

**University of Washington—City of Bellevue
Livable City Year Program (LCY)
2018-2019**

Terms and Conditions as per Agreement between the City of Bellevue, a municipal corporation in the State of Washington (“Bellevue”), and the University of Washington, an institution of higher education and an agency of the State of Washington (“UW”), having its principal campus located in Seattle, Washington.

PROJECT TITLE: *Community Engagement Strategy for Residents of Multi-Family Housing*

SCOPE OF WORK #: HPG-1

City Department / Division: Community Development/Neighborhood Services

Course number: URBDP 562

Course name: Introduction to Neighborhood Planning and Community Development

Date: Spring 2019

Contacts:

Bellevue Project Contact:

Mike McCormick-Huentelman, Assistant Director, Community Development Department, MMHuent@bellevuewa.gov, 425-452-4089

UW Faculty Contacts:

Richard Conlin, Affiliate Instructor, UDP, conlin@speakeasy.net, 206-499-5793

City of Bellevue LCY Program Manager:

Danielle Verwahren, dverwahren@bellevuewa.gov, 425-452-2733

UW LCY Program Manager:

Teri Thomson Randall, terir@uw.edu, 206-221-9240

Purpose of Project/Project Description:

Propose best practices for community engagement for residents of multifamily (MF) housing. Include the spectrum of MF types: high-end vertical communities, market-rate townhomes/apartments/condos, affordable housing.

In 2015, 39% of Bellevue residents lived in multi-family households. More than 75% of multi-family households are renter occupied. As Bellevue continues to grow, the number of families living in multi-family households will continue to grow and reshape Bellevue’s understanding of its neighborhoods and its priorities. The City of Bellevue desires to learn what new approaches or strategies might improve communication and civic engagement with its multi-family residents. This project will ask questions like:

- What does the City need to know that is unique about different types of multi-family communities (high end vertical communities, market-rate

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townhomes/condos/apartments, affordable housing)? What are the similarities or common characteristics?

- What is the role of the property manager? Are there different communication channels used by different communities?
- What type of city services, city projects, or initiatives do multi-family residents want more information about?
- How do current methods of engagement work in these communities? Are there new methods of engagement that need to be considered?
- What methods have other jurisdictions tried to improve communication and participation?

Bellevue will have as many multi-family units as single family units in the coming decade – and the population will likely only grow in these communities. The City must create/pioneer new approaches to establish new pathways for civic engagement and listening to MF voices in order to shape future city decision-making. The project will review best practices that have evolved in other communities and evaluate the relevance of these examples to Bellevue. The discussion of emerging best practices will lead to specific and useful ideas.

Objectives/Desired Outcomes:

1. Identify strategies that can be implemented by the City that could effectively improve community engagement in multifamily housing.
2. Propose a methodology for piloting and evaluating these strategies, tailored to specific communities and their characteristics, along with a continuous improvement strategy to learn from the pilot projects.

Scope of Work Deliverables, *In Addition to LCY Report:*

1. Review of best practices from a set of other communities that have sought to improve engagement with residents of multifamily communities.
2. A typology of the different types of multifamily communities, referencing the nature of the multifamily housing, its concentration and density, and its relationship with surrounding communities.
3. A set of recommendations and ideas for structuring engagement in these communities and specific steps for implementation, piloting, and evaluation/continuous improvement methodology for these recommendations.

Academic Quarter Timeline and Key Milestones

November 2018 through January 2019: Faculty Contact meets with Bellevue Project Contact and key stakeholders. Faculty Contact and Bellevue Project Contact jointly develop outline for key issues to be examined in class work.

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March 2019: Faculty Contact meets with Bellevue Project Contact, provides list of students and coordinated schedule for project. Class convenes, introduction and briefing about Bellevue; class begins research and field work.

April 2019: Students work with Faculty Contact in consultation with Bellevue Project Contact to conduct initial research and develop plan for field work. Bellevue Project Contact or designated representative attends class working session (location to be determined) to identify key information and assist students in developing plan outline. By end of month, class will have completed research on other cities and initial field work in Bellevue.

May 2019: Students conduct field work and other research. Draft of project paper submitted to Bellevue Project Contact by May 20. Bellevue Project Contact reviews and comments on draft by May 24, attends work session the following week to assist in preparation of final paper.

May-June 2019: Students complete final paper under guidance of UW Faculty Contact and submit to Bellevue Project Contact and LCY Program Manager.

Date and time for mid-term presentation: First half of May 2019

Date and time for final presentation: early June 2019

Communications Plan:

1. Identification of UW Student Contacts: Within 2 weeks of the beginning of the quarter the UW Faculty Contact will provide the City Project Contact with the names and email addresses of all UW Points of Contact. Email and phone call inquiries to the City Project Contact shall come from designated UW Points of Contact.
2. Meeting requests: The UW Faculty Contact will identify times and dates where the City Project Contact or other City representative(s) are asked to attend a class or meeting. Whether a meeting is to occur in Bellevue or on campus, all meetings must be scheduled at least one week in advance at times that are mutually workable.
3. Student requests for information: All requests for information will be submitted to the City Project Contact by email. Unless otherwise indicated, the City Project Contact will provide requested information within 2 business days (e.g., a request submitted on Monday will be responded to by close of business Wednesday).
4. City review of draft documents: Draft documents that are less than 10 pages will be reviewed and responded to within 2 business days. Draft documents that are 10 pages or more will be responded to within 5 business days.

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5. Public surveys and community outreach: If the class determines that they need to gather information by means of direct outreach to Bellevue citizens and/or businesses (public meetings, surveys, social media), the City Project Contact will be notified at least one week prior to any interaction. The City Project Contact will also be provided with the dates, locations, questions, and objective of any public interactions.

Responsibilities:

Bellevue: Support visits to campus and Bellevue and respond to requests for information and review of documents as specified in the Project Communication Protocols. Work with UW Faculty Contact to provide and/or develop contacts and data related to project.

UW: Conduct research and analysis related to the objectives of the project, and provide Bellevue with a draft paper that proposes implementation steps towards achieving project objectives. After review and comment from Bellevue coordinated by Bellevue Project Contact, provide final paper. Comply with all aspects of the Project Communication Protocols.

Stakeholder partners: None specified, will be developed in consultation with City of Bellevue staff.

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Approved by:

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City of Bellevue Project Contact(s)

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Branden Born

Branden Born or Jennifer Otten, UW LCY Co-Directors