

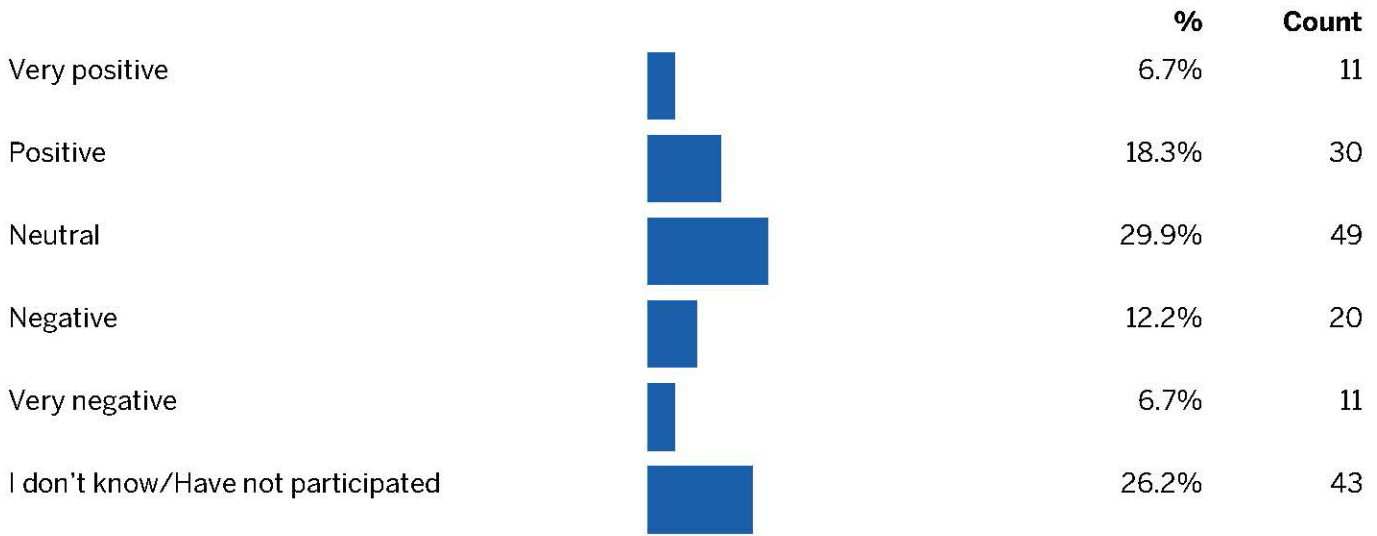


Inclusive Public Engagement Guide Survey Results

December 2024






QUESTION 1

How has your experience been at City-led public participation events (e.g. community meetings, public workshops)?



QUESTION 2

What available resources would encourage you or make it easier for you to attend public meetings to provide input to the City? (Select all your preferred options.)

		%	Count
Translation/interpretation services at the meeting		11.5%	17
Transportation expense to/from the meeting covered		29.1%	43
Childcare provided onsite		16.2%	24
Food provided		25.0%	37
Other		62.2%	92

