



# Citizen Involvement

*“To develop a citizen involvement program that ensures the opportunity for citizens to be involved in all phases of the planning process.”*





**ADOPTED AMENDMENTS**

<b>EFFECTIVE DATE</b>	<b>CPA#</b>	<b>CHANGES</b>
02-05-08	2007-00005	Entire chapter updated by Ordinance 08-01.

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SECTION COVER PHOTO: LOUIS BABCOCK, PHOTO CONTEST ENTRANT  
Butterfly Garden Volunteer.



Decision-makers must have an effective way to hear the voices of the community. These voices are a key component to a livable community and help elected officials in establishing the priorities for City government. This value given to citizen involvement is not a new idea, but one that professionals in the planning field have long identified as an important aspect of the planning process. This is particularly true at the local level where neighborhood residents need to be empowered to help develop ideas and plans that reflect the wishes of the community. The City’s commitment to Citizen Involvement is partly based on Statewide Planning Goal 1.

**GOAL 1: Citizen Involvement**

*“To develop a citizen involvement program that ensures the opportunity for citizens to be involved in all phases of the planning process.”*

Goal 1 requires the local citizen involvement program “clearly define procedures by which the general public will be involved in the ongoing land-use process.” These actions include methods to involve citizens in land use issues; promoting successful two-way communication and feedback between the City and its citizens; means by which citizens may affect outcomes; clarity and availability of technical information; and financial support and other resources for citizen involvement efforts. All of these actions align with the community’s vision where citizens are informed about how to access public services and understand their responsibility to participate as members of the community.

*“Decision-makers must have an effective way to hear the voices of the community.”*

**Citizen Involvement Requirements and Aspirations**

Tigard complies with the state’s citizen involvement requirements as they relate to the City’s land use program activities. As part of its Community Development Code, the City has adopted application, notice, and hearing procedures that assure the procedural rights of both applicants and citizens are observed during quasi-judicial land use procedures. In addition, the Development Code contains specific notice, application, and procedural requirements to guide the review and hearing process of legislative land use matters such as the update of the Comprehensive Plan; changes to the Community Development Code; Plan and Zoning Map amendments; and development of specific area plans, etc.



It is the City's intention to maintain and improve citizen involvement as part of the land use planning program. However, Tigard also values citizen involvement in all other City government venues. The City aspires to engage its citizens to address important community issues and for them to express their collective voice to decision-makers. Therefore, the Citizen Involvement chapter includes goals, policies, and recommended action measures that reflect Tigard's citizen involvement values and aspirations, as well as the need to observe state requirements related to land use planning.

### Citizen Involvement in Tigard



PHOTO: DOUG VORWALLER

Downtown Redevelopment Manager, Sean Farrelly, interacting with an interested citizen at City sponsored Open House.

Tigard has a long history of citizen involvement in City affairs, including land use planning. The structure of citizen involvement has evolved over time, beginning with the creation of Tigard's Community Plan in 1971. Shortly thereafter, in 1973 the City began to formulate Neighborhood Planning Organizations (NPOs) and a Committee for

Citizen Involvement (CCI), both of which were formally recognized in 1975. After the creation of Neighborhood Plans, participation in NPOs and the CCI lapsed until they were reestablished in 1982 to work on an update of the Tigard Comprehensive Plan. After the updated plan was approved by the Land Conservation and Development Commission in 1984, the function of NPOs transitioned to a community involvement body focused on land use issues.

In 1992, the City Council prioritized citizen involvement and replaced the Neighborhood Planning Organizations with Citizen Involvement Teams (CITs). At this time the Comprehensive Plan was updated to shift emphasis from the NPOs to the CITs. The structure of the Committee for Citizen Involvement (CCI) was also revised to include Citizen Involvement Team Facilitators. This



effort continued until 2002 when participation reached a lull.

