



OAK LODGE AND GLADSTONE COMMUNITY PROJECT

PHASE 1 OUTREACH SUMMARY



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PHASE 1 OUTREACH SUMMARY

From the fall of 2019 through January 2020 Clackamas County, NCPRD and City of Gladstone conducted outreach for the Oak Lodge and Gladstone Community.

While there were nuances to the comments collected based on people's geography, demographic background, and interest in the project there were some key themes during the first round of outreach:

- Desire to have services for parks, community center, and library is to provide a variety of classes, activities, and events for all ages.
- Ensure there is ample parking for all users but also good connections for people walking, biking, and taking transit.
- Protect the natural habitat and wildlife, where it exists, and enhance where it doesn't currently exist.
- Build and promote equity both in this process and in all spaces.
- Promote community building through events, activities, and community spaces.

** Numbers shown throughout this document may not match or add up to 100%; there may also be double counting of participant responses because the outreach activities included self-selection. However, efforts were made to ensure accurate numbers in this summary.*

Open House

November 16, 2019 | 12:00 – 3:00 p.m.

Concord Property, near the corner of Concord Road and McLoughlin Boulevard

Approximately 350 people attended the drop-in open house over the course of the morning, with 278 people who signed in. The participants were mostly residents of Oak Lodge, but many residents of Gladstone and the surrounding areas came, as well as Task Force members, a few Clackamas County Commissioners and District Advisory Board members.

After signing in and getting a project factsheet, attendees walked down the main hallway with community partners' tables. Partners included NCPRD, Libraries in Clackamas County (LINCC), a CPO, the Historical Society, and an active citizen who showcased information on the Oak Grove-Lake Oswego Ped/Bike Bridge Feasibility Study. Several display boards near the gym entrance showcased the history of the school, and a guided walking tour of the building was offered. A Spanish language interpreter was available.

In the gym, there were activities for children, including a story time, face painting, kids' crafts and coloring mural, free children's book giveaway, and a video booth. This was also where the public was invited to share their feedback.

Feedback

Ten large boards were displayed in the gym to gather feedback. Each board contained one or two questions for participants to answer by applying a dot to their corresponding response. Project staff asked each interested participant where they were from and gave them a color-coded packet of numbered dots to use for the activity. The dot color represented where the resident lived: red: Oak Lodge, yellow: Gladstone and blue: Other area (see Appendix for larger map).



"This Open House is wonderful. The historical displays are fascinating. I'm so glad to see this building/site being used to bring communities together."



There were 237 participants who chose to answer the question: “Where is your household?”

- 173 Oak Grove
- 31 Gladstone
- 33 other areas

Comment Cards

Sixty-six participants submitted comment cards with additional questions or comments.

Key Themes

Comments submitted contained a variety of themes, and a full list can be found in the Appendix. The themes that received the most comments are summarized below.

- **Provide a variety of classes, activities, and events for all ages.**
 - Many participants expressed a desire for classes, events, and activities for seniors, as well as for seniors and children together.
- **Create event spaces to host performances, community gatherings, etc.**
 - Many expressed a need for both indoor and outdoor event spaces.
 - Some participants asked that event spaces include the proper equipment for performances, as well as access to industrial or commercial kitchens.
- **Ensure there is ample parking for all users of the community center, library, and/or park.**
- **Protect the natural habitat and wildlife.**
 - Some expressed concern about development and the impact it may have on the existing landscape, wildlife, streams, and habitats.
- **Provide opportunities for people to commune with nature.**
 - Many participants desired spaces and opportunities that allow people to experience nature both individually and with friends and family.
- **Build and promote equity both in this process and in all spaces.**
- **Promote community building through events, activities, and community spaces.**
- **Promote the arts through classes, performances, gallery spaces, etc.**



“I’ve been a resident in this area since my childhood, so over 30 years. This area has lacked a community center and really needs one. I have young children and have had to go to other community centers in Portland and Tualatin. An open play area for toddlers and a place for school age kids to play afterschool with their adults supervising would be an incredible asset to our community.”

- **Preserve and foster a connection to history through informative spaces, archives, events, etc.**
 - Many expressed a desire for dedicated space to preserve and share the history of the area.
 - One participant suggested creating a Will Vinton Animation Room at the library or community center, and they offered to donate the materials and write a grant to secure the necessary equipment.

Notification

N CPRD used the following forms of notification to advertise the open house and online survey:

- Website
- Social media – Facebook (paid advertisement of \$300), Twitter, Instagram, Nextdoor
- Press release to local media
- Flyer to over 12 local businesses and community organizations (including the existing libraries; information in both English and Spanish)
- Postcards delivered to local businesses, events, and mailed to 16,367 addresses.
- Emails were sent to Task Force members (to distribute to their constituents), elected officials, and other stakeholders.

Online and Printed Survey

The online survey was open from between November 15 and December 6 in both Spanish and English. A total of 434 people took the English survey, and no one took the Spanish survey; however, 14 indicated that they spoke Spanish at home and 2 said they spoke Cantonese/Mandarin at home. The survey was promoted by N CPRD and the project team on social media and by targeted messages to key stakeholders, such as those who participated in stakeholder interviews (as outlined above for the open house advertisements).