'Other' Responses

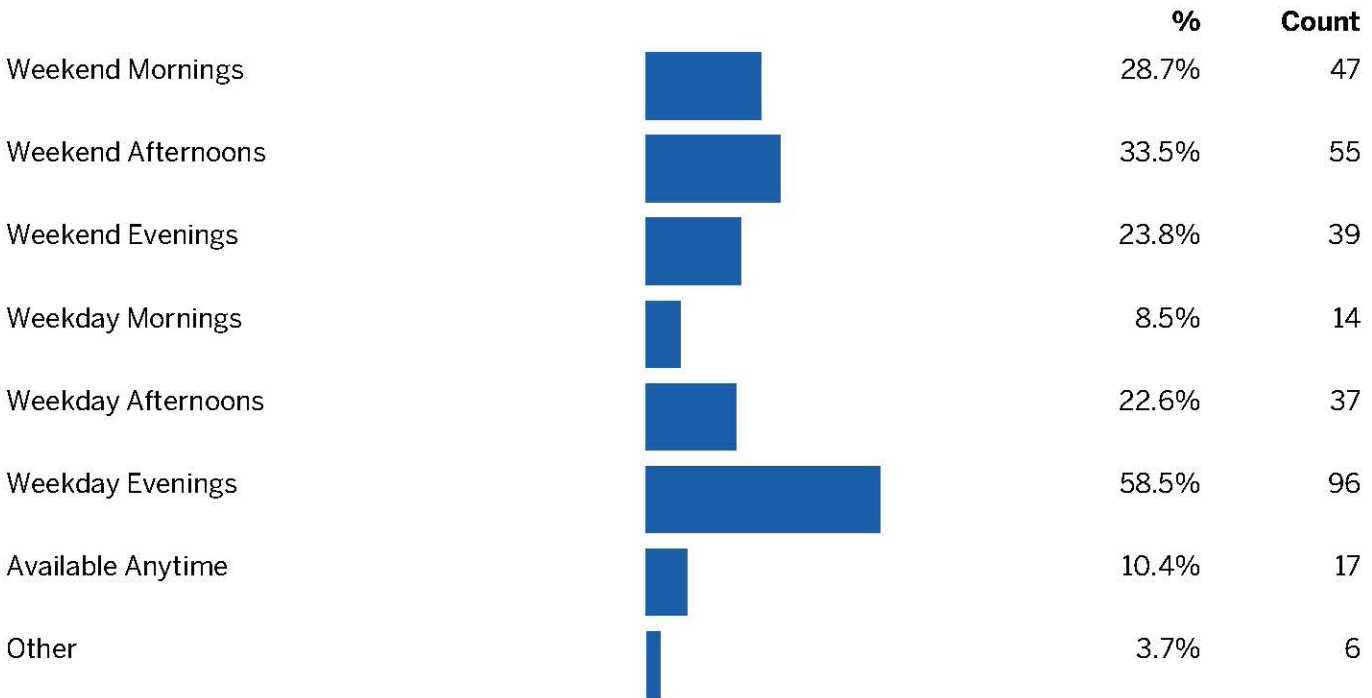
- Live and zoom
- Food provided
- Teleconferenced meetings and events
- Awareness of the meeting
- Childcare provided onsite
- Virtual options
- Meetings are easy to go to, the people I know don't go because we don't feel heard. There are too many activists that are the focal points of public meetings.
- Better notifications
- Make it pleasant. I don't want to get screamed at or hear people scream at one another.
- Translation/interpretation services at the meeting
- Transportation expense to/from the meeting covered
- More public transit options
- Location in transit-accessible locations
- Transportation expense to/from the meeting covered
- Online at better times (for example on weekends)
- Have them online so people with jobs or have a life can participate, mute people that are rude.
- Night or weekend meetings
- Remote attendance option
- Allowing citizens to speak on zoom meetings.
- Ability to watch or read presentations/discussions as videos and provide feedback, rather than having to attend events live.
- Make more evening or weekend meetings
- meaningful discussion NOT prescreened questions....
- New City Council Agenda website is VERY hard to use. Prior, so much easier to find Agenda documents. Now sometimes impossible because links to reports do not work for some past meeting. Big disappointment
- Transportation expense to/from the meeting covered
- Food provided
- More frequency in the public transit system to decrease transit times to get to a town hall
- Translation/interpretation services at the meeting
- Transportation expense to/from the meeting covered
- Childcare provided onsite
- Hold at times working people can attend & not at the same time as BOS meetings
- Optional day or evening meetings
- Transportation expense to/from the meeting covered
- Food provided
- better education and guidance on how it works, better times (evenings)
- Ensure there is parking at the site.
- Transportation expense to/from the meeting covered
- meeting location and transit/parking availability
- COVID safety protocols
- online access
- Letting the public participate in the conversations
- consolidated announcement of meetings and opportunities for input. Too many email lists and sites to monitor
- Hybrid/online meeting options
- Online meetings via Zoom or online platform.
- Transportation expense to/from the meeting covered
- ability to engage remotely or have written comments added to the record.
- Guaranteed parking and an escort to meeting from car
- zoom mtg
- Keep the neighborhood planning groups
- All depends on dates and time
- Should have remote access
- More potential engagements, weekday evenings and weekends for those of us who work full time.
- Legal counsel for meetings
- Make them on Zoom.
- A city sponsored centralized reach out program to notify of upcoming community desired input
- More handicapped parking
- Good parking
- Hold meetings online as well
- Weekend meetings
- Information ahead time of of the public meeting
- more advanced notice-found out about the most recent meeting the night before the meeting. I didn't find out about it from the City, but rather from s like me who are concerned citizens.
- Potholes in streets fix Cowles mt Blvd.
- webcast, with questions/comments accepted from web viewers
- Held in the community
- Transportation expense to/from the meeting covered
- Marketing
- More marketing to know it's happening
- Available by zoom with good sound and video.
- It's hard to know whether it'd be worth my time - a general agenda would be helpful (e.g., will there even be time for me to ask a question?)
- Virtual meeting
- Free parking set aside or provided, zoom as well as in person