In 2004 the City again took steps to reactivate the CCI. The CCI's membership was expanded to include the remaining Citizen Involvement Team Facilitators and a representative from each of the City's active boards and commissions (Planning Commission, Library Board, Parks and Recreation Advisory Board, etc). The focus of the CCI was also expanded to include the promotion and enhancement of citizen participation in the wide range of non land use issues, and on improving the effectiveness of the City's two-way communication with citizens.

*“Tigard has a long history of citizen involvement in City affairs, including land use planning.”*

In 2007 the City Council again stressed the importance of citizen involvement by adopting as one of its goals, “Improve communication with Tigard’s citizens.” Subsequently, the City moved to strengthen citizen involvement through establishment of the Tigard Enhanced Neighborhood Program. This was done to foster broader and more diverse citizen involvement in land use activities and other aspects of City government. CCI membership was also expanded. In addition to its current membership, the CCI includes five citizens appointed “at-large,” a youth representative, and Tigard Neighborhood Program representatives.



PHOTO: DOUG VORWALLER  
Long Range Planner, John Floyd, conversing with concerned citizen.

Besides the CCI and Neighborhood Program, the City involves its citizens and seeks advice on important community issues in several other ways. These include Council appointed boards and commissions such as the Planning Commission, Library Board, Tree Board, Parks and



Recreation Advisory Board, Budget Committee, Youth Advisory Committee, etc. Furthermore, Council often appoints ad hoc citizen committees to provide advice on matters such as public facilities, land-use, urban design, transportation projects, etc.

## Honoring Past Citizen Involvement — “Tigard Beyond Tomorrow”

The Tigard Comprehensive Plan also honors the past efforts by Tigard’s citizens to express a shared community vision of the future. During the past decade, Tigard citizens met and assembled the Tigard Vision from the results of community workshops, surveys, open houses, and ongoing dialogues with citizens and the business community. The values and aspirations expressed by “Tigard Beyond Tomorrow” visioning have been significant in the 2027 Comprehensive Plan update.

*“...the City values citizen involvement in all aspects of City government and seeks to involve its citizens in other venues.”*

### KEY FINDINGS:

- Tigard’s citizen involvement efforts have changed over time and the Comprehensive Plan’s current Citizen Involvement chapter is out of date. It requires significant update to reflect current conditions, circumstances, community values, and aspirations.
- Tigard’s citizen involvement efforts are partially based on Statewide Planning Goal 1, Citizen Involvement. However, the City values citizen involvement in all aspects of City government and seeks to involve its citizens in other venues.
- Implementing Statewide Planning Goal 1 and Tigard Development Code Standards will ensure citizens can participate in the City’s quasi-judicial and legislative land use processes.
- Other avenues for citizen participation include Council appointed boards and commissions and ad hoc citizen advisory committees.



- Tigard is committed to: successful two-way communication and feedback between the City and its citizens; providing processes by which citizens may affect outcomes; clarity and availability of technical information; and providing financial support and other resources for citizen involvement efforts.



PHOTO: DOUG VORWALLER

Involved citizens participating in a City sponsored Comprehensive Plan Open House.

- The charge of the Committee for Citizen Involvement is to promote citizen involvement in land use matters and in many other aspects of City government.
- Update of the Comprehensive Plan has involved a structured citizen involvement effort including open houses, engagement of policy interest teams and boards and commissions, Planning Commission, and City Council work sessions and public hearings. Also, the Comprehensive Plan Project has been significantly informed by the Tigard Beyond Tomorrow visioning process.
- The citizens of Tigard value and understand their responsibility to participate as members of the community.

**GOAL:**

- 1.1 Provide citizens, affected agencies, and other jurisdictions the opportunity to participate in all phases of the planning process.

