



## Survey of Executive Board Members of Community Councils Executive Summary- Spring 2017

At the request of the Mayor and City Council, the Salt Lake City Planning Division was assigned the project to make revisions to the Recognized Community Organizations Ordinance. The purpose of the Recognized Community Organizations Ordinance is to identify the role of Recognized Organizations with Salt Lake City government and Salt Lake City government's role with Recognized Organizations. The City Council specifically requested that the Administration look at ways to enhance transparency and community engagement. The Council requested that neighborhoods around proposed projects are afforded adequate notification and have sufficient time to provide feedback and the review should consider ways to improve notification and participation at community council meetings and in other ways while balancing the needs of applicants to have a timely review process.

As part of this analysis, the Planning Division has held open houses, sponsored an Open City Hall topic and held a focus group meeting with former applicants on this subject. In addition, the Planning Division, in cooperation with the Mayor's Office and Civic Engagement Team, has conducted a survey of Executive Board Members of Community Councils to determine what they know of the Recognized Community Organizations Ordinance, how they operate in terms of it, and their processes of reviewing development and land use proposals and how to improve the process.

The Survey was conducted, via the internet, between February 28, 2017 and March 13, 2017. Of the Recognized Organizations that are Community Councils, responses were completed by people representing 16 community councils; approximately six (6) community councils did not respond. However, there were responses from four people who did not identify which group they affiliate with so some of those responses may be from the community councils who are listed as not responding. Results of the Survey are attached for your review.

In summary, of those who responded to the survey,

- Approximately half (52%) were aware of the City's Recognition Ordinance.
- There was no clear answer of what is the role of the community council; the answers were varied.
- Approximately 63% of responders noted that the City's role in the process with the community councils is to provide information, solicit feedback and answer questions.
- The majority of those who responded (79%) were most interested in how the project would affect them or their neighborhood.

- The majority (61%) also responded that they believe the role of the community council is different for the development / land use review process than it is for other types of presentations they receive from other City Departments (such as library updates, public safety information, events, etc.).
- While the majority of responders stated that the purpose of the development proposal presentations (53%) is to provide information about the project, the process and how to be involved, about 16% believed the purpose of the presentation is to determine whether the community supports or opposes the project.
- Of those who responded, 60% stated their community council usually or sometimes votes on a project. Of those who vote, the majority (66%) only allow residents of the community council to participate in the vote.
- The majority of respondents (67%) stated that the review process with community councils needs improvement, and
- 84% of respondents were willing to participate in training to learn more about the development review process and land use planning. (See attachment A for the Survey Report)

Based on this information, the Planning Division

1. Has made draft changes to the Recognition Ordinance to clarify the purpose of the notification and presentation of the information at community councils; (See attached)
2. Will make changes to the internal practices within the Planning Division of our role in the presentation of projects to community councils to ensure consistency of the process with each community council;
3. Has identified potential training opportunities for community council members to learn more about the planning, zoning and the development review process.

For More Information Contact

Cheri Coffey, Assistant Planning Director

Email: [cheri.coffey@slcgov.com](mailto:cheri.coffey@slcgov.com)

Phone: 801-535-6188

Your comments will help City staff identify how to make the ordinance work for applicants, the public and decision makers.

The City invites you to a **Public Open House on Thursday May 18<sup>th</sup> from 5:00-7:00 pm** at the Sorenson Unity Center located at 1383 South 900 West. Staff will be available to provide information and listen to your feedback.





# COMMUNITY COUNCIL SURVEY



# REPORT

**DRAFT**  
March 31<sup>st</sup> 2017

Survey Powered By  
QUALTRICS

# QUESTIONS

## COUNCIL MEMBERS

- 4
1. Which Community Council do you attend?
  2. What is your position with the Community Council?
  3. How long have you been an active participant in the community council system?

## COMMUNITY COUNCILS

- 6
4. Are you familiar with Salt Lake City's Recognized Community Organization Ordinance?
  5. What do you think is the main role of the Community Council?
  6. What is the City's role with the Community Councils?

## PRESENTATIONS

- 8
7. Is the role of the Community Council different when it relates to presentations about proposed development vs. general presentations (public safety information, library events, City services, etc.?)
  8. What do you believe to be the purpose of the development proposal presentations and what is the Community Council's role in them?
  9. What type of information is most important to you in a presentation about a development proposal?
  10. When your Community Council receives a presentation about a development proposal, do you vote on the project?
  11. If a vote is taken, who can vote on the matter?

## PROPOSAL PROCESS

- 12
12. Do you believe the current development proposal review process at your community council works well?
  13. What are ways to improve the current process?

## PARTICIPATION

- 14
14. Besides the community council system, do you participate with City government in other ways?
  15. How familiar are you with land use planning and zoning and their general purpose?
  16. Would you be interested in receiving training about land use planning and zoning?