QUESTION 2 (Continued)

- online participation
- Translation/interpretation services at the meeting
- Evening or week and meetings
- Transparency - published agenda pre-meeting and shared documents/presentations from meetings
- Zoom Meetings
- make meetings hybrid for those who cannot attend in person
- Food provided
- Free public transit to attend the meeting that you can apply for on the website
- online Zoom option
- Communication about when & where meetings are. Most times citizens don't know where to find information for their district or the city in general.
- If they weren't during work hours and if it was easier to know when exactly an item would come up
- Online option
- Scheduled so as not to be right in the middle of regular work days.
- zoom
- Transportation expense to/from the meeting covered
- Please engage Community Planning Groups first so they can alert interested citizens.
- Offer engagement meetings after 5pm and on weekends.
- Test
- Better promotion!
- Public announcements printed and posted at universities (e.g. UCSD) and public libraries.
- Online meetings in addition to in person meetings
- Venue close to my community
- Food provided
- ADA parking
- Transportation expense to/from the meeting covered
- Allow a hybrid format, allow the submission of video/audio recordings as testimony
- parking
- Translation/interpretation services at the meeting
- clear accessibility information for disabled people (covid safety, ramps, single stall restrooms, seating, ect), close to trolley stations, gender neutral bathrooms
- Translation/interpretation services at the meeting
- Transportation expense to/from the meeting covered
- Childcare provided onsite
- A clear process for knowing how our input will be incorporated. Please don't send surveys. Do focus groups.
- Greater frequency of events
- live events available after 4:00 pm
- e-meetings in the evenings
- The pre set questions did not leave room for my opinions
- Better outreach into the community.
- Paying or giving food for people to participate seems a waste of public money
- More meaningful relationships and representation
- hybrid zoom meetings
- virtual option
- Notice about important plans for my neighborhood
- Social Media presence and regionally targeted content
- Food provided
- Adjoining or concurrent cultural/public events
- Translation/interpretation services at the meeting
- Be at events that are already being held at parks

QUESTION 3

Which days are most convenient for you to attend City-led public engagement events? (Select all your preferred options.)