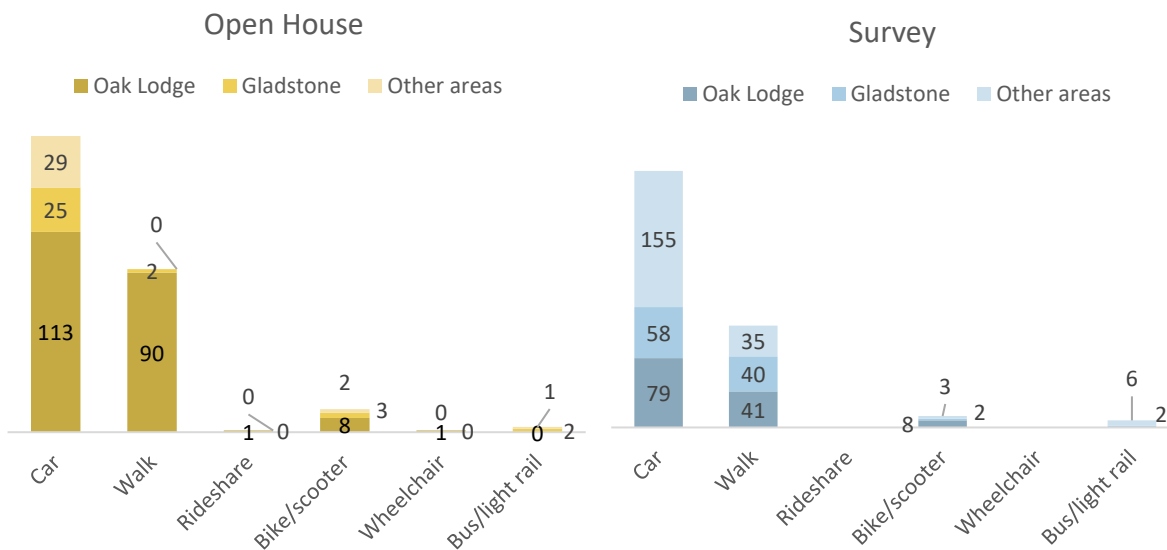
The same survey questions were printed and distributed to the libraries, Milwaukie Center and the Gladstone Senior Center in both English and Spanish. Participants in the underrepresented stakeholder meetings were given the option to complete the printed survey, in addition to participating in a guided discussion that covered the similar questions. The following survey results include both online and printed versions; due to self-selection of survey takers the survey results make include some double counting.

Survey Results

The most common responses at both the open house and printed/online surveys are shown in the tables, while geographic responses for each question are shown in the charts.

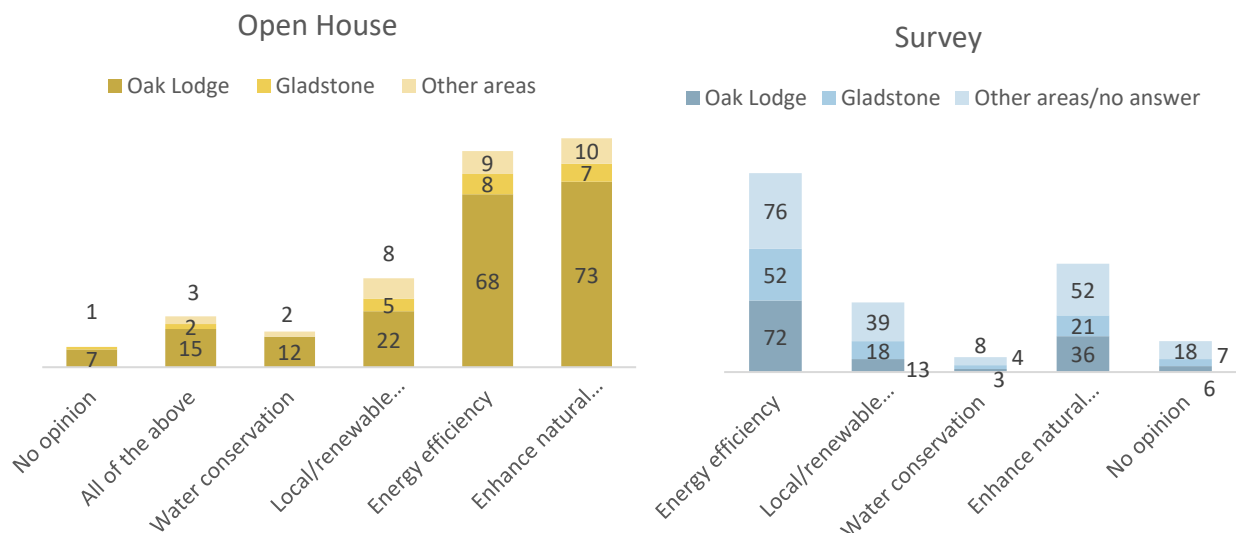
Question 1: What is the most common way you and your household will travel to a new park, library, or community center?

	Open House	Survey
Drive car	60%	68%
Walk	33%	27%
Bike/Scooter	5%	3%



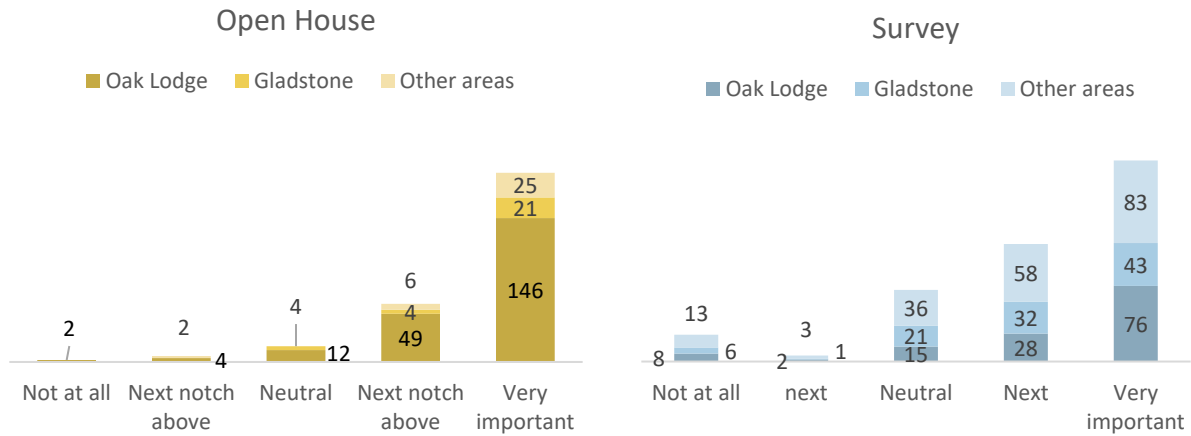
Question 2: What does sustainability in a park, community center, and/or library mean to you?

The most common responses were **“enhance natural habitat”** and **“energy efficiency.”**



Question 3: How important is it for art, local history, and culture to be integrated into your library, community center, and/or park?

