

Tigard Beyond Tomorrow


Community Character & Quality of Life

Direction Statement:

Tigard citizens are involved in their community. Involvement will be citizen driven and citizens will have the tools to communicate effectively with community-wide decision-makers. Volunteer spirit will be maximized through community-wide coordination of volunteers. Our community will support its volunteers with appropriate training and volunteer recognition. Tigard will encourage local, regional and community events. City funding priorities will go to events, which move toward financial self-sufficiency, and new community-wide events. Business owners, property owners, and residents of the Main Street Area shall display strong leadership, ownership, and commitment to downtown development. The Main Street area will be seen as a ‘focal point’ for the community. A clear direction will be established for a pedestrian-friendly downtown will be implemented. The Tigard community must have a defined, proactive vision for community aesthetics.

2005 Progress Summary:


During 2005, the *Cityscape* Newsletter was distributed monthly based on citizens sharing that this was the most popular means for them to get information about Tigard. It is also available for email subscription at the City’s website (www.tigard-or.gov). Volunteers were very active throughout the City and many are translating City brochures and other informational items into Spanish. The 2005 Citizen Leadership Series was implemented in the fall to provide participants with a broad base of information and develop community leadership skills. A new Enhanced Neighborhood Program started up in the fall and during 2006 will emphasize communication in the local affected areas and re-invigorate interaction which is lead by citizens. Tigard City Council meets on every fifth Tuesday and the meetings are open forums for citizens to come talk with City Council about any issue. Family Fest, held in September was organized by an all-volunteer committee and included a wide variety of activities, included a broad segment of the population and A Heritage Day was held that showcased a variety of ethnic music and dances.

GOAL	STRATEGY	PLANNED ACTIONS 1, 2, & 5 YEARS	PROGRESS DETAILS
<p>Communication #1) The City will maximize accessibility to information in a variety of formats, providing opportunities for input on community issues and effective two-way communication.</p> 	<p>1) Improve communication about all aspects of the City’s business.</p>	<ul style="list-style-type: none"> ➤ Agenda for City meetings and announcements of events are posted in multiple locations throughout a variety of mediums (e.g., kiosks at retail stores, newspapers, website, cable television, bulletin boards, <i>Cityscape</i>, Focus meetings and Library lobby displays). ➤ Develop effective ways to share information with citizens and service users (e.g., volunteers, website, email, <i>Cityscape</i>). ➤ Communicate information about available social services. ➤ Investigate an e-mail subscription service for distribution of the <i>Cityscape</i> newsletter. ➤ Provide communication tools to reach an increasingly diverse population (including those who use English as their second language). ➤ Provide monthly <i>Cityscape</i> newsletters. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Agendas for City meetings are posted on the website and appear in City Hall, the Library, newspapers, cable television bulletin boards and meeting dates are listed in the <i>Cityscape</i> Newsletter. <input checked="" type="checkbox"/> The <i>Cityscape</i> is now distributed monthly and is available for email subscription at the City’s website (www.tigard-or.gov). <input checked="" type="checkbox"/> The email-based Community Connector communication is distributed bi-weekly. <input checked="" type="checkbox"/> Volunteers are translating brochures and other informational items into Spanish. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Information about Social Services available in the Tigard area will be shared more effectively. Contact Liz Newton about social service information you want to receive (liz@tigard-or.gov). <input type="checkbox"/> City meeting information will be available in retail locations.
	<p>2) Evaluate the effectiveness of the communication tools used.</p>	<ul style="list-style-type: none"> ➤ Examine the effectiveness of the use of cable broadcasting facilities, web page, <i>Cityscape</i>, Community Connectors, press releases and other communication tools. ➤ Continue to use the <i>Cityscape</i> to feature the “Focus on Tigard” program. ➤ Gather information from users of each communication tool to determine what is most effective for the community. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> The citizen survey on the downtown conducted in 2005 asked respondents about the effectiveness of a variety of communication tools. Information was gathered from users of each communication tool to determine what was most effective. <input checked="" type="checkbox"/> The Focus on Tigard program was discontinued due to increased cost without a commensurate increase in viewer-ship while the <i>Cityscape</i> was produced monthly based on input that it’s the most popular means for citizens to get information about Tigard. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The participants of the City’s 2005 Citizen Leadership Series will conduct a citizen survey and, based on the results, will recommend a communications model to enhance communication efforts citywide.
	<p>3) Encourage public participation through accessibility and education.</p>	<ul style="list-style-type: none"> ➤ Continue to make Council meetings (study meetings) accessible. ➤ Sponsor Annual Residents Open House for existing and new residents; promote volunteer opportunities. ➤ Update the New Citizens Packet. ➤ Improve communication of Council decisions in a variety of formats. ➤ Develop community education programs on local government and its services. ➤ Contact other local governments and request samples of communication plans. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Council study meeting agendas continue to be available online and in the Council chambers at the meetings with Study Sessions open to the public. <input checked="" type="checkbox"/> Volunteer opportunities are now featured in a monthly column in the <i>Cityscape</i>. <input checked="" type="checkbox"/> The new citizen’s packet/brochure is updated regularly though the Welcome Wagon is no longer effective to use for distribution. <input checked="" type="checkbox"/> The 2005 Citizen Leadership Series was implemented in the fall to provide participants with a broad base of information and develop leadership skills. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sponsor Annual Residents Open House for existing and new residents; promote volunteer opportunities. This will be held in even-numbered years.