96 INVITATIONS

53 RESPONSES

16 of 22 COMMUNITY COUNCILS

# COUNCIL MEMBERS

## 1 - Which Community Council do you attend?

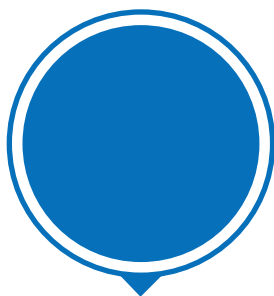
At least 16 Of 22 community councils took part in this survey, an additional few respondents took the survey without specifying which community council they participate with.

- Capitol Hill
- Jordan Meadows
- East Liberty Park
- Yalecrest
- Wasatch Hollow
- BHCC
- Rose Park
- Fair Park
- CHNC
- Westpointe
- Sugar House
- LWCC
- East Bench
- East Central
- Glendale
- Great Avenues

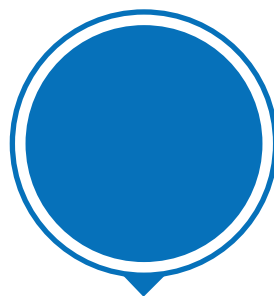
**Word Cloud**  
**(16/22 Community councils)**



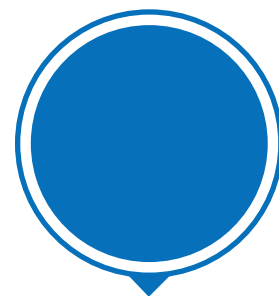
### TOP 3



8  
CAPITOL HILL



5  
YALECREST

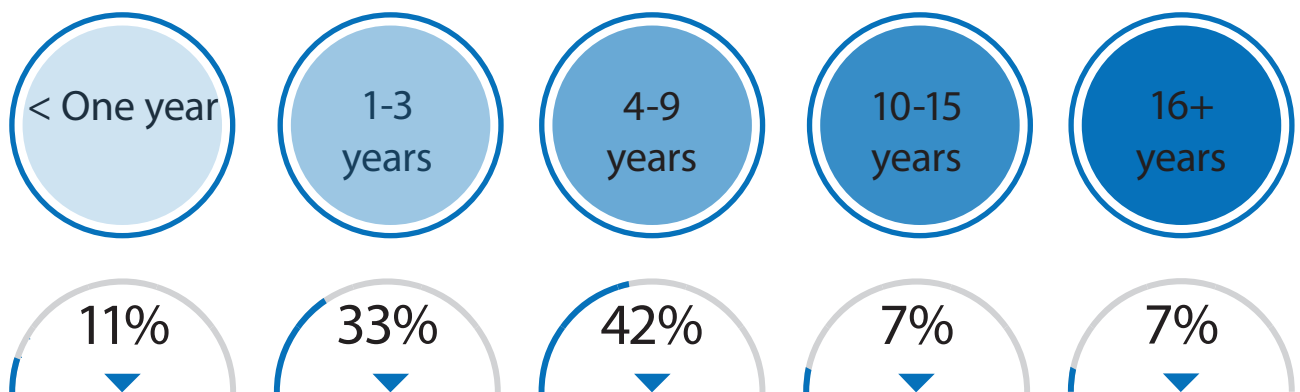


4  
ROSE PARK & WESTPOINTE

2 - What is your position with the Community Council?



3 - How long have you been an active participant in the community council system?