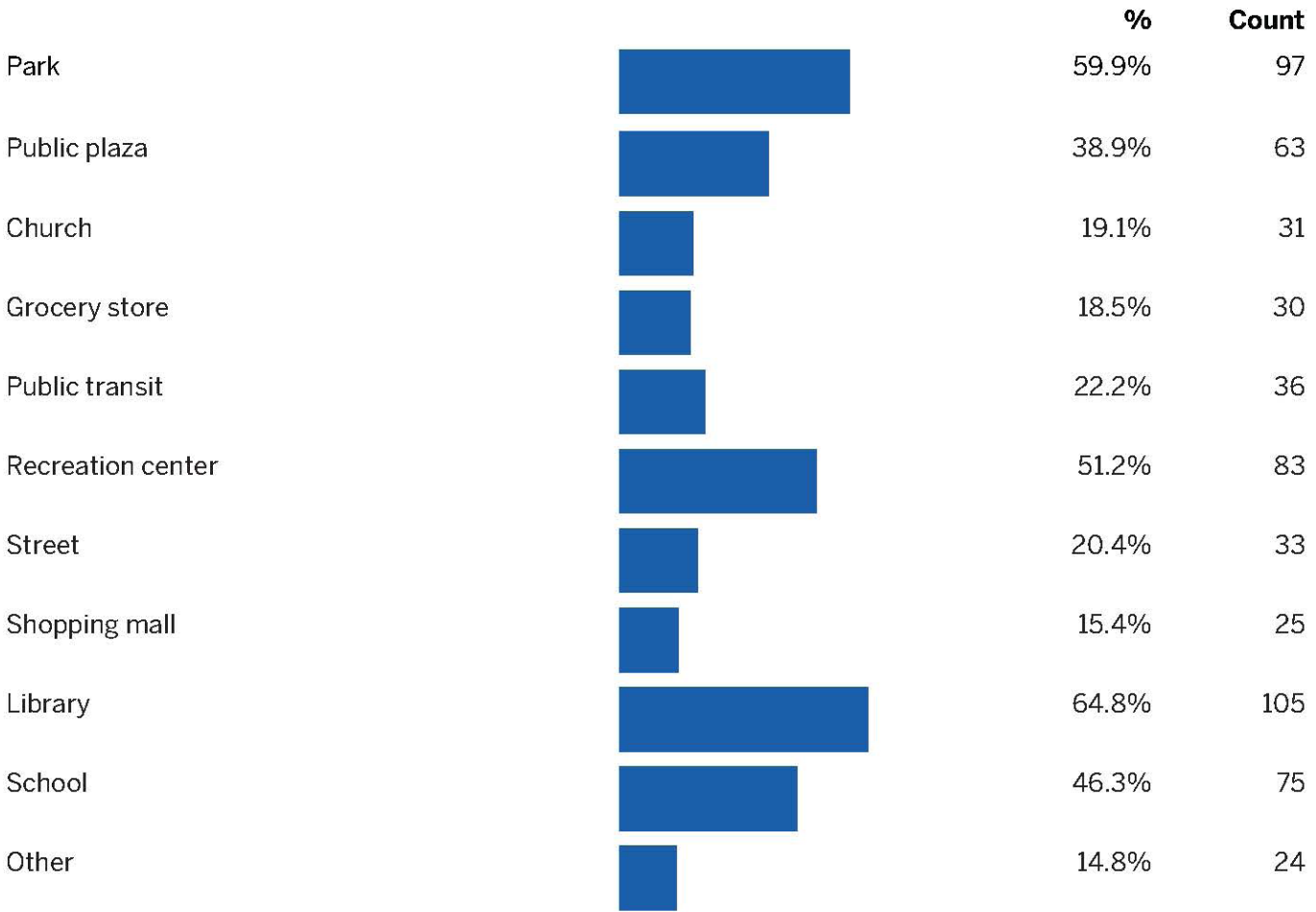


'Other' Responses

- I have a flexible schedule with advanced notice.
- Virtual evening
- Weekday Evenings
- Late afternoon especially Thursday, best
- Mornings at 10:30/11:00 am on Saturdays
- Available most times, late morning, early afternoon is best

QUESTION 4

If the City were to host a pop-up event to share information about City initiatives and collect public feedback, which location(s) are most convenient for you? (Select all your preferred options.)