Community Character & Quality of Life - continued

GOAL	STRATEGY	PLANNED ACTIONS 1, 2, & 5 YEARS	PROGRESS DETAILS
<p>#2) City policy makers shall facilitate two-way communication by providing timely information and responding to concerns raised.</p>	<p>1) Facilitate interactive communication opportunities.</p>	<ul style="list-style-type: none"> ➤ Meet people out in the community where they are when communicating City issues (i.e., schools, sporting events, senior center, etc.) ➤ Find ways to communicate with people who don't usually get "touched" by the City through communication. ➤ Community information sharing will be provided in a friendly, inviting way to gather information from citizens. ➤ Determine whether a City phone-in message line for citizen calls would be an effective way to help citizens get answers from the City. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> The City's Enhanced Neighborhood Program is operational with pilot programs during the fall. <input checked="" type="checkbox"/> A recent focus in the volunteer arena is translation of information for Spanish speaking residents and outreach to area service clubs. <input checked="" type="checkbox"/> Open Houses and Coffee Talks in homes were the backbone of the development of the downtown plan. Invitations in the mail and by phone have gone out to volunteers in the "pilot" Neighborhood Program areas. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Continue and expand the City's Enhanced Neighborhood Program will emphasize neighborhood schools as the gathering place for information and involvement. <input type="checkbox"/> Continue working on meeting people out in the community to communicate City issues and information. <input type="checkbox"/> Review whether a City phone message line for citizens would be effective.
	<p>2) Provide early and ongoing two-way communication opportunities on major issues.</p>	<ul style="list-style-type: none"> ➤ If issues are locality driven, opportunities for communication will occur in the area affected. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Solutions to neighborhood issues are often developed on site in Police and Public Works. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The City's Enhanced Neighborhood Program will emphasize communication in the local affected area.
<p>#3) The community will be able to effectively participate in decision-making processes because they understand the land-use system.</p>	<p>1) Provide early and ongoing two-way communication opportunities.</p>	<ul style="list-style-type: none"> ➤ Comprehensive Plan review and major land use/transportation issues will include early and ongoing two-way communication opportunities before decisions are developed. ➤ Various types of communication forms will be used at the neighborhood and community wide levels. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> The CCI (Committee for Citizen Involvement) reviewed the neighborhood meeting process and made recommendations to Council. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The City's Enhanced Neighborhood Program will emphasize communication in the various local areas.