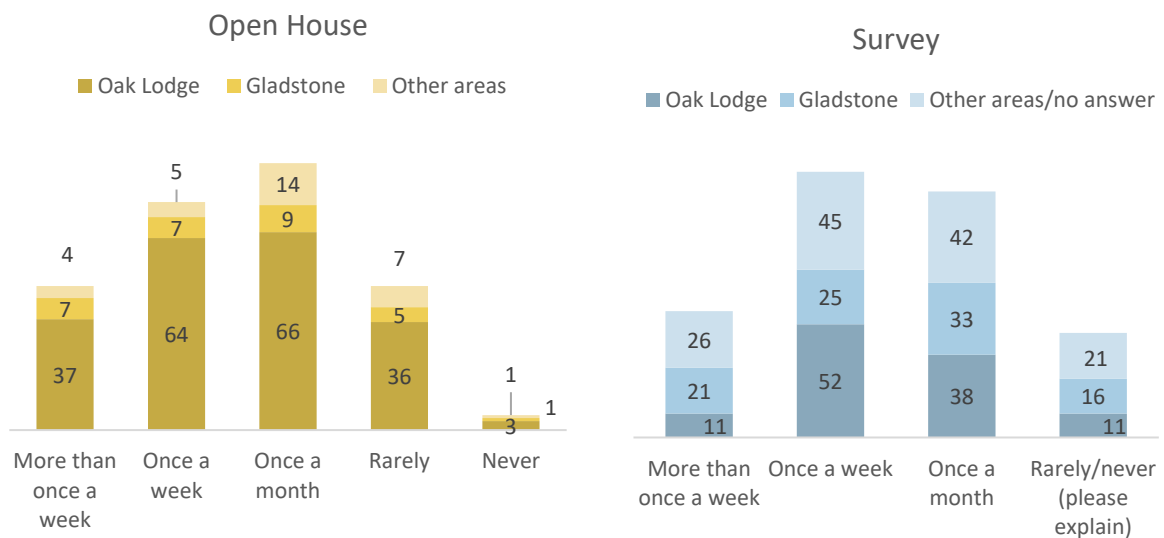
	Open House	Survey
Very important	70%	48%
Relatively important	21%	28%
Neutral	6%	17%



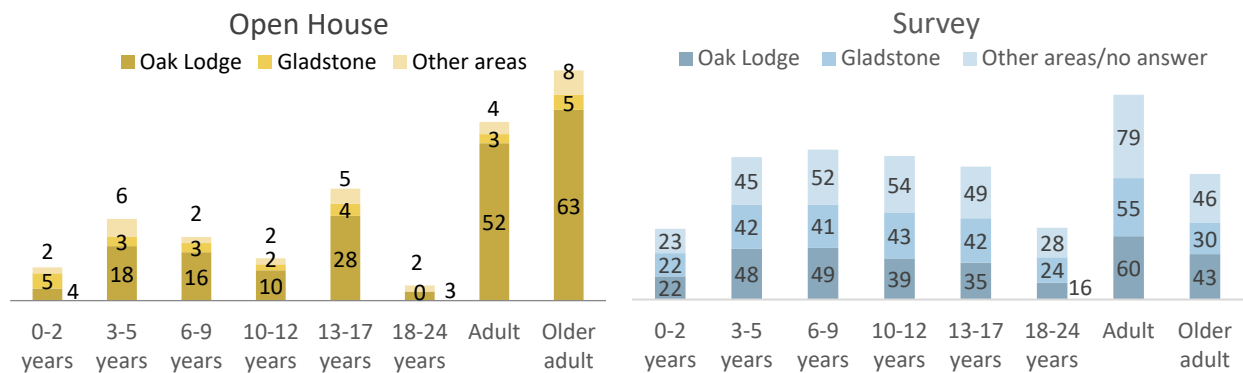
Library Questions

Question 4: How often do you visit a library?

	Open House	Survey
Once a week	29%	36%
Once a month	33%	33%
Rarely	18%	14%
Never	2%	14%



Question 5: Choose the most relevant age group you would like to see activities for. Respondents at the open house and through the survey selected **adults** or **older adults**.



Question 6: What is the most common reason you would have for visiting a library? More Gladstone survey respondents said they would use a gift/book shop, while Oak Lodge participants (open house/survey) had more interest in picking up holds/get staff assistance.

	Open House	Survey
Browse books, media	49%	63%
Pick up holds	20%	49%
Attend events	9%	28%
Spend time with kids	4%	19%
Book/gift shop	3%	9%
Use a computer/wifi	2%	9%
Relax	1%	10%
Study	1%	5%
Use meeting room	4%	8%
Find things in my language	1%	1%
Get library staff assistance	0%	NA
Hang out/build community	4%	NA

Question 7: My library should feel...

More survey respondents from Gladstone wanted to see a high-tech and teen-friendly library, but most of the other questions had similar responses regardless of geography.

	Open House	Survey
Welcoming/accessible	36%	43%
Quiet	11%	31%
Kid-friendly	8%	30%
Cozy	7%	31%
Open	5%	16%
Teen-friendly	2%	12%
Place to get involved	9%	13%
Informative	9%	20%
Connected to outdoors	9%	26%
High-tech	3%	14%

Question 8: In addition to books and comfortable seating, my library should include...
There was little difference in responses based on geography of the respondent/participant.

	Open House	Survey
Private Rooms	6%	30%
Lecture or class space	14%	25%
Storytime area	14%	49%
Interactive play areas	12%	26%
Community meeting areas	37%	42%
Social gathering space	17%	31%

Question 9: What kinds of events do you want to attend in your library?

There was little difference in responses based on geography of the respondent/participant.

	Open House	Survey
Literary events	33%	52%
Cultural events	29%	43%
Community meetings	19%	29%
Opportunity for families	11%	35%
Children's storytime	5%	23%
Study groups	3%	14%

Question 10: What other programs or services would you like to see?

Participants were given the opportunity to submit any other programs or services they would like to see at their library. A total of 52 comments were submitted at the open house. Key themes are summarized below by number of submissions.

- Provide student and learning services and spaces, i.e. tutoring, study groups, etc.
- Promote art through programming and spaces, i.e. classes, gallery space, local art exhibits, etc.
- Promote music through programming and spaces, i.e. classes, events, performances, etc.
- Provide programming and activities for people with disabilities.
- Provide connections to social services. One participant suggested offering warming stations for houseless individuals.