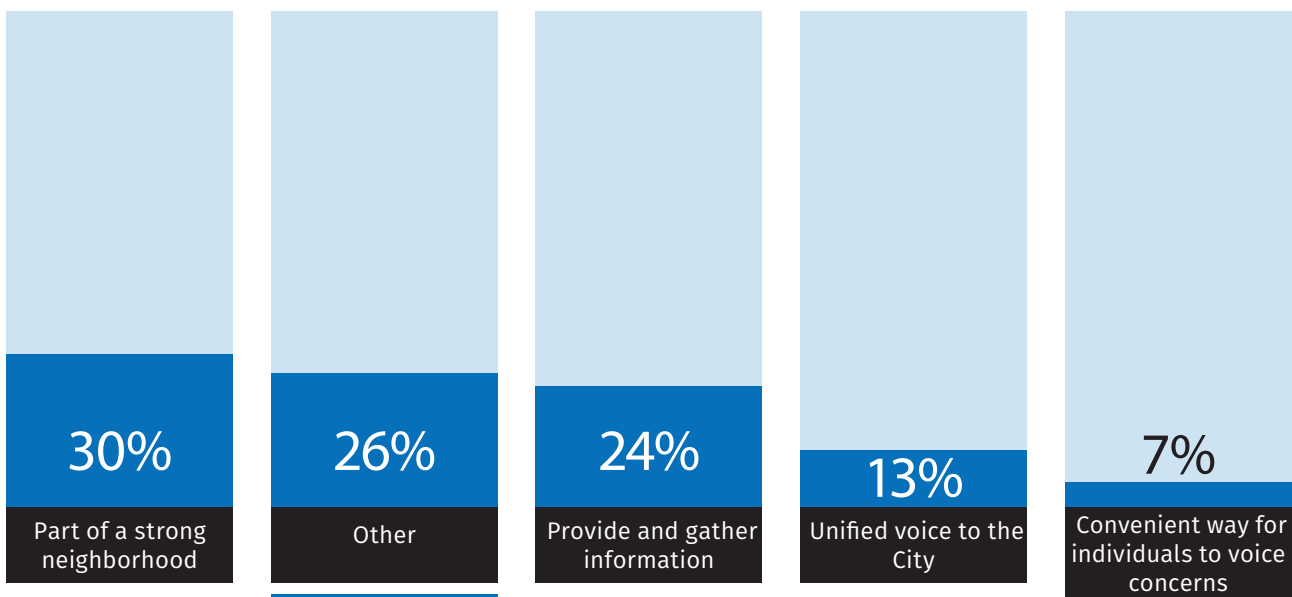
# COMMUNITY COUNCILS

## 4 - Are you familiar with Salt Lake City's Recognized Community Organization Ordinance?

Just over half (52%) of respondents are familiar with SLC R.O. ordinance.



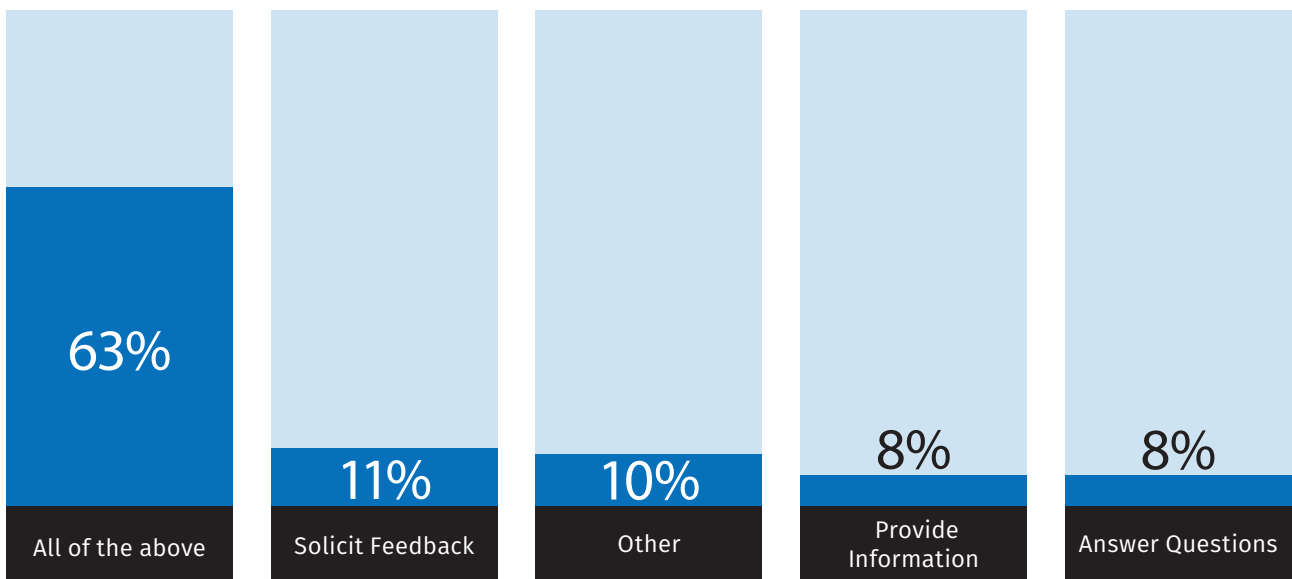
## 5 - What do you think is the main role of the Community Council?



### Other

- All of the above
- Help create change
- Advocate residents for the betterment of the community
- Promoting civic engagement and community solidarity
- To inform, educate, and make a stronger community while getting to know your neighbors

6 - What is the *City's role* with the *Community Councils*?



