



Citizen Comments on New Whatcom Waterfront Planning May 2008

#	Date Rec'd	Subject	Citizen/ Group	Comments
Last Update 4/30/2008				<i>Citizen comments received from citizens submitting comment to the Port and City and through the New Whatcom website through May 2008. Prior month comments can be viewed on the website in separate monthly documents.</i>
322	5/15/08	Concept Planning	Dave Courtis	<p>I appreciated Robyn's question at the end of last night's WAG meeting-Why do members of the public who have been actively engaged in the planning process for the Waterfront District feel excluded?</p> <p>My response as one of those individuals: I am increasingly frustrated by the total lack of feedback to my proposals. I feel that my comments disappear into a "black hole" and do not receive adequate analysis and evaluation. It would be a major improvement if there could be a public response indicating either-"Great idea. This is how we are incorporating into the redevelopment plan" or "Bad idea. We will not use it because...." I feel that "Concept B" and the things discussed at last night's WAG meeting by the CollinsWoerman consultants are a gigantic improvement over the initial waterfront redevelopment proposals from several years ago. However, there are still additional improvements that should be made. I will continue to submit my comments (even if it feels like I am banging my head against a brick wall) because my sole motivation is to have the best possible redevelopment plan for the Waterfront District. These are three suggestions for improving "Concept B":</p> <ol style="list-style-type: none"> 1. The current plan to connect the heart of Downtown to the Waterfront District to Bellingham Bay is inadequate and

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				<p>ineffective. What is needed to achieve the universally supported, connectivity goal are straight line, visually appealing view corridors to link the three areas, not abrupt, angular bends that create visual barriers.</p> <p>2. Downtown should be connected to the Waterfront District by attractive staircases descending from the top of the bluff from the current ends of Bay Street (as proposed) and Commercial Street. The stairs would be fantastic, aesthetically appealing entryways into Bellingham's Waterfront District. In addition, the staircases would be far less costly than extending Bay Street and Commercial Street from the top of the bluff into the Waterfront District.</p> <p>Cont'd</p> <p>3. In addition to being a stunning view corridor and the focal point for the residents of the Waterfront District, the proposed Bay/City Pedestrian Mall would create substantial new economic value in the interior of the Waterfront District. Developers will want to build on the waterfront or adjacent to well designed parks because those are amenities which their customers desire. The pedestrian mall would provide highly attractive, high economic value, development opportunities along both sides of the park strip in a portion of the Waterfront District which otherwise has comparatively mediocre development potential. It should be easy to compare the potential economic value of the land along the Commercial Street right-of-way with and without the presence of the Bay/City Pedestrian Mall. If that is done, I am confident that the pedestrian mall will be seen as a "must have" addition to the Waterfront District.</p>
321	5/15/08	TBL Metrics Community Engagement	Robert Bystrom and Hamilton Hayes, <i>Founding Directors</i> www.CollectiveIntelligenceSolutions.com info@CollectiveIntelligenceSolutions.com	<p style="text-align: center;">Collective Intelligence Solutions <i>Audacious Workgroup Performance</i> 360-319-1936</p>



Robert Bystrom and Hamilton
 Hayes, *Founding Directors*

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				<p data-bbox="1102 332 1283 365">May 8, 2008</p> <p data-bbox="1297 406 1835 474" style="text-align: center;"><u>Feedback on Community Involvement</u> <u>Re: Waterfront Redevelopment TBL</u></p> <p data-bbox="1102 516 2022 695">Respected members of the Waterfront Advisory Group, Port and City of Bellingham, we know and honor the tremendous time and effort that has put forth by you in the form of public information and formal hearings on the waterfront redevelopment. Congratulations on that effort and commitment.</p> <p data-bbox="1102 699 1209 732">Cont'd</p> <p data-bbox="1102 737 2022 915">In the conduct of our normal business, my business partner and I decided to use a question about TBL and the waterfront as part of our training. We think we learned something that was not apparent about the public information process and would like to share those insights with you.</p> <p data-bbox="1102 956 1251 989">Summary</p> <p data-bbox="1102 993 2022 1386">This last January, we began a series of workshops on organizational communication and performance. As part of the training, we needed a community based question to use. We gathered responses from the workshop participants on the question of what can be done to implement TBL for the waterfront redevelopment. In the workshops, over 50 participants contributed their ideas. The participants included Bellingham business owners, neighborhood leaders, city and county employees, business professionals, managers, community service leaders and interested citizens. Their bulk of the responses revealed three main concerns:</p> <p data-bbox="1102 1391 1997 1497">1) there is a lack of information about TBL and how it will be used to guide the waterfront redevelopment, 2) the definition of and process for determining the TBL metrics</p>