Approximately 147 survey respondents shared which other programs and services they would like to see in their library, and the top themes included:

- Teen and preteen space and programming opportunities
- Having a Library of Things (household/hobby items that can be checked out/circulated)
- Programming and spaces that promote art and music– classes, gallery space, local art exhibits
- Gardening programming – classes and a seed library
- Author talks
- Coffee bar
- Community events – both at the library as well as a community bulletin board showing other area community events
- Friends of the Library bookstore for donating/buying used books

- Tech spaces with opportunities to use 3-D printers, scanners, audio and print digital converters

Community Center Questions

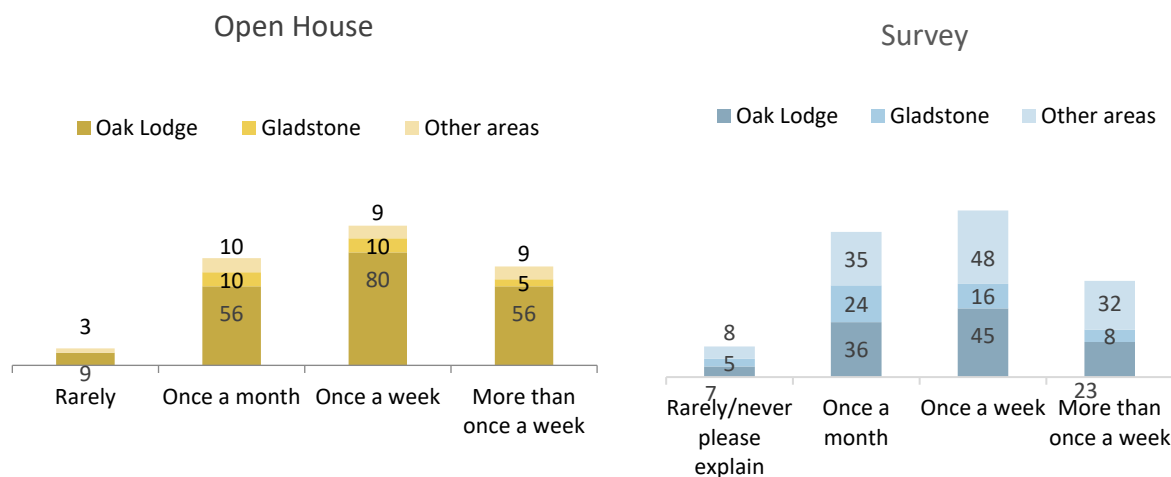
Question 11: What types of activities would you and your household like in a community center?

The survey allowed for participants to select two activities. Notably, survey respondents were more interested in sports, fitness/dance, video games/movies, and informal gathering than the open house participants.

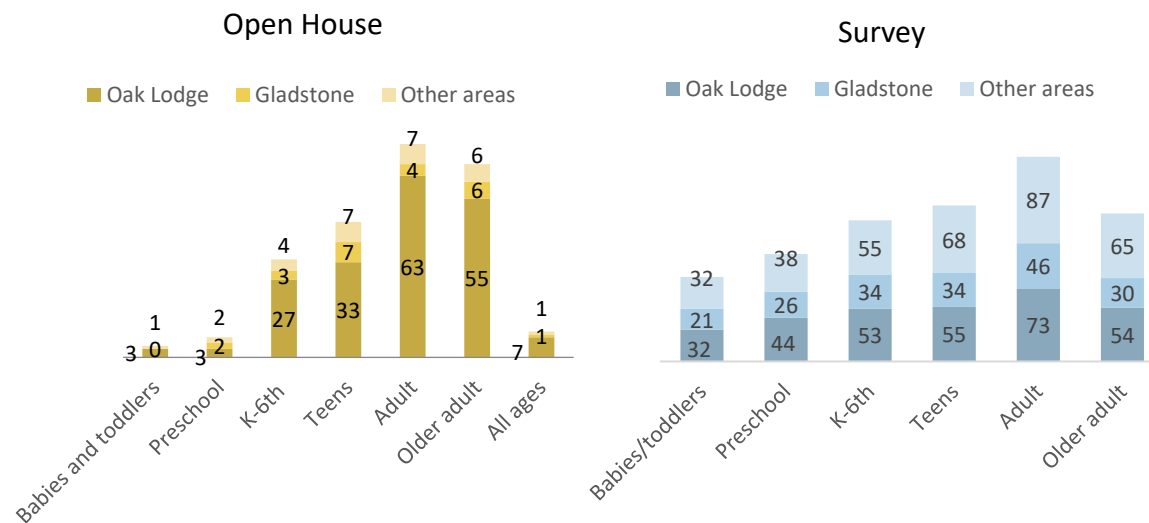
	Open House	Survey
Sports	7%	22%
Fitness/dance	17%	41%
Personal fitness	10%	22%
Music/art classes	27%	52%
Educational lectures	10%	21%
Community services	11%	22%
Cooking classes	10%	29%
Video games/movies	2%	9%
After school programs	10%	27%
Informal gathering	1%	11%

Question 12: How often would your household visit the community center if it offered the activity you chose?

Participants at the open house and survey respondents mostly said they would visit **once a week**. Notably, Gladstone participants were 10% less likely to visit once a week than participant from Oak Lodge and other/unspecified areas.

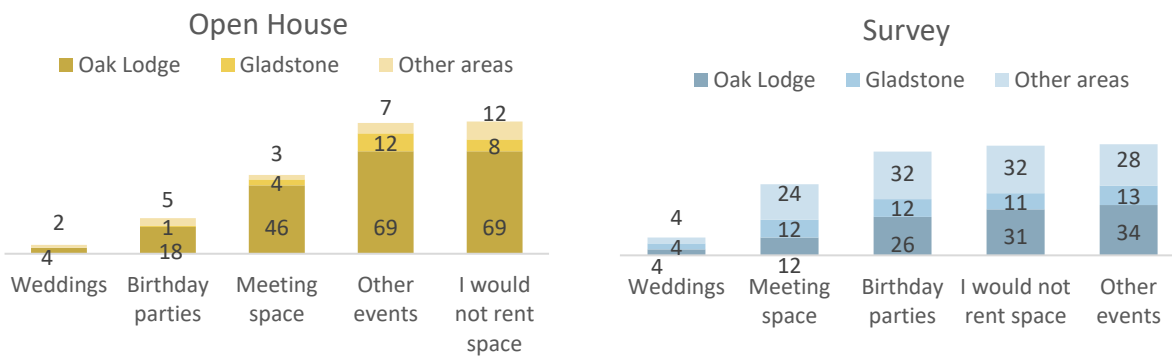


Question 13: Which age groups would you like activities for?