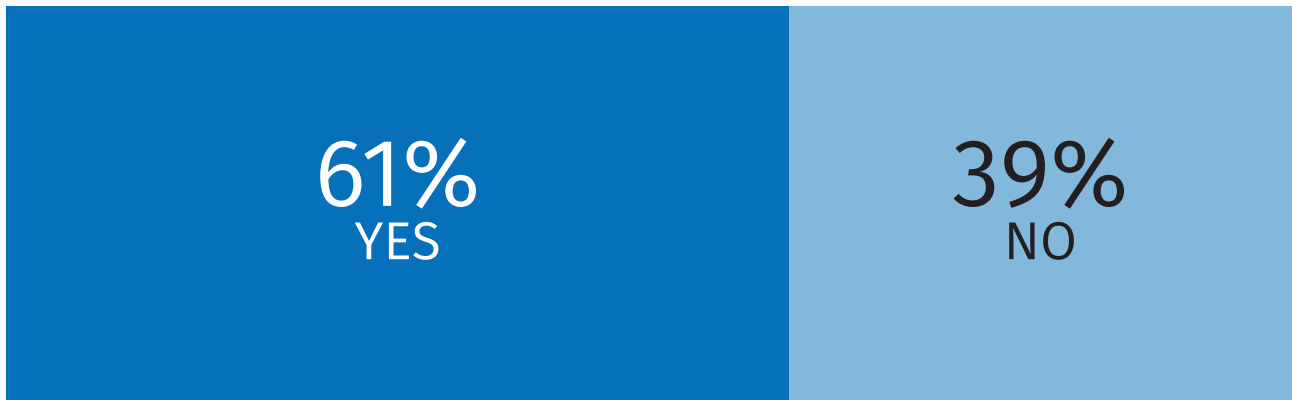
**Other**

- Assist with problem solving
- Provide Support
- Don't know
- Offer technology and small budget
- Help meet Council's by assisting with requests where possible
- The city needs to decide its role

# PRESENTATIONS

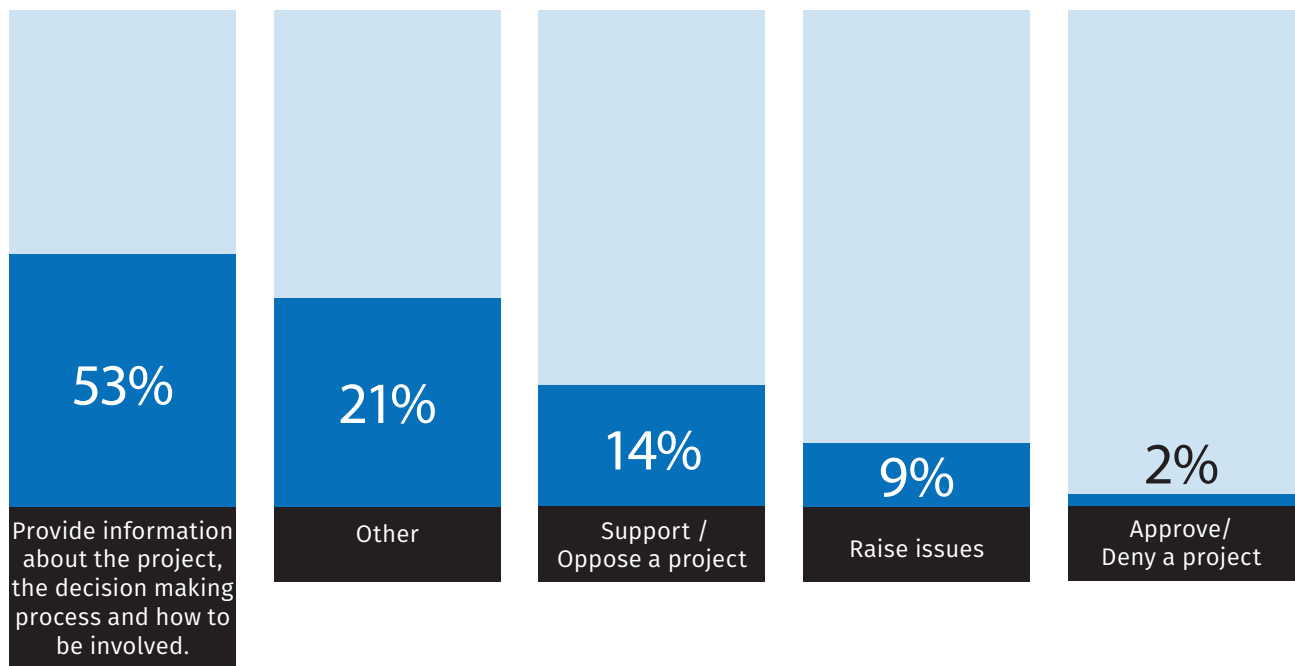
**7 - Is the role of the Community Council different when it relates to presentations about proposed development vs. general presentations (public safety information, library events, City services, etc.?)**

61% of respondents were of the opinion that the role of the community council differs when it comes to presentations about proposed development.



**8 - What do you believe to be the purpose of the development proposal presentations and what is the Community Council's role in them?**

The majority of respondents (53%) believe the purpose of the presentation is to obtain information about the project and how to be involved.  
 Approx 16% believed the purpose is to support (approve) or opposed a project.