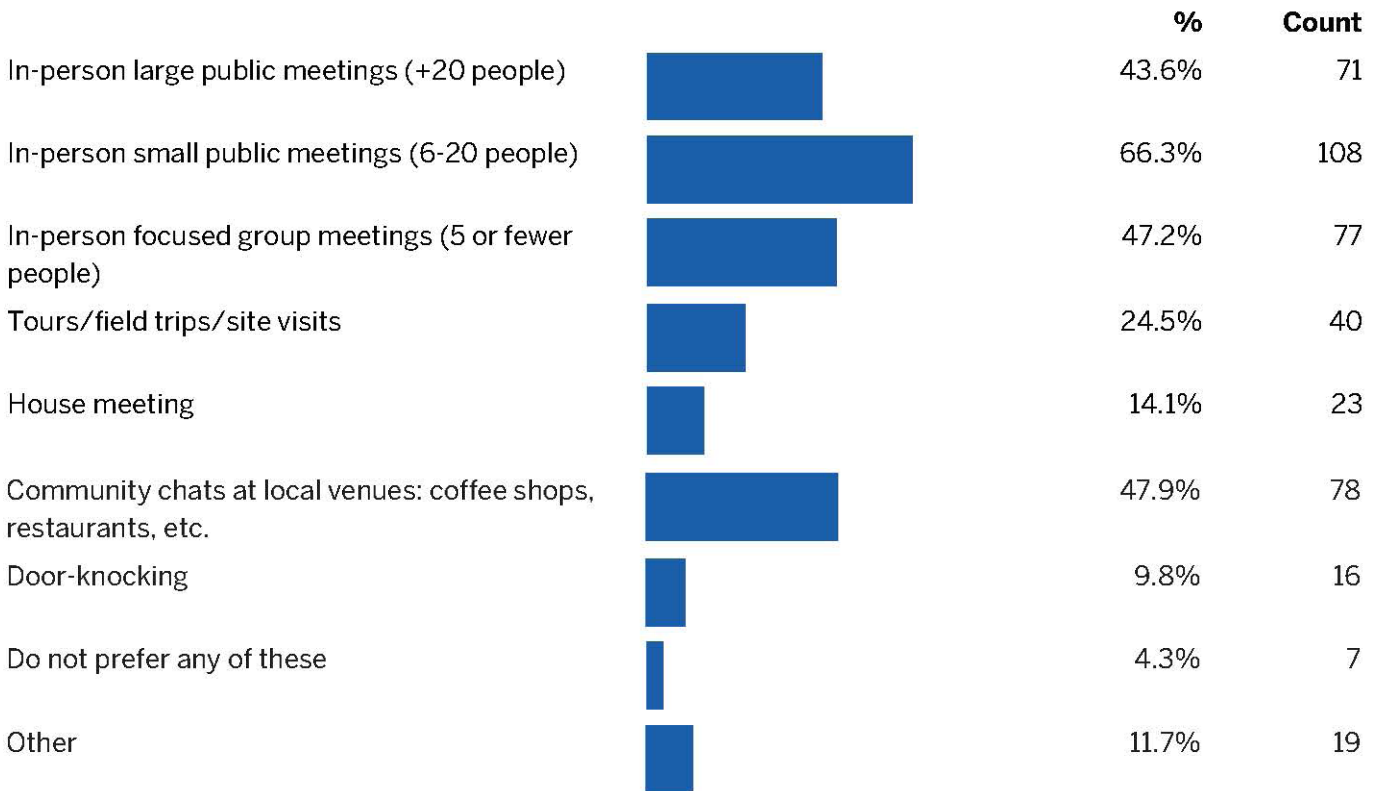


'Other' Responses

- Community Center
- Zoom
- If u have a place without needles and feces that would be delightful
- Via email
- Online
- anywhere with a good bike lane
- I'm interested in the city worrying about failing infrastructure, homelessness, and the lack of police mor than goofy freaking pop-up events. These are the worries you have when you hire people with zero life experience
- University of California, San Diego (UC San Diego) in La Jolla, CA
- Online - either hosted virtual meetings, or videos accessible on demand
- i want to specifically say, parks are a bad option, they often alienate disabled people due to difficulties traversing uneven grass, and lack of bathroom facilities and seating
- Neighborhood locations NOT downtown!
- It depends on the community. Meet where all members meet. Utilize existing spaces where there are already community meetings taking place
- Not necessary
- Recreation center
- Social media live q&a
- Police Department
- Pop-up events are to make the people doing the pop-up feel good- they do nothing to inform the public in an equitable manner.
- Online survey shared on social media
- Church (or any place of worship/religion) would be wildly inappropriate.
- Jacobs Center
- community centers and online/remote should also be an option. Immune compromised citizens are still citizens, right?
- Online
- Synagogue
- Remote

QUESTION 5

In which ways would you be most likely to provide your IN-PERSON input to the City? (Select all your preferred options.)