Question 14: What would you rent space in a community center for?

	Open House	Survey
Weddings	2%	4%
Birthday parties	9%	25%
Meeting space	20%	19%
Other events	34%	26%
I would not rent space	34%	26%



Question 15: Explain the reason you or your household would visit as often as you selected.

Fourteen open house participants stated their specific reasons for visiting a community center rarely or never, and the top reasons were:

- It depends on the activities that were offering at the community center
- They are unsure what types of activities would draw them in
- Proximity to their homes

One hundred sixty-six survey participants shared their reasons for visiting as often as they selected, and the top reasons were:

- It depends on the activity offered and the activity schedule

- They don't have time to visit more often
- Communities activities and events are important to them
- Social interaction and family time is important to them
- Low cost/free activities are desirable

Park Questions

Question 16: What would encourage you to visit a park at the Concord property?

A total of 69 open house comments were submitted. Key themes from the comments are summarized below.

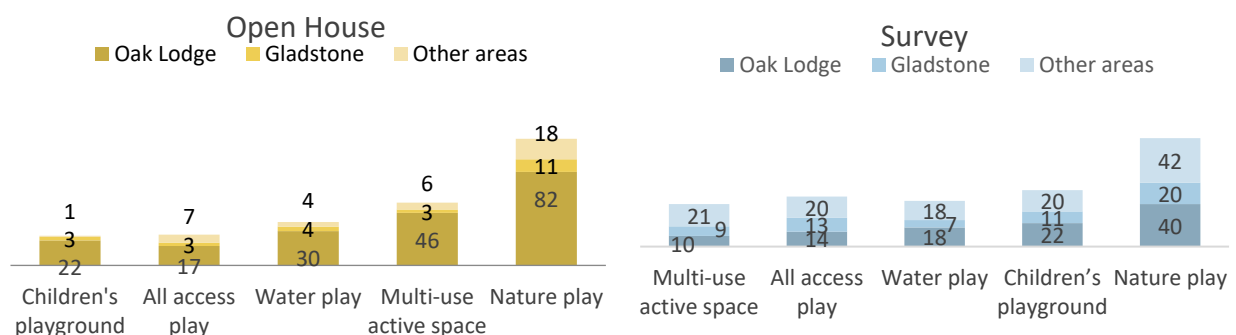
- Walking paths and trails throughout the park.
- A variety of sports fields and courts, both indoor and outdoor. The two most commonly suggested were Pickleball and Bocce Ball.
- Events and event spaces, i.e. concerts, plays, movies, nature talks, an amphitheater, social events, etc.
- Places to commune with nature.
- Sidewalks to support safe walkability to and from the park.
- Kid's play areas.

Two hundred nine survey respondents shared their preferences for Concord park, and the following themes were prevalent:

- Walking trails or paths
- Playground equipment, especially interesting or unique equipment or equipment that appeals to very young children up to preteens
- Dog park or off-leash area
- Native plants, enjoying nature, having natural spaces
- Movies, concerts, events
- Safety
- Accessibility
- Fun or interesting activities
- Trees and shade
- Water feature or splash pad

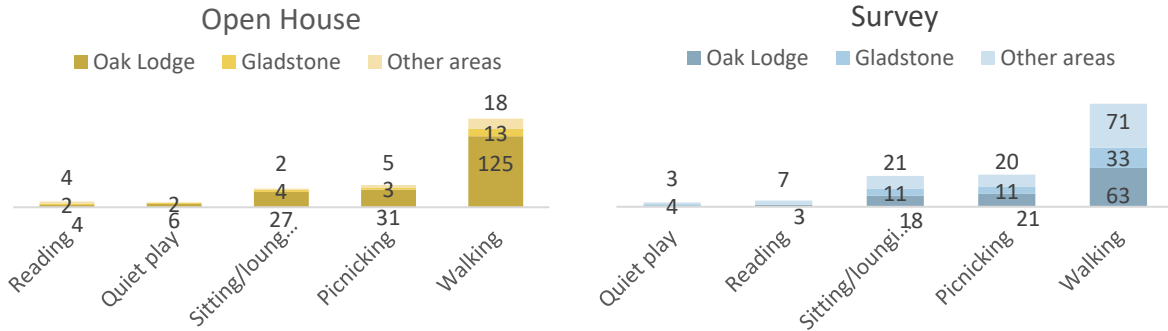
Question 17: What type of play would you like to see in your park?

Both the open house and survey responses indicated interest in **nature play**, with **children's playground** the second most popular for survey respondents and **multi-use active space** second for open house attendees.



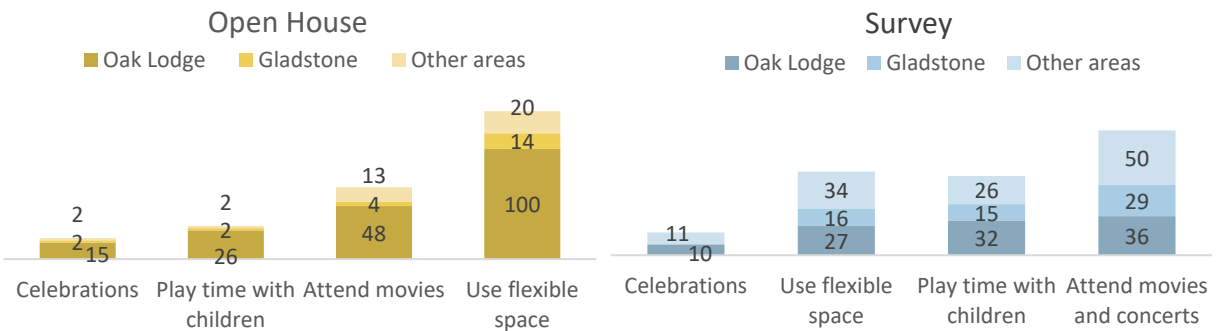
Question 18: What single way do you want to relax in the park?