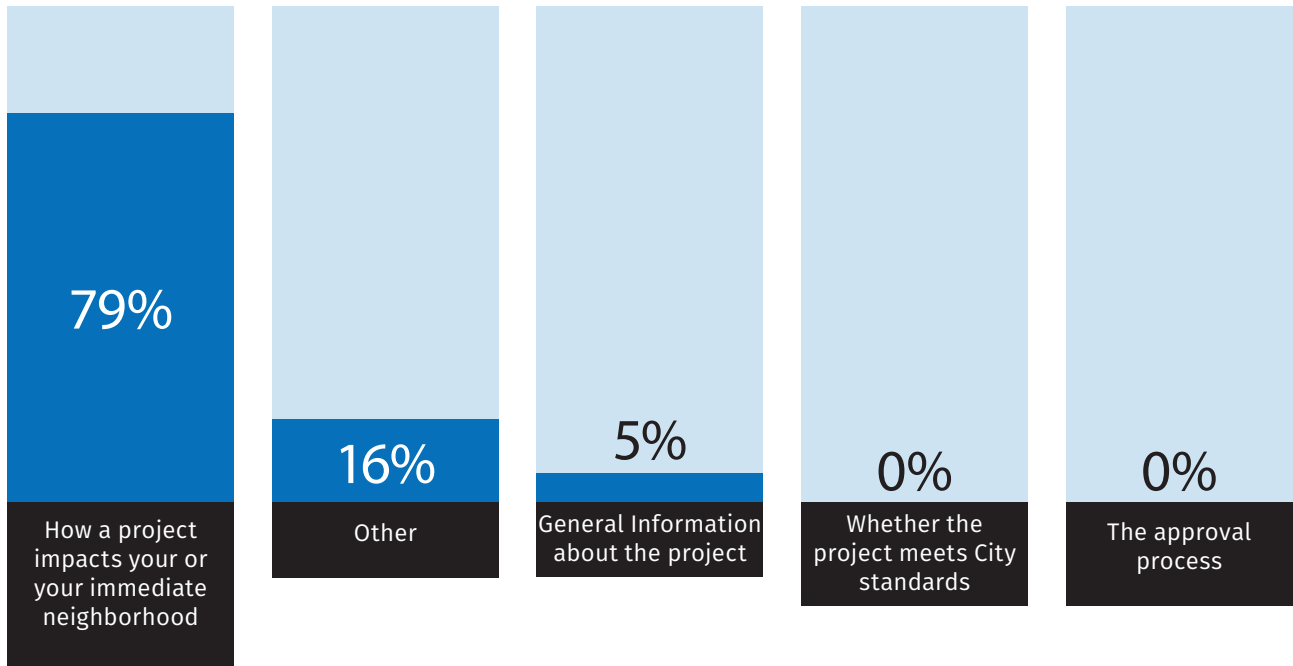


**Other**

- Raise issues, discuss, support/oppose
- 1 and 4 (Provide information about the project and Support / Oppose a project)
- The first two. (Provide info and raise issues)
- Consider then decide what action to take if any
- The role is defined by govt. It can change, but may include the above
- Honestly. All of the above. This is one where one selection is not enough
- Provide information about the project, Raise issues and support/oppose

**9 - What type of information is most important to you in a presentation about a development proposal?**

The majority of respondents (79%) said that information about how a project impact them or their NH.

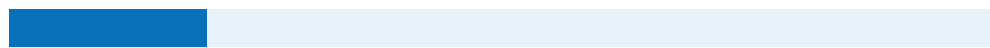
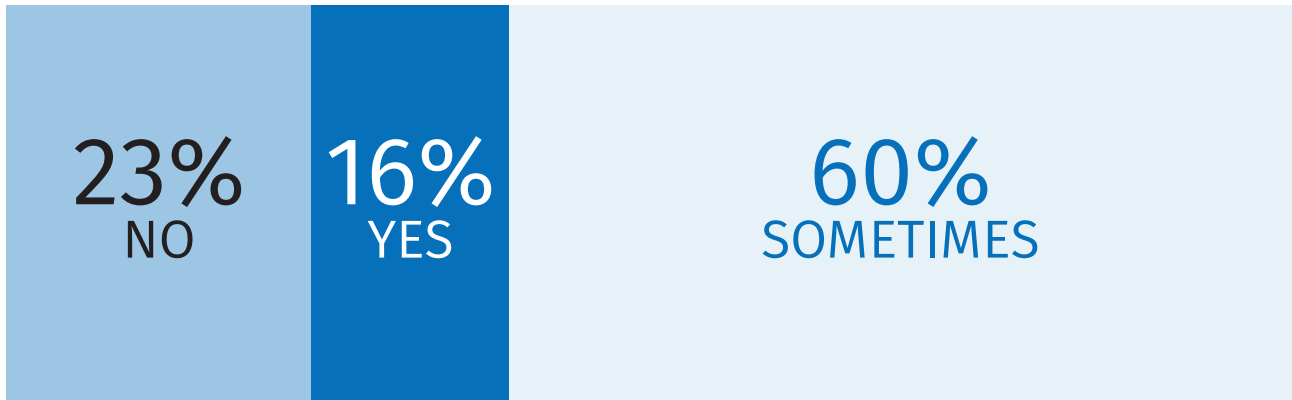


**Other**

- All of the above
- General Information about the project  
Whether the project meets City standards  
The approval process + An early and often feedback loop. It seems as if a neighborhood would be sharing how it is impacted not the other way around

**10 - When your Community Council receives a presentation about a development proposal, do you vote on the project?**

76% of respondents stated that their community council usually or sometimes votes on a project.