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				<p>to be used is unclear, and 3) there is a need for the City and Port to provide ongoing engagement of the community in the development of the TBL metrics.</p> <p>TBL Awareness Study Results</p> <p>Brief Study Description: The study involving 50 citizen participants was conducted by Collective Intelligence Solutions from January, 2008 through March, 2008. The study was conducted during a student exercise using workgroup collaboration technology created by Collective Intelligence Solutions.</p> <p>Cont'd</p> <p>Study participants included business owners, local government workers, community leaders, professionals, managers and interested citizens.</p> <p>Participants were randomly grouped together to address the question "What is one thing that can be done to implement TBL for the waterfront redevelopment."</p> <p>Results Summary: All responses were categorized as follows:</p> <table data-bbox="1094 1317 2034 1497"> <thead> <tr> <th data-bbox="1094 1357 1472 1390">Category of Response</th> <th data-bbox="1472 1317 2034 1390"># of Responses</th> </tr> </thead> <tbody> <tr> <td data-bbox="1094 1390 1472 1455">Involve all segments of community</td> <td data-bbox="1472 1390 2034 1455">13</td> </tr> <tr> <td data-bbox="1094 1455 1472 1497">Provide education and</td> <td data-bbox="1472 1455 2034 1497">10</td> </tr> </tbody> </table>	Category of Response	# of Responses	Involve all segments of community	13	Provide education and	10
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				<p>outreach</p> <p>Understand and define the TBL Measuring Process 9</p> <p>Research TBL(where used, etc), establish baseline for Bellingham 6</p> <p>Solution specific recommendations 4</p> <p>Address the political process 4</p> <p>Assure community buy in 3</p> <p>Expertise 1</p> <p>Total Responses 50</p> <p>Cont'd</p> <p>Preliminary Observations and Opinions:</p> <p>We believe that the people in our community understand that the metrics determined for the waterfront redevelopment should reflect the values of the community. We also believe the community understands that those metrics, once determined and applied, will in fact control the outcome of the redevelopment. Hence the critical importance in having viable participation by the community.</p> <p>A number of specific ideas put forth by the study participants call for a more intimate participation by the public. These include involving children, veterans, Native Americans, the Arts community and the broader community in various kinds of outreach and participatory activities.</p> <p>Our sense is that a transparent, informative, inclusive and</p>

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				<p>involved process is being asked for with regard to implementing TBL, and the participants haven't seen that happen. This is surprising to some of us who think that the WAG, Port and City public hearing processes have already been doing that informing. However, based on these results, it appears that the efforts of the City and Port are falling short of engaging the community.</p> <p>Perhaps more creative ways are needed to allow citizens to get their hands into the soil and soul of the project. As the study suggests, getting children and art into the process is a mechanism which goes beyond the technical and business aspects of the project. That kind of participation will help our community embrace this gift and inspire our citizens for years to come.</p> <p>Cont'd It short, we believe this survey shows a gap between what is thought to be happening and what the broader community is experiencing or not, as the case may be. This gap can be critical to gaining and sustaining support from the community. This raises the question, "What can be done to make sure this broader community is creatively involved, especially with regard to expressing and measuring the values our community wants for the waterfront?" Measures are our guideposts for determining whether our values are being fulfilled.</p> <p>Proposal We know that you are trying to reach the community. Based on</p>

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				<p>our experiences, we believe that there needs to be some additional and perhaps new approaches to engaging our community. We believe that addressing the question of measures for the redevelopment is essential and needs to move forward sooner rather than later. To help that effort, we offer to meet with you to share what we have learned and our thoughts on possible strategies.</p> <p>Respectfully, Hamilton Hayes. Robert Bystrom</p>
320	5/1/08	Concept Planning	Steven Padilla	Having reviewed the concepts, I prefer Concept B. I like the oval green belt in the center among other things.