	Open House	Survey
Walk	63%	58%
Picnic	16%	18%
Sit/lounge	13%	17%



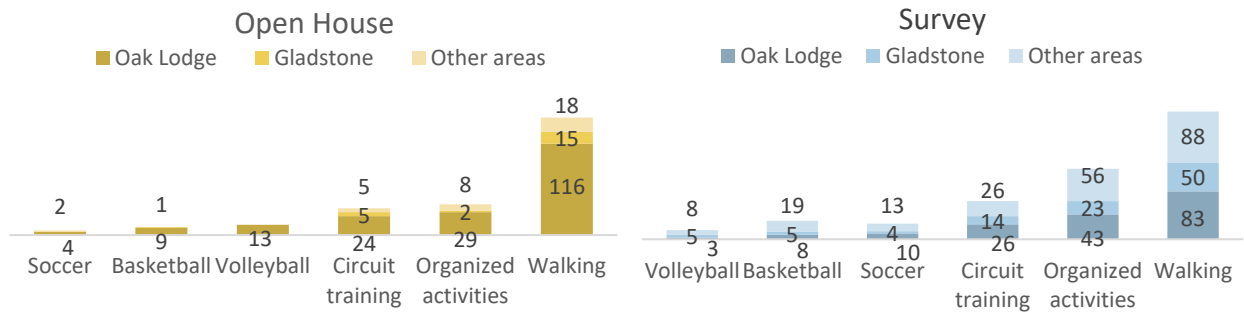
Question 19: How do you want to gather with friends and family in the park?

	Open House	Survey
Flexible space	54%	27%
Attend movies	26%	40%
Playtime with children	12%	26%



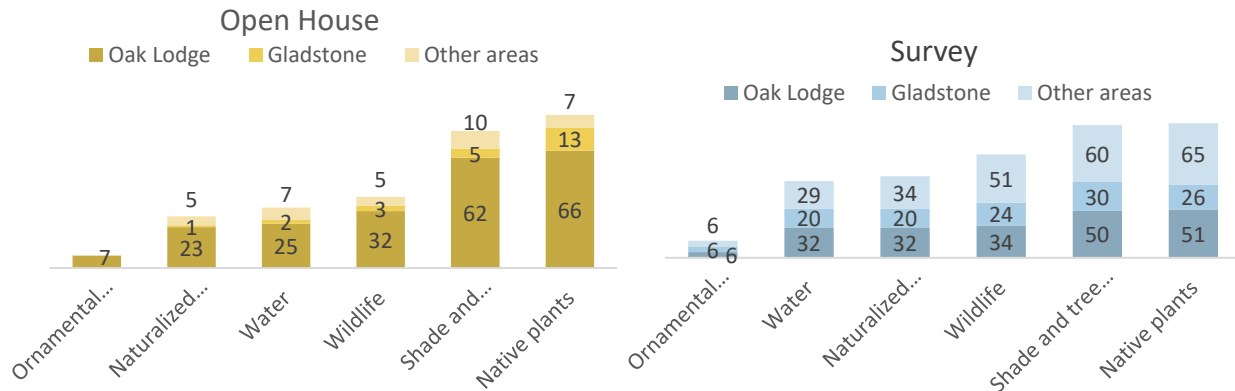
Question 20: Which fitness activity would you or your family like to enjoy in the park?

	Open House	Survey
Walking	59%	76%
Organized activities	15%	42%
Circuit training	14%	23%



Question 21: Which image best matches your idea of experiencing nature in the park?

	Open House	Survey
Native plants	31%	49%
Shade/tree canopy	28%	48%
Wildlife	15%	37%



Question 22: Do you have any other comments or questions that were not addressed in the survey?

Seventy-nine open house attendees offered additional suggestions, and the top themes included:

- Support for the Oak Lodge Library being located at the Concord property
- General support for the project
- The importance of safety and/or concern about homelessness on the property
- The need for adequate parking
- The value of working with community partners and organizations during the design, such as the North Clackamas School District and social service agencies
- Maintaining the Concord School's stage or building a new one

There were several unique ideas provided. A few examples are listed below:

- It would be nice to have one close parking space available for people who just need to return books.
- Obviously we want everything, but given limited resources, I'd most like to meet the needs that aren't being met at other nearby facilities, so look at the Milwaukie Library, other nearby parks, and community resources and figure out what local residents most need that they can't find elsewhere, focusing on social connection and the needs of diverse people and cultures. Plan for the fact that these will need to be safe spaces for folks who lack shelter and basic services, finding ways to accommodate them and connect them to appropriate resources and services nearby if they cannot be provided on site.
- The Concord building has artwork and murals created by former students and local artists. I would like to see all of that preserved.
- Wichita Center For Family and Community in Milwaukie holds a special place in my heart. Wichita Elementary School now Wichita Center is used for many purposes. Head Start, WIC, Ready Set Go, Community Services, facility use, counseling, food

pantry/clothing/school supplies for families in need, volunteer opportunities, parenting classes, spaces available for trainings/classes/meetings, (ie. CPR/First Aid/Glucagon classes, staff meetings/community family movie nights, gym use/rental, and much more uses not mentioned. This is the type of community center I would love to see the old Concord Elementary School turned into.

Stakeholder Interview Summary

Project staff met with key community group leaders or organizations that serve this area to understand who would be most affected by the project. These stakeholder interviews confirmed the right groups and community members to conduct further meetings to ensure their voices were captured in this design phase.

The groups or individuals interviewed:

- Alex Van Pet, Pantry Manager, Gladstone Food Pantry
- Karen Rush, Principal, Oak Grove Elementary School
- Colin Black, Director, Gladstone Senior Center
- Kandi Ho, Recreation services manager, NCPRD
- Joe Loomis, Recreation Supervisor, Clackamas County
- Marty Hanley, Supervisor, Milwaukie Center
- Mitzi Olson, Library Director, Clackamas County
- Bob Stewart, Superintendent, Gladstone School District
- Patti Zavala, Hispanic Interagency Networking Team (HINT)

Key themes highlighted or information gathered during these interviews:

- The Russian/Ukrainian communities are being displaced further south of the project area.
- Many of the low-income and under-represented community groups are being displaced.
- Spanish speakers have been hesitant to participate or visit community gathering spaces since the 2016 Presidential elections. There are several online and in-person groups that feel safe for Hispanic/Latinx people to gather, but these are limited.
- Much of the population in the area are working class or working poor (employed but living close to the poverty line).
- Many low-income people walk to services and currently have to travel long distances to reach these services.
- There are few after-school programs available in the area, particularly for low-income families.
- Many children are living in poverty without access to safe gathering spaces; many live with grandparents or working parents and spend time at home alone.
- Older adults are well represented in the community, particularly at the senior centers and on the Task Force.
- Other program/service providers have a hard time reaching under-represented groups; particularly non-English speaking communities.