**11 - If a vote is taken, who can vote on the matter?**

66% of respondents stated that if a vote is taken, only residents of the community council can vote.



# PROPOSAL PROCESS

## 12 - Do you believe the current development proposal review process at your community council works well?

67% stated that the current process for reviewing development proposal needs improvements.



## 13 - What are ways to improve the current process?

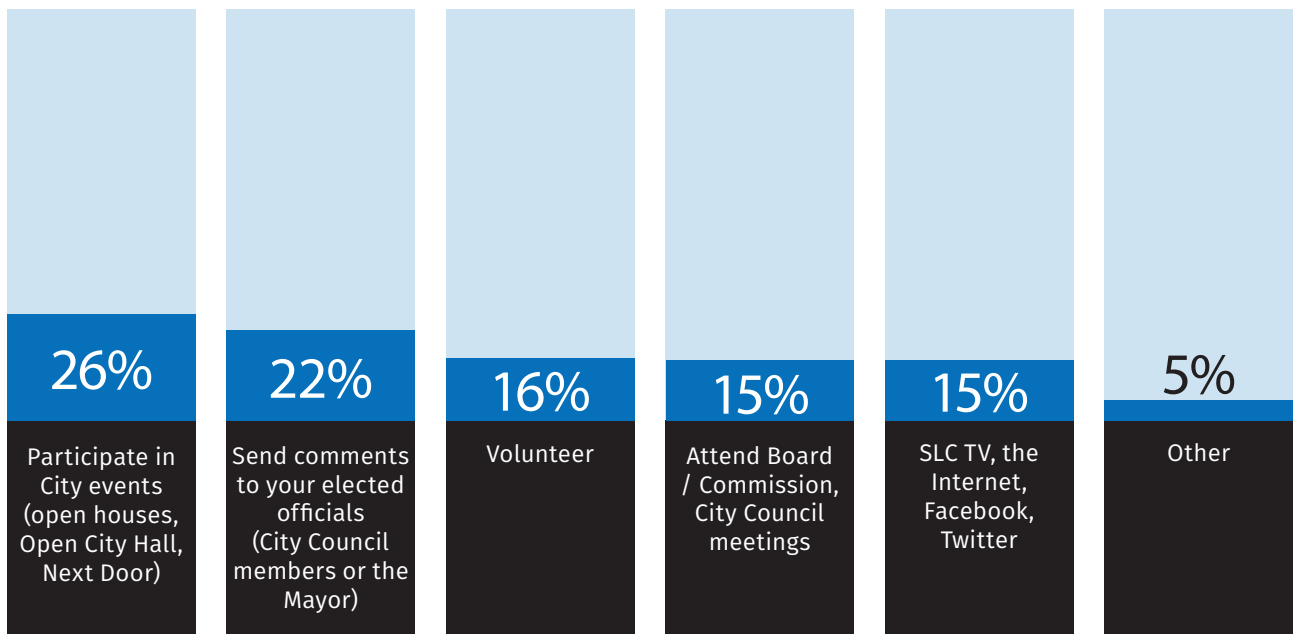
- I think it should be a more formal process, including a formal vote.
- Open communication.
- Better training and information sharing from the city.
- Clarify process and information sharing
- I am just getting started and have a lot to learn. From my phase of life, it would be easier to have shorter meetings (1 hour)/1x month.
- Extend the radius to 1 mile for notifications to immediate neighbors regarding petitions to change zoning
- Improved communication.
- To have city council more involved with community council about the issues.
- That the City actually listens to the council.
- Listen the members more and their concerns.
- I think it's working pretty well
- Better training and information sharing from the city.
- Make sure presentations are timely, i.e. give the council time to consider and respond in time to affect the project.
- Provide education on the proposed development.
- Involvement sooner in the process, the city's liaison should be familiar with the projects not just say go to open city hall
- More community involvement
- Figure out ways to make it less divisive.
- Define the processes
- It has worked fairly well for us.
- Be consistent with City Ordinances and policies.
- That the City actually listens to the council.