**POLICIES:**

1. The City shall maintain a Committee for Citizen Involvement representative of a broad cross-section of the Community to:



- A. Make recommendations to the City regarding ways to engage the public in City issues, projects, and the land use process;
  - B. Help implement and develop a public information and citizen involvement program applicable to a wide range of issues; and
  - C. Support the enhancement of Tigard's overall level and quality of civic engagement by promoting meaningful citizen involvement in City government.
2. The City shall define and publicize an appropriate role for citizens in each phase of the land use planning process.
  3. The City shall establish special citizen advisory boards and committees to provide input to the City Council, Planning Commission, and City staff.
  4. The City shall provide staff and financial support to the Committee for Citizen Involvement and any other appointed board or committee.
  5. The opportunities for citizen involvement provided by the City shall be appropriate to the scale of the planning effort and shall involve a broad cross-section of the community.

### RECOMMENDED ACTION MEASURES:

- i. Report the activities of the Committee for Citizen Involvement annually to the City Council to ensure they are in accordance with the needs of the Tigard community and Statewide Planning Goal 1 requirements.
- ii. Establish a process for the Citizen Involvement Committee to meet with the City Council and Planning Commission on topic-specific issues relating to citizen involvement.
- iii. Recognize citizens, organizations, and stakeholders who put forth exceptional civic efforts.
- iv. Work with the Tigard-Tualatin School District and local private schools to encourage the involvement of youth in City government.



- v. Appoint additional citizen task forces, as the need arises, to advise the City with regard to Comprehensive Plan issues.
- vi. Develop and maintain a neighborhood program that includes land use planning.
- vii. Review and evaluate the effectiveness of the citizen involvement program, including the effectiveness of individual boards, committees, and the enhanced neighborhood program on a yearly basis.
- viii. Assist and support any City Council appointed citizen group by providing adequate meeting places, distribution of materials, policy direction, and staff involvement.

*“The City shall work to maximize citizen involvement through education and accessibility.”*

**GOAL:**

- 1.2 Ensure all citizens have access to:
  - A. opportunities to communicate directly to the City; and
  - B. information on issues in an understandable form.

**POLICIES:**

- 1. The City shall ensure pertinent information is readily accessible to the community and presented in such a manner that even technical information is easy to understand.
- 2. The City shall utilize such communication methods as mailings, posters, newsletters, the internet, and any other available media to promote citizen involvement and continue to evaluate the effectiveness of methods used.



3. The City shall work to maximize citizen involvement through education and accessibility.
4. The City shall ensure citizens receive a timely response from policy-makers regarding recommendations made through the citizen involvement program.
5. The City shall seek citizen participation and input through collaboration with community organizations, interest groups, and individuals in addition to City sponsored boards and committees.
6. The City shall provide opportunities for citizens to communicate to Council, boards and commissions, and staff regarding issues that concern them.

### RECOMMENDED ACTION MEASURES:

- i. Provide translations of information to non-English speaking members of the community.
- ii. Update and maintain the City of Tigard Communications Plan.
- iii. Ensure that when citizens ask questions the response is welcoming, timely, and includes sources of additional information.
- iv. Review City notification requirements and methods periodically to determine if they adequately provide notice to affected citizens. Revise these requirements and methods as necessary.
- v. Continue to publish information on land use planning issues in a form accessible to all citizens.
- vi. Utilize methods such as town halls, open houses, public displays, newsletters, mailings, comment cards, surveys, and the internet to inform the public and receive information from them about important issues and events.



- vii. Update and maintain a running list of citizen involvement opportunities to be posted in City Hall, the Tigard Library, and online.
- viii. Include and publicize a final citizen involvement report at the end of any major decision or process.
- ix. Define the feedback mechanism in advance of citizen comment.
- x. Ensure response to citizen comment is welcoming, timely, and includes suggestions for how citizens can be further involved.
- xi. Update and maintain a list of community organizations to participate in discussion of City issues.
- xii. Implement a Speakers Bureau program to facilitate two-way communication between community organizations and City Hall.
- xiii. Require Communication Plans in advance of major City Projects for review by the Committee for Citizen Involvement.