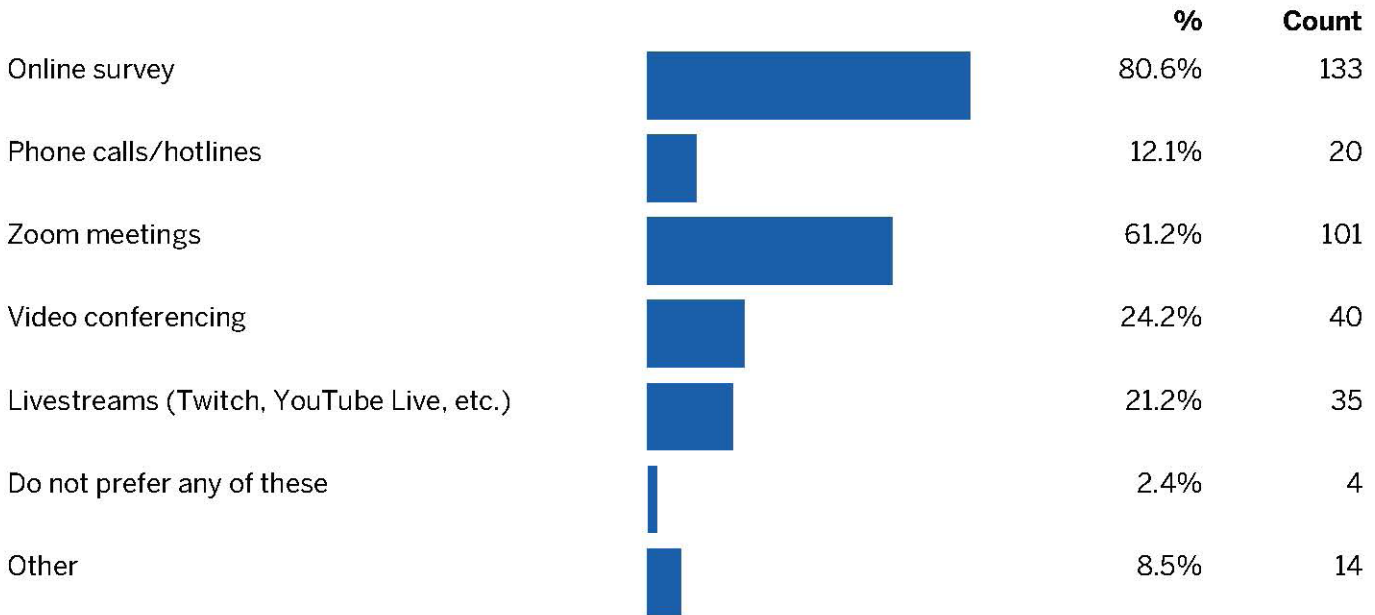


'Other' Responses

- community center
- There doesn't seem to be a reason to attend meetings. Only the loudest people are heard.
- Can I come in drag?
- In public meetings it can be intimidating to give comments, especially because other commenters might react negatively
- Not downtown -
- I am immunocompromised and cannot attend in person events without COVID safety protocols (like masks, ventilation or having it outdoors)
- Properly noticed sessions that respect the Brown Act. City presenters at nonprofit meetings should be required to provide notice to residents. No sneaks.
- Outside on my sidewalk or parking area
- I don't feel these group listen to what people are saying. The city wastes it money having them because they do what the developers or bike lobby want.
- Scheduled Phone call
- In writing on a website like "Get it Done"/ e news letter
- Events - Street Fairs, etc
- Online surveys or mail in surveys
- zoom
- at Community Planning Group meetings.
- all these work for me
- Pop-up events or have the City have a booth at community events that are already planned like Adams Ave Unplugged, Hillcrest CityFest, or a Farmers Market
- +1 for Tours/field trips/site visits

QUESTION 6

In which ways would you be most likely to provide your VIRTUAL/ONLINE input to the City? (Select all your preferred options.)