- Make sure that projects are presented in a way in which all residents can understand and to be involved.
- We need a more receptive City Government to recognize concerns our community council raises.
- Get all feeder schools involved and have agendas ready for schools to distribute to residents.
- City staff need to be able to explain the meaning and relevance of zoning text amendments that Council members are asked to comment on.
- Sometimes there is little known from the community what the department presenting does and what things they don't. It would be helpful to line inform the people in attendance what role they are playing in the development and, if any, what things they can't address in their presentation.
- The city needs to provide better notice, including with re: the landmarks commission. We only meet as a community council the first wed. of the month and as a board the second wed. More notification to the GACC as well as neighbors and more time to respond would be appreciated.
- We would like to initiate a Land Use Committee similar to what Sugarhouse does, but our Board has not been able to agree on a process. We have this proposal documented as a Draft SOP and would be happy to share.
- Information needs to be shared with all attendees, and effort needs to be made to get the information out to the entire council area (or sometimes a larger area.)
- Because of the timing of our meetings and the notice period, we sometimes don't have the opportunity to present at a General meeting. So a longer public comment period would be helpful.
- We are all fairly new and have not had much practice with the process. I certainly do not understand the process yet. When we have had developers present to us, but I get the impression that we are uncertain if our voice matters. It is nice of developers to present to us what they are going to do - but what if we don't like it? What CAN we do?
- Outline in advance how the project impacts the neighborhood; address how the project does or does not meet the goals of the community council; in addition to presenting at a meeting, provide digital materials for the council to continue to use on its website and newsletters to ensure all interested residents receive the information
- Community council members generally are very familiar with the master plan and offer pointed comments and suggestions to promote the vision of the master plan. Sugar House takes notice to the affected area seriously and flyers ourselves. Notice from the city comes WAY TOO LATE for the general public to learn about the project and make good comments. The notice needs to go out much earlier to help residents know of opportunities to learn. Planning puts the documents on ACELA and they are so difficult to access. Everything that is public should be easier to find on the city's website. The city needs to require a rendering of the project for public consumption to better visualize the project. Mechanical drawings do nothing to assist in understanding.
- Involve residents and Community Councils at the earliest opportunity. Do not let developers make the rules.
- More robust discussions. Including CC's throughout the planning process. Always seeking approval/disapproval from CC's.



# PARTICIPATION

14 - Besides the community council system, do you participate with City government in other ways?