Community Character & Quality of Life - continued

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<p>Volunteerism #1) City will maximize the effectiveness of the volunteer spirit to accomplish the greatest good for our community.</p>	<p>1) Keep current volunteer program healthy and active.</p>	<ul style="list-style-type: none"> ➤ Maintain an inventory of current volunteer opportunities. ➤ Sponsor four large volunteer events each year in April, May, September and October. ➤ Maintain a Volunteerism Program for students. ➤ Continue to use <i>Cityscape</i> to facilitate the Volunteer Program. ➤ Add new volunteers and keep track of how many new people volunteer. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> ☒ A master list of City volunteer opportunities is maintained and distributed as an outreach / recruitment tool. This list identifies volunteer positions on an annual basis which enhances volunteer planning and placement by staff. Ongoing communications with staff generates additional volunteer opportunities. ☒ The SolvIt/Earth Day event on <u>April 23rd</u> attracted 63 volunteers who contributed 232 hours to care for the Rhododendron Garden & the Cook Park Wetland. On <u>May 21</u> the Down by the Riverside event involved 50 people who provided 192 hours of assistance. The City of Tigard hosted the 2005 Make A Difference Day event on <u>October 15</u> at the Dairy Dell Creek wetlands and Tigard Library with 111 volunteers participating. A fourth event is scheduled for <u>November 19</u> to mulch 2000 new plants installed along Derry Dell Creek. The Annual Volunteer Recognition event was held on <u>June 24</u> at the Tigard Library. ☒ To promote increased public awareness & involvement in volunteer activities, outreach was expanded to local schools such as Portland State University and Pacific University. <i>Cityscape</i> articles focused on specific event needs and new opportunities such as bi-lingual or clerical projects. <p>Focus For 2006:</p> <ul style="list-style-type: none"> ☐ Formalize volunteer outreach and supervision citywide through the application of Volunteer Management Guidelines. ☐ Enhance successful Library and Public Works volunteer programs through expanded communications and cooperation.
	<p>2) Reevaluate and broaden volunteer selection process for City committees and task forces.</p>	<ul style="list-style-type: none"> ➤ Form groups of volunteers with broad and diverse backgrounds and interests. ➤ Train volunteers to lead meetings with strong facilitation skills. ➤ Communicate back to the community what successes and impacts have been achieved by volunteers. ➤ Recognize volunteers through events and communication with the community at-large. ➤ Expand Board & Committee selection process. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> ☒ Recent volunteer opportunities have attracted diverse cross sections of individuals and organizations including church participation in riparian restoration projects and musicians' involvement in the June volunteer recognition. Neighborhood Watch participation has been promoted through one volunteer's efforts. ☒ Our Public Works Department provides extensive training programs for CERT volunteers, teaching leadership, search and rescue, fire suppression, disaster medical operations, and incident command management tools. CERT training is provided 2 times a year in the spring and fall. This fall Cert volunteer donated 155 hours to the City in leadership training. ☒ Media outlets and websites have been utilized effectively to announce volunteer project outcomes and to facilitate further involvement. In addition to describing the number of volunteers attending and activities carried out when possible these events were placed in larger contexts. ☒ City of Tigard volunteers were recognized at a June 28 event held at the Tigard Library which featured live music, refreshments, and City Council remarks. Post event press releases distributed by staff emphasize participation by local groups such as the Boy Scouts. Individual volunteers have been featured in Oregonian articles. ☒ Volunteers facilitate the City Council's Fifth Tuesday meetings which are open forums for citizens to come talk with City Council about any issue. <p>Focus For 2006:</p> <ul style="list-style-type: none"> ☐ Train volunteers to lead neighborhood program meetings. ☐ Review Board & Committee selection process with City Council to determine how to expand the process to involve new people in City business.