Under-represented Community Groups

During four meetings, with an average of 14 people in attendance at each meeting, under-represented community groups were asked the same questions. These under-represented groups were selected based on lower involvement in other community planning projects in the past, including Spanish speakers, people with lower incomes, people without access to stable housing, teenagers, older adults, and parents of young children. During these meetings project staff were able to delve deeper into understanding the concerns and hopes for the future sites.

Gladstone High School Journalism Class

December 13, 2019 | 9-9:30 am

Gladstone High School, 18 students

Half of the students noted that they primarily drive to get around. A little less than half said that they walked (and a few that drive now noted that they used to walk a lot). Three students said that they primarily ride their bikes to get around.

Students were unanimously interested in staying involved and liked having someone come to their school to talk about them. They had a lot of ideas they were eager to share and thought it would be a good idea to continue to come to the High School to speak to them.

Gladstone Library Issues

- Books (obviously)
- Computer area, but especially for printing (not a lot of people have printers at home, so this is a helpful service)
- Wooden shelves, rather than metal shelves (These feel cozier and nicer)
- Carpeting
- Soft colors (not bright or harsh colors)
- A cozy hangout space, maybe with cushions or couches
- A fireplace
- “Make it feel like a living room”
 - The students talked about the Oregon City library, and the cool hangout spot they have in the teen section, as well as the cozy fireplace area in the older part of the building. This cozy, warm feel was really appealing to the group.
- One student noted that, before she and her friends had their drivers licenses, they would spend a lot of time walking around Gladstone, and the library was one place where they would regularly stop to get warm in the winter. She felt that if the new library could not only be warm, but be a nice place to hang out, it would be really appealing to young people in the area.
- Have lots of window
- Don’t make it too modern
 - Students almost universally noted that Gladstone has a small town feel, and putting in a really modern-looking building wouldn’t fit the feeling of the town. Some felt that it would be okay to have a modern interior, but the exterior should match the existing character of the town.
- Make it feel inviting and welcoming

- One student noted that he likes the double doors in the current Gladstone library, which give you space to put your bike, or dry off, or whatever.
- One student noted that she never really liked reading as a kid, but her babysitter would take her to the West Linn library, that had a cool kids area downstairs. She felt that it's important to have kid friendly areas that aren't necessarily centered around reading, but are attractive to children who want to do lots of different activities.

Concord Community Center and Park Issues

- Nearly all the students were familiar with the Concord site, but not with the project (one student had attended K-6 there).
- They felt that music features, either spaces to take classes or, ideally, studio space would be very cool
- Space for art classes
- Yoga/barre studio space: wood floors, mirrors
- Basketball court
 - Outdoor basketball was preferred by most, but some thought indoor might be good too
- Mat rooms for wrestling practice
- Rock climbing wall
- Some felt that a skateboarding feature would be attractive

Good Roots Food Pantry

December 14, 2019 | 7:45-9:00 am

Good Roots Community Church, 16 participants

The Food Pantry attendees represented a lower-income group of stakeholders. Staff walked through the intercept survey with 16 participants as they queued up for the food pantry on a Saturday morning. About half said they would access the new facility via public transportation and the other half said they would drive. This group was a largely mix of Caucasians and African Americans.

Library Questions

Almost all of the participants said they couldn't narrow down the most relevant age group for library activities and that all ages should be considered equally. Their top reason for visiting a library was browsing books or media, and their other top three choices included: using a computer/Wi-Fi, picking up holds, and hanging out.

Community Center Questions

The participants' top activity choices at a community center included:

- Music or art classes (7)
- After-school programs and/or summer camps (6)
- Sports (4)
- Fitness/dance (4)
- Video games or movies (3)

Parks Questions

The most popular reasons for participants to gather in a park were to attend movies and have play time with children. The types of play they most preferred were all access play and multi-use active space. Their favorite way to relax in a park was clearly picnicking, but they also liked the idea of sitting/lounging and walking. Walking, basketball, and organized activities were their top fitness activity choices.

Oak Grove Elementary Latino Families

January 8, 2020 | 6-7:30 pm

Oak Grove Elementary School, 16 participants

Families arrived at the Oak Grove Elementary School cafeteria, were greeted by project staff, and invited to help themselves to the buffet dinner. After dinner approximately ten children left the cafeteria to join the fun in the childcare room adjacent. Allison and Kathryn introduced the project and Allison gathered the adults into a cozy small circle and began the discussion.

General Interest and Feedback

- Classes for learning income-generating skills (while kids are in school) – arts/painting, crafts, sewing, pastry and cake making, cooking, repurposing of recycled material, beauty, etc.
- Classes and workshops to learn skills along with English classes / skills that can translate to people getting jobs.
- Group Activity Studios – Zumba, group fitness exercise for moms, dance, yoga, fitness for little (toddler/preschool) kids.
- Things for moms to do while the kids are at school.
- Opportunities for teaching socialization skills for preschoolers (often at home with mom all day long).
- Good design, but high value on functionality.
- Classes important.
- Ability to meet other people important.
- Accessibility for all.
- Method of transportation generally walking – many Latinos live in the Concord community, close to the school. Leave car at home.
- Need more parking spots
- Along with the classes people want, the facility should be functional and practical – fulfill the functions it is designed for
- Need space for children that are too young to read to be able to play

Outdoor Spaces

- Place to grill/bbq
- Trees and shaded areas
- Covered spaces in case of rain
- Flowers – important to connect to nature
- Children's play area – universal accessibility for young and old
- Soccer (prefer large area)
- Volleyball
- Basketball

- Water play and splash pads
- Movies in the Park
- Concerts
- Site furnishings – tables, benches, bbq grills, areas for food and gathering.
- Permanent restrooms with changing tables (not porta-potties).
- Gladstone parks too far away for many of these opportunities.