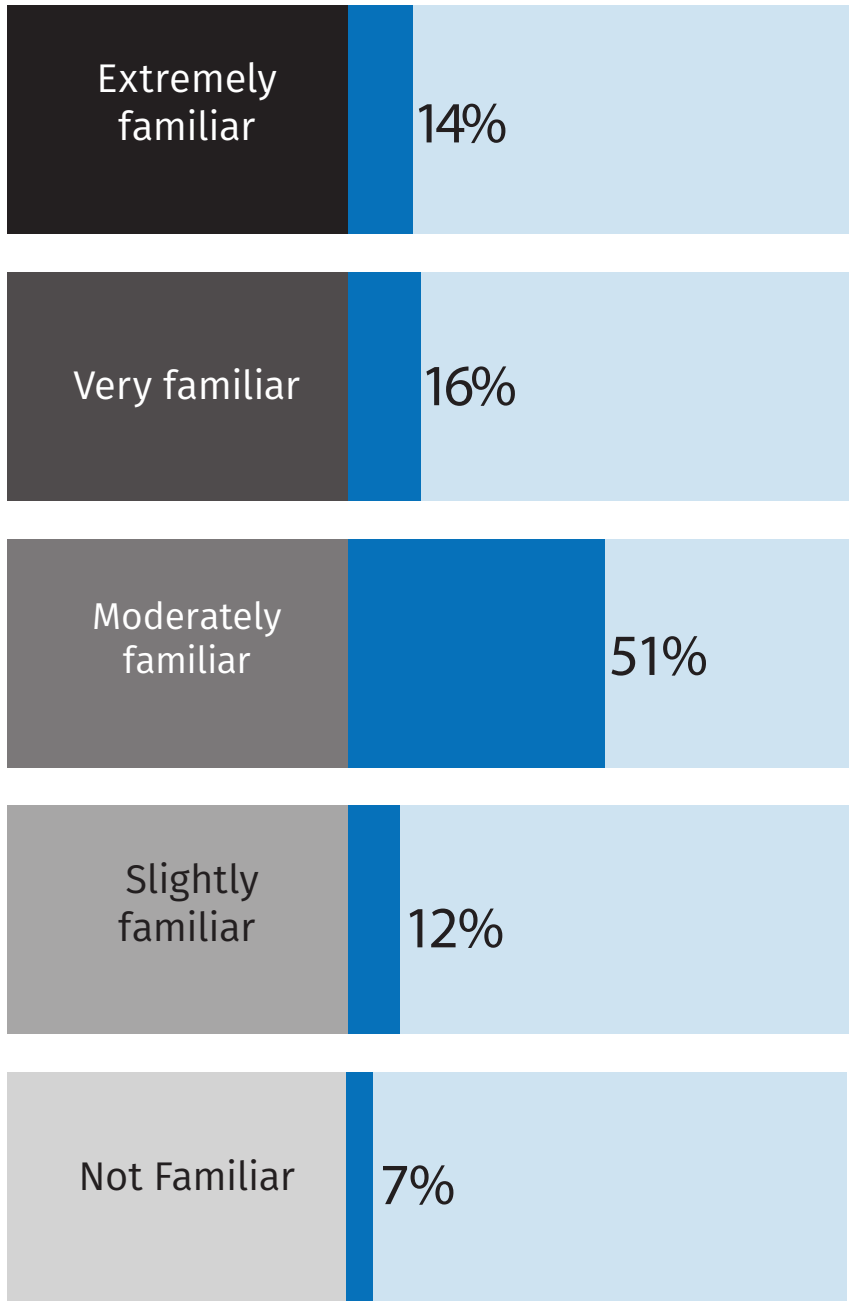


## Other

- Yeah, pretty much everything ·
- Open city hall ·
- No ·
- School Volunteer ·
- Bonneville Elementary ·
- Member of citizen advisory board ·

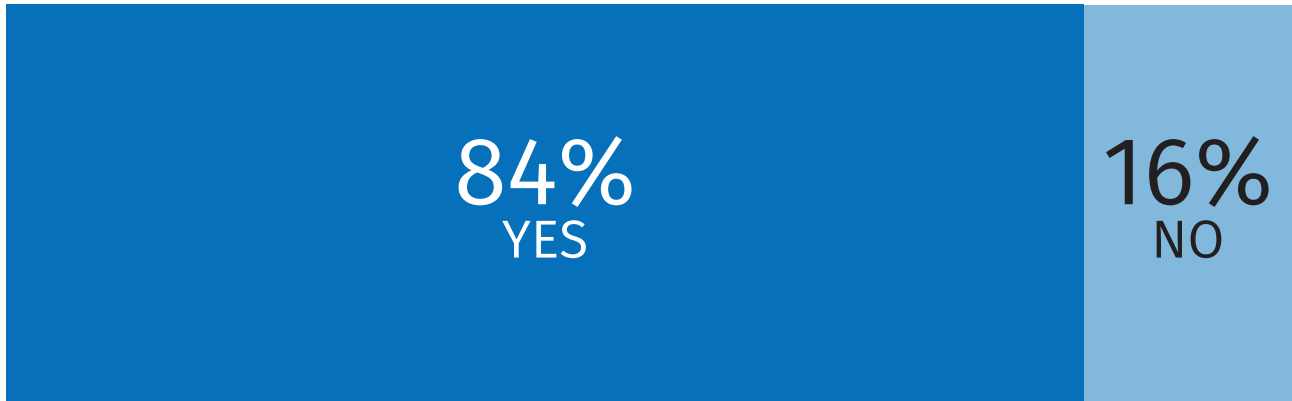
**15 - How familiar are you with land use planning and zoning and their general purpose?**

Approximately half of the respondents (51%) are moderately familiar with land use planning w  
approx 30% as well.

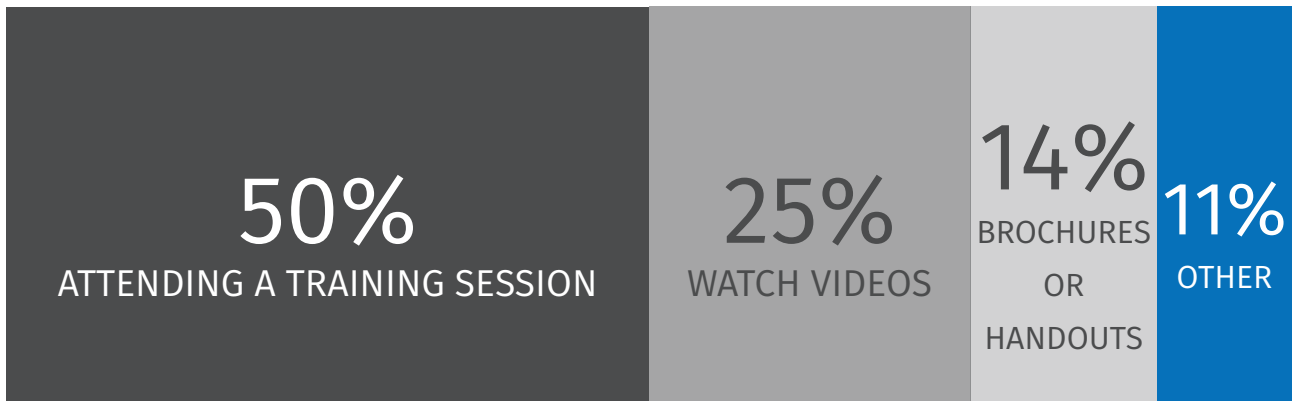


**16 - Would you be interested in receiving training about land use planning and zoning?**

84% of respondents would be interested in training opportunities to learn more about land use planning with the majority of those interested in attending training sessions



**17 - Would you be interested in receiving training about land use planning and zoning?**



**Other**

- Come and present at the GACC regular meeting
- All of the above
- Any or all of the above
- All of the above