Community Character & Quality of Life - continued

GOAL	STRATEGY	PLANNED ACTIONS 1, 2, & 5 YEARS	PROGRESS DETAILS
<p>Central Business District (CBD) #1) Provide opportunities to work proactively with Tigard Central Business District Association (TCBDA) businesses and property owners and citizens of Tigard to set the course for the future of the central business district.</p> 	1) Work proactively with TCBDA for long-term planning.	<ul style="list-style-type: none"> ➤ Consider financing options and opportunities proposed by the TCBDA (e.g., Economic Improvement District). ➤ Determine levels of City planning and engineering resources that can be utilized by the TCBDA. ➤ Provide more visible connection between TCBDA and the Downtown Task Force. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Included in proposed Urban Renewal Plan/Report.
	2) Upgrade City's regulations for the Central Business District in cooperation with consultant's recommendations	<ul style="list-style-type: none"> ➤ Review zoning code - how does it support the TCBDA mission statement. ➤ "Court" family-friendly business through design criteria. ➤ Explore grant programs and/or matching funds. ➤ Review in five years the 99W ramp along Main Street and how widening would affect the Central Business District (CBD). 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Included in proposed Urban Renewal Plan/Report. <input checked="" type="checkbox"/> City has received grant funding for 2 sidewalk and 2 pathway projects. <input checked="" type="checkbox"/> Will be reviewed in Hwy 99 Corridor Study to be undertaken in 2006. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Identify direction for land use regulations for the downtown CBD and develop appropriate regulations to support the Tigard Downtown Improvement Plan (TDIP).
	3) Develop strategies for public improvements in Tigard's central business district area (this area includes Main Street) and adjacent areas.	<ul style="list-style-type: none"> ➤ Complete downtown plan and identify funding sources in 2005. ➤ Work with TCBDA businesses, property owners and citizens to adopt and implement a viable plan for improving economic vitality of the Central Business District (CBD). ➤ Develop a plan for an urban renewal district and submit to voters November 2005 including an in-depth citizen involvement and education process before election. ➤ Develop "gateway" portal improvements (e.g. "Welcome to Tigard"). ➤ Develop design standards to encourage small entrepreneur businesses rather than higher vacancy rates. ➤ Install special street-lighting fixtures reflecting theme. ➤ Showcase Fanno Creek Park – use as a connection to the community. ➤ Install public restrooms. ➤ Develop pedestrians/bicycle connectivity. ➤ Involve TCBDA and Chamber of Commerce in all of the above actions. ➤ City should staff an economic development position. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> The Downtown Plan was completed and accepted by City Council in September. <input checked="" type="checkbox"/> Council review of an urban renewal plan is scheduled for November with an urban renewal district vote planned for May 2006. <input checked="" type="checkbox"/> Included in proposed Urban Renewal Plan/Report. <input checked="" type="checkbox"/> The City has added a staff position to focus on downtown improvement and economic development. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop a five-year Capital Improvement Plan (CIP) for the downtown.
#2) The downtown will provide a gathering place for the community and honor the sense of a small town/village.	1) Develop the gathering place identified on the Tigard Downtown Improvement Plan (TDIP).	<ul style="list-style-type: none"> ➤ Development of downtown place for events will be high priority when the Tigard Downtown Improvement Plan (TDIP) is finished. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Included in proposed Urban Renewal Plan/Report.
<p>Community Events #1) Develop overall approach for sponsoring community events that establishes balance among popular or traditional standing events, requests for support of new events and limited City resources.</p>	1) Maintain philosophy developed for City event sponsorship.	<ul style="list-style-type: none"> ➤ Consider new City events to carry out Council's philosophy. ➤ Encourage adding more community-based events rather than "destination" events (e.g., Balloon Festival). ➤ Create a resource directory identifying individuals (with their permission) who could give advice to new event planners on how to plan a community event. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Family Fest, held in September was organized by an all-volunteer committee and included a wide variety of activities to include a broad segment of the population. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Family Fest will continue as an annual event.