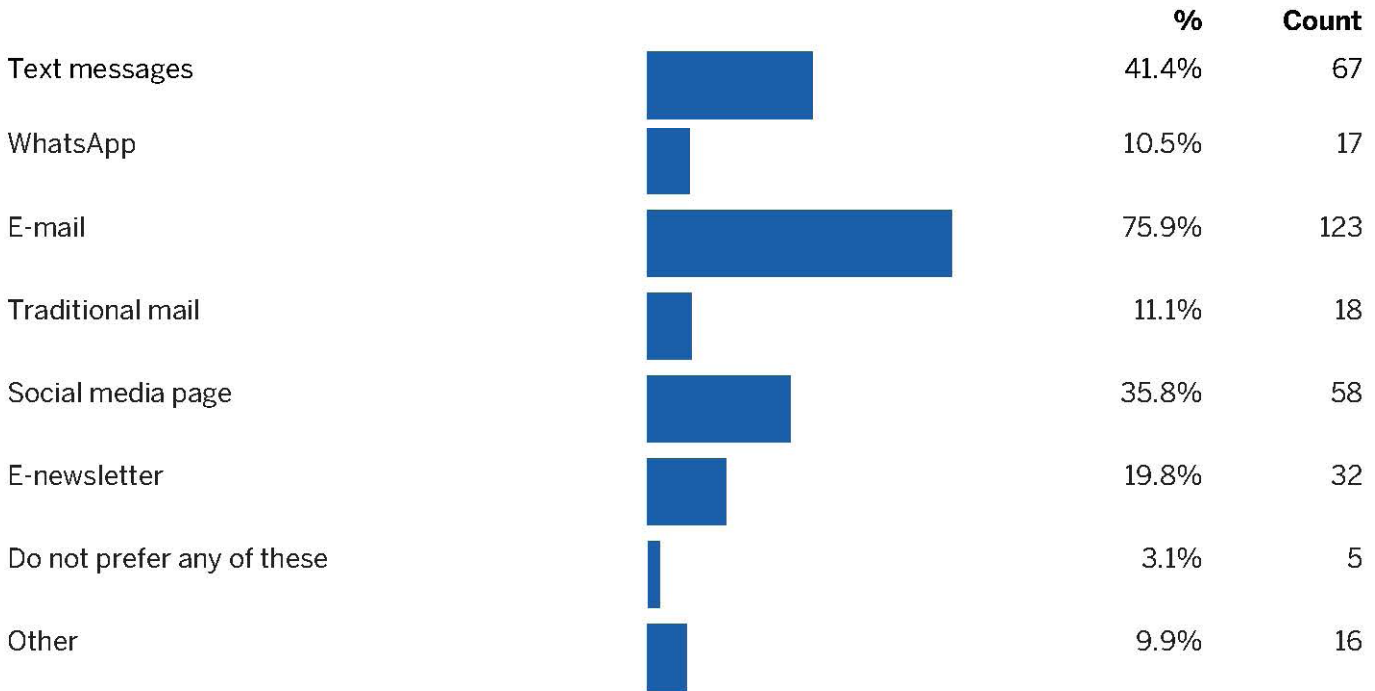


'Other' Responses

- Input from social media Input from social media - Twitter - Facebook - all should be read and responded to. Nothing is responded to now - just ignored!
- The problem with online meetings is that the City controls the mike and censors the questions and doesn't allow follow-up questions, so questions are never fully answered. Promises are made that answers will be emailed, but never come!
- Your surveys are sneaky cheats. You leave people out.
- Remember your dealing with a lot of established older residents who don't necessarily have the skills to do Zoom, Video, Livestreams, etc
- emails that announce agenda, provide links to information and allow me to share my personal thoughts or questions about the proposals.
- Text
- Survey need to be short, informative & meaningful with clear linkage to how it influenced vision, goals, policies
- message submissions kind of like in the get it done app
- published fully-transparent comments on a project blog/website
- email conversations and other text-based means
- App like the get it done app
- Social media engagement, surveys, livestreams (Instagram, Tik Tok)
- Additional online tools outside of survey format (for example: mapping and design tools (topic specific), "challenges"

QUESTION 7

In which ways would you be most likely to communicate your input to the City? (Select all your preferred options.)