Cultural Feedback

- Reflection of different cultures.
- Opportunities to meet new cultures/communities within the local area – cross-cultural opportunities.
- Art workshop for the community to have others learn about our community
- Place where Latino community can feel welcome in the area – no area that belongs to them.
- Art important.
- Consider opportunity for mural by local Latino artists at entry (suggestion by Rose Ojeda).
- Paint – representations of culture.
- Spanish printed material appreciated.
- Spanish-speaking author events.

Technology

- Access to computers and resources (copies, paper, printing).
- Computer classes.
- Access to eBooks / online material not highly critical (not familiar with using LINCC/phone apps for library services).
- Prefer areas of community, rather than spaces for technology (prefer to shift kid's focus to more social interactions rather than technology).

Multi-purpose/ Flexible Spaces

- Highly desirable!
- Capacity for up to 200 people
- Kitchen availability desirable
- Birthdays
- Quinceañeras
- Family celebrations
- Mexican dancing – use late in the evening, and is often loud
- Rentable to people outside the District
- Idea of cost?

Arts and Crafts Spaces

- Place for hands-on-learning opportunities.
- Arts and crafts classes desirable.

Informal Gathering

- Important!
- Coffee shop – desirable

Gladstone Family Center

January 15, 2020 | 6-7 pm

Gladstone Family Center, 6 participants

Six adults (two Hispanic) and seven children attended the event and ate dinner together while listening to Kathryn present general project information. Children then played in a separate room while parents answered survey questions and provided qualitative details about the project. All adults completed the survey. Two live in Milwaukie and four in Gladstone. Most either drive or walk/bike to existing the Gladstone library and were interested in walk/bike options for the future. Three moms go to the library weekly or more than once a week, while one family (Hispanic) rarely visits.

Library/Community Center Issues

- Include comfortable, plentiful seating for adults in the kid area that allow parents to hold kids on laps.
- Separate teens from younger kids; inappropriate topics/language.
- Have technology in a separate area from kids since the idea of going to the library is to interact with books, activities, or people, not technology.
- There was a desire for free meeting rooms that hold under 10; free spots to work (instead of a cafe)
- Want activities that are for all ages, but friendly for children (even if not geared toward children)
- Affordable options for classes was a huge issue, particularly for kids programs and after school/summer programs. Suggestion for punch card system.
- Few mentioned wanting to rent the space, though one family was interested in renting for birthdays.
- Gladstone residents were very interested in using the community center and wanted to see it integrated with other services. They mentioned not feeling that the Milwaukie Center was accessible to all ages.

Park Issues

- Want a splash pad (one in Gladstone is always full)
- Don't want sand or bark chips (not ADA and cat poop); some don't go to certain parks because of the amount of bird poop
- Spread out play structures to allow for different age groups and large numbers of kids; need at least 4 swings
- Have seating for parents nearby kid areas; shaded or covered areas are desired
- Have covered outdoor areas for the rainy season
- Like multi-use/flexible space that includes a large grassy area for running around (kids)
- Like plants that are natural and touchable
- Fenced kid areas felt safer to some parents

EVALUATION

As outlined in the Public Involvement Plan, the project team internally asked and answered the following questions, and will do so again during the next phase, to measure the success of the outreach efforts and refine future outreach activities. Public responses from this round of outreach that were related to specific activities will be considered during the next project phase.

- **Did we work effectively and proactively to inform and coordinate with partners?**
 - Yes, we had a good first phase and kick-off for the project. Most people who took the online survey, participated in under-represented group meetings, or attended the open house liked the meeting formats and were just learning about the project.
 - About 48% of total participants (415) attended an in-person event, with a total of 501 collected surveys or comment forms (online and print); about 849 people were engaged throughout the first phase.
 - 56 people participated in the under-represented community group meetings and 54 people indicated in the online survey demographic questions that they were either Hispanic, spoke a language other than English, or preferred not to say their ethnicity/race (often answered that they spoke Spanish). At a conservative estimate, about 100 people represented under-represented community groups (low-income, people of color, multiple language speakers, limited English proficiency speakers, teens). That is about 10% of all people involved with the project.
 - A mix of paid and organic messaging on Facebook reached roughly 30,000 people. There were 1,688 page views on the website during the outreach period. About 23% of that traffic came from social media.
- **Did we correctly identify and reach all of the key stakeholders? If not, what can we do to reach out to them? Also, what were the reasons we missed some, and how can we do a better job in the future?**
 - We did not have success connecting with the Russian or Ukrainian communities. However, we are still working to connect with them for the next project phase.
 - We had successful contact with the Hispanic community through North Clackamas School District, but less success through the Gladstone Family Center – however, we think we can be successful with more advertising time. We also connected with HINT and have a new Task Force member who can help connect us with community members.
- **Did we correctly identify stakeholder issues? If not, how can we do a better job in the future?**
 - Yes, the open-ended questions at the open house and online survey reflected many of the issues that we anticipated. The stakeholder interviews helped refine the issues, as did the under-represented group meetings.
- **Were our messages about the project effective? If not, why?**
 - Yes, as the kickoff for the project we were able to explain what the project is looking at and why we want public feedback. There were very few comments via the open house or survey that reflected confusion about the project.
 - A better site map could be useful in orienting people to the sites.
- **Were translation/interpretation services helpful? Were translated materials easy to understand and accurately translated?**

- Yes, both worked well. We did not hear any complaints about translation or interpretation services.
- **How did each of the project's communications tools work? How can we expand the use of those that are working well and refine those not working as well as they could be?**
 - The under-represented group meetings went well, though it was hard to schedule low-income and Eastern European. We will need more time to advertise during the next phase. However, the small group meetings and intercept survey worked well and there was interest from new audiences.
- **Did we reach our target audiences? If not, what other tools would have been more effective?**
 - We did not collect emails or contact information via the online survey because of the high number of questions. We will want to collect that information in the next phase to ensure we circle back with participants.
 - We will want to ask event participants to evaluate the outreach techniques, not just take a survey. This can be done with a printed comment card or done verbally with under-represented groups at a meeting.