group, Police Station District-Five Site Planning)
- Community Budget Requests and Neighborhood Project Suggestions
- Neighborhood Planning Process
- Special events (i.e., Neighborhood Summit, Greater Cincinnati Water Works Events, Neighborhood Leadership Academy, etc.)

* 1. Have you heard about the City of Cincinnati engagement tools that are listed above? (Select all that apply.)

- ☐ Website
- ☐ Social Media
- ☐ Email
- ☐ City Council and Committee Meetings
- ☐ City-led presentations at community council meetings
- ☐ Mobile App
- ☐ Board and Commission Meetings
- ☐ City-led, community engagement meetings
- ☐ City-led, special engagement meetings
- ☐ Community Budget Requests and Neighborhood Project Suggestions
- ☐ Neighborhood Planning Processes
- ☐ Special events
- ☐ None of the above

* 2. How often do you use the City of Cincinnati engagement tools that are listed above? (You may have to scroll, horizontally, to view all response options.)

	I've never heard of it	Never	Rarely	Occasionally	Frequently
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
Social Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I've never heard of it Never Rarely Occasionally Frequently

Why? (If you selected "I've never heard of it", please enter N/A.)

City Council and Committee Meetings

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

City-led presentations at community council meetings

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

Mobile App

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

Board and Commission Meetings

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

City-led, community engagement meetings

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

City-led, special engagement meetings

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

Community Budget Requests and Neighborhood Project Suggestions

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

Neighborhood Planning Processes

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

Special events

☐ ☐ ☐ ☐ ☐

Why? (If you selected "I've never heard of it", please enter N/A.)

* 3. How satisfied are you with City of Cincinnati engagement tools that are listed above? (You may have to scroll, horizontally, to view all response options.)

	I've never heard of it	I don't use this tool	Dissatisfied	Neutral	Satisfied
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
Social Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
City Council and Committee Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
City-led presentations at community council meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
Mobile App	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
Board and Commission Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
City-led, community engagement meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
City-led, special engagement meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)					
<input type="text"/>					
Community Budget Requests and Neighborhood Project Suggestions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	I've never heard of it	I don't use this tool	Dissatisfied	Neutral	Satisfied
Why? (If you selected "I've never heard of it", please enter N/A.)	<input type="text"/>				
Neighborhood Planning Processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)	<input type="text"/>				
Special events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Why? (If you selected "I've never heard of it", please enter N/A.)	<input type="text"/>				

* 4. How do you currently like to engage with the City of Cincinnati? (Select all that apply.)

- ☐ Website
- ☐ Social Media
- ☐ Email
- ☐ City Council and Committee Meetings
- ☐ City-led presentations at community council meetings
- ☐ Mobile App
- ☐ Board and Commission Meetings
- ☐ City-led, community engagement meetings
- ☐ City-led, special engagement meetings
- ☐ Community Budget Requests and Neighborhood Project Suggestions
- ☐ Neighborhood Planning Processes
- ☐ Special events
- ☐ Other (please specify)

* 5. How would you like to engage with the City of Cincinnati? (Select your top 3 preferences.)

- | | |
|---|---|
| <input type="checkbox"/> Website | <input type="checkbox"/> City-led, special engagement meetings |
| <input type="checkbox"/> Social Media | <input type="checkbox"/> Community Budget Requests and Neighborhood Project Suggestions |
| <input type="checkbox"/> Email | <input type="checkbox"/> Neighborhood Planning Processes |
| <input type="checkbox"/> City Council and Committee Meetings | <input type="checkbox"/> Special events |
| <input type="checkbox"/> City-led presentations at community council meetings | <input type="checkbox"/> Phone Call |
| <input type="checkbox"/> Mobile App | <input type="checkbox"/> Text Blast |
| <input type="checkbox"/> Board and Commission Meetings | <input type="checkbox"/> Mailer/ Mailed Information |
| <input type="checkbox"/> City-led, community engagement meetings | |

* 6. On a scale of 0 (not engaged) to 10 (fully engaged), how would you rate your level of current engagement with the City of Cincinnati?

* 7. What prevents you from becoming more involved with the City of Cincinnati? (Select all that apply.)

- ☐ Lack of time
- ☐ Lack of knowledge of how to get involved
- ☐ Lack of accessible tool
- ☐ Lack of interest
- ☐ I am satisfied with my current level of engagement
- ☐ Other (please specify)

* 8. What would motivate you to become more involved with the City of Cincinnati? (Select all that apply.)

- ☐ A change in my personal availability
- ☐ A change in family-friendliness of City-led engagement meetings
- ☐ A change in City meeting places and times
- ☐ A change in City engagement tool options
- ☐ A change in the City's communication of events and issues
- ☐ An invitation and/or knowledge about how to be involved with the City
- ☐ An issue I am passionate about
- ☐ I'm not sure
- ☐ Not applicable
- ☐ Other (please specify)

* 9. On which topics are you interested in being engaged?

* 10. How could the City of Cincinnati improve community engagement? (Select all that apply.)

- ☐ Increase communication with residents
- ☐ Increase accessibility of community engagement tools
- ☐ Encourage self-motivation from residents
- ☐ Provide education on how to be engaged
- ☐ Increase follow-up on input and be transparent
- ☐ Increase the variety of methods for dialogue
- ☐ Earlier notice of engagement opportunities
- ☐ Add a more visible, centralized place on the website for engagement opportunities
- ☐ Increase opportunities to be engaged earlier in the decision-making process
- ☐ Increase convenience of community engagement events (location, time of day, etc.)
- ☐ No additional changes
- ☐ Other (please specify)

11. Please use the space below for any additional comments.

*** 12.** Do you reside in the City of Cincinnati?

☐ Yes

☐ No

13. If you selected "yes" to residing in Cincinnati (Question 11, above), please select your neighborhood.

14. Are you Hispanic or Latino? (Optional.)

☐ Yes

☐ No

15. Race (Optional.):

☐ White or Caucasian

☐ Black or African American

☐ Asian or Asian American

☐ American Indian or Alaska Native

☐ Native Hawaiian or other Pacific Islander

☐ Multi-Racial

☐ Other (please specify)

16. Gender (Optional.):

☐ Male

☐ Female

☐ Non-binary

☐ Other

☐ Prefer not to say

17. What is your current employment status? (Optional.)

- ☐ Employed by someone else
- ☐ Self-employed
- ☐ Unemployed
- ☐ Retired
- ☐ Student
- ☐ Other (please specify)

18. Please indicate the highest level of education that you have completed. (Optional.)

- ☐ Less than high school
- ☐ Some high school
- ☐ High school graduate
- ☐ Some college
- ☐ College graduate
- ☐ Post-graduate

19. If you would like to be kept informed about this project, please enter your name and preferred contact information, below. (All survey responses will remain anonymous.)