Community Character & Quality of Life - continued

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	2) Develop an understandable, step-by-step process to assist event volunteers.	<ul style="list-style-type: none"> ➤ Develop “how to” packets for event organizers to assist event planning and coordination. ➤ Encourage events, such as Tigard Farmer’s Market and Tigard Blast, to be centrally located in the Central Business District area. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> The Downtown Improvement Plan encourages community events to be held in the City Center in the long term.
#2) On-going community-events will be financially self-sufficient long-term. Council developed philosophy for City events in 1998. Long term financial sufficiency was not identified as a criterion for consideration of funding for a community event.	1) Develop guidelines to establish balance between popular and traditional events and requests for new events.	<ul style="list-style-type: none"> ➤ City will back popular community events each year. ➤ Upscale community events to be more wholesome with creative themes/venues. ➤ Central plaza will be available for community events. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Family Fest will be held again in 2006 along with the Balloon Festival and the Old <input checked="" type="checkbox"/> Fashioned 4th of July. Family Fest activities were held in multiple locations. <input checked="" type="checkbox"/> The downtown concept plan included an outdoor plaza.
<p>Community Aesthetics</p> <p>#1) Identify and implement projects and activities that enhance aesthetic qualities valued by those who live and work in Tigard.</p>	1) Balance development and aesthetic needs.	<ul style="list-style-type: none"> ➤ Develop a list of methods for dedication or acquisition of open space. ➤ <u>Design and</u> Install portal areas signage into Tigard to give the community a more defined entrance by the end of 2005 (e.g., special signage, landscaping themes, etc.). ➤ Support a “community arts” effort of City staff, Tigard-Tualatin School District staff, and citizens for acquisition and display and construction of community art projects. ➤ Build aesthetic value in all above-ground capital improvements. ➤ <u>Develop and implement plans for beautification of major thoroughways in Tigard.</u> ➤ Establish design standards for all new commercial construction. ➤ Improve citywide sign standards and then consistently enforce throughout the community for compliance. ➤ Create a Site Design Review Board by 7/1/06. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> The Park & Recreation Advisory Board (PRAB) developed criteria to use when evaluating specific sites for dedication or acquisition of open space. 29 sites were reviewed in the fall. <input checked="" type="checkbox"/> The City developed a new logo/graphic identity to be used on entry signs in key locations. The signs will be installed in 2006. <input checked="" type="checkbox"/> Street standards are being developed for the downtown plan. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop design guidelines as appropriate for different areas of the downtown to insure development consistent with the TDIP.
<p>Community Diversity</p> <p>#1) Ethnic groups represented in Tigard will be recognized and involved in the community.</p>	1) Celebrate diverse cultures in Tigard.	<ul style="list-style-type: none"> ➤ <u>Start a Continue</u> celebration of ethnic groups in the community <u>during 2005.</u> 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> A Heritage Day was held as part of the Family Fest celebration that showcased a variety of ethnic music and dances. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Heritage Day will continue as an annual event.
<p>Community Participation</p> <p>#1) The community will be encouraged to participate in all decision-making processes.</p>	1) Citizen involvement is expected in the decision-making process.	<ul style="list-style-type: none"> ➤ <u>Develop and</u> <u>Implement</u> an enhanced citizen involvement program which may include re-invigorated neighborhood associations encouraging interaction which is led by citizens <u>during 2005.</u> ➤ Developer meetings will continue to be held with the community with City staff attending. ➤ Developer meetings with community will be at the beginning of a land use process and as changes are made to the development. ➤ Ongoing educational opportunities will occur during the land use process now and after the Comprehensive Land Use Plan is amended. 	<p>Accomplishments in 2005:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> An Enhanced Neighborhood Program was developed and a meeting with residents of three “pilot” areas was held in December. The program is scheduled to roll out in the winter of 2006. <p>Focus For 2006:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The City’s Enhanced Neighborhood Program will emphasize communication in the local affected areas and re-invigorate interaction which is lead by citizens. An effort will be made to have neighborhoods understand their ability to share at City meetings as a neighborhood area. <input type="checkbox"/> Developer meetings will continue to be held in the community with City staff attending.

QUESTIONS OR COMMENTS? Please contact the following staff person: Liz Newton, Asst. to the City Manager, 503-639-4171 ext. 2412 - e-mail liz@tigard-or.gov