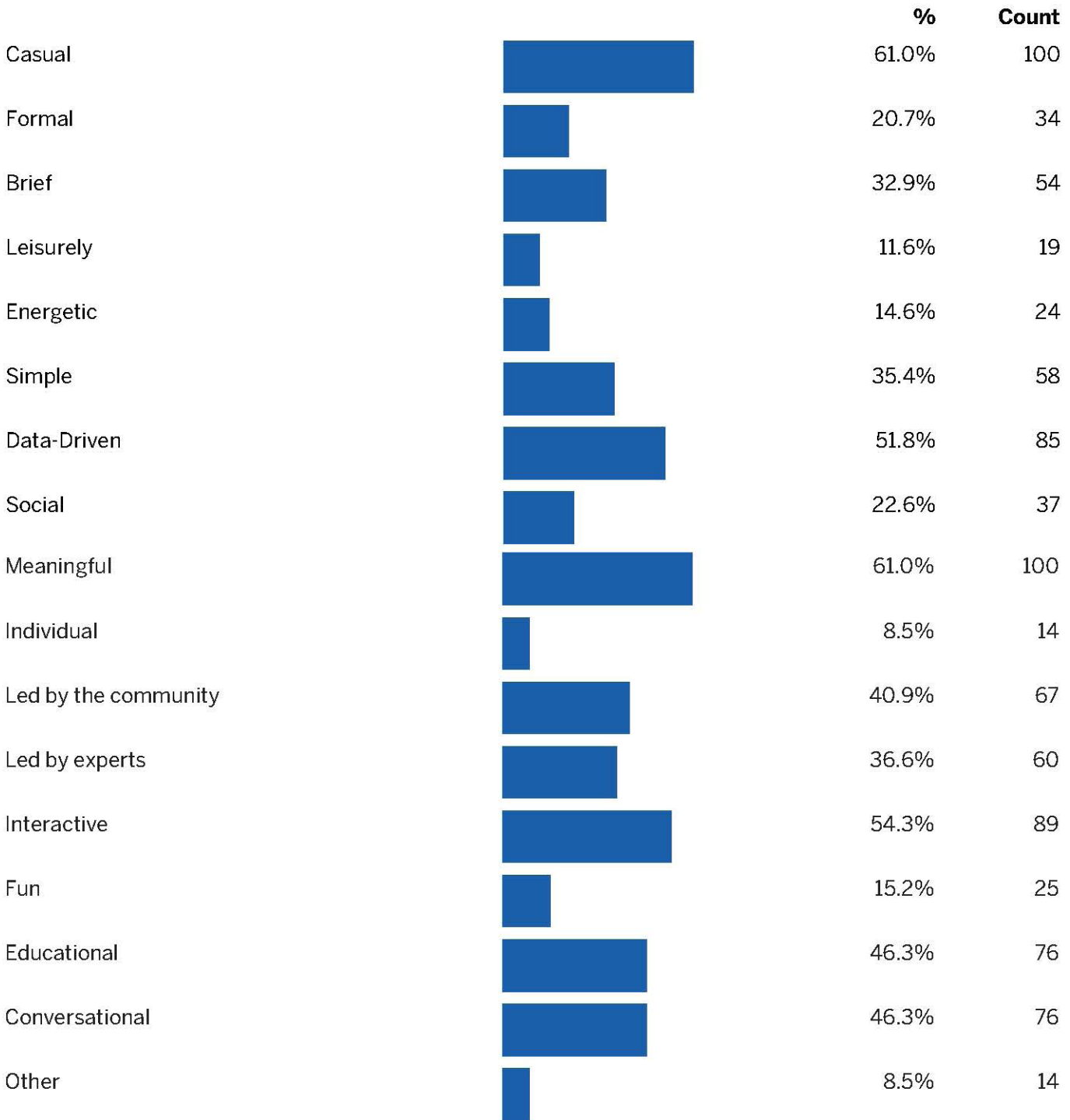


'Other' Responses

- Twitter - Facebook
- Online surveys are easy and quick!
- website
- In person sealed drop box and registered response form
- Surveys and questionnaires
- Email surveys that are tabulated
- Would prefer to speak with local manager/ representative at agenda-specific meeting
- online comment box
- In person or phone
- City Website
- City of San Diego website online form for written input
- chat box during zoom
- have communications available at community libraries, Town Councils, and Planning groups
- Community workshop educating different age groups on how to engage and gathering input on current and upcoming issues
- in person

QUESTION 8

What words would best describe your ideal participation experience when providing input for City plans, policies or programs? (Select all your preferred options.)



'Other' Responses

- Stop hiring public relations to come up with these inane surveys. Just listen to what is important to people. Life and death comes first - spend our money on helping house the homeless
- Two-way, unlimited time, follow-up questions allowed, Allow public to speak for more than 60 seconds. Allow the public to ask the presenters questions and the presenters to answer, not submit questions in writing and promise to answer in writing later.
- Equitable and accessible
- Having equitable conversations with everyone, not just district reps gaslighting everyone
- On the record and documented - including city officials. One that gives the sense you're being listened to and heard.
- This is a weird question ; words don't mean the same thing to every person.
- Elected officials listen
- If led by community, make sure all community is involved and listening
- Transparent proceedings; data and meeting info accessible to all interested parties (whether in writing or in person); and interactive/ability to comment and present/discuss in a fair and informed manner
- engage Community Planning Groups first.
- Let us come up with the idea first before you come up with some drawing to approve and check the box!
- Live in person events
- structured questions to answer in Zoom chat

QUESTION 9

Where do you find trustworthy information about what is happening in your community? For example, what places, groups, or news sources (e.g. church, school, newspaper, community organization, TV news, internet news)?

Answered	151
Skipped	15

'Other' Responses

- social media, news sources, nextdoor, community organizations
- Voice of San Diego
- Community organization, Com. planning Group, newspapers - UT, Voice of San Diego, Reader, KPBS tv and radio...
- Local newspaper, church, school
- newspaper, Nextdoor
- newsletters from industry experts
- Typically my community mom's Facebook group.
- It's hard to tell what's trustworthy. Everybody seems to have their own bias.
- Community orgs
- There is none.
- Local news channels and government led social media pages such as Facebook and Instagram.
- City Facebook posts
- Voice of San Diego, KPBS
- Voice of San Diego, Social Media
- Twitter
- Internet news, social media
- Twitter
- Twitter
- Twitter
- I find information by seeking it in several places.
- News from sources like Voice of San Diego and KPBS; community organizations like Business For Good, Climate Action Campaign, or San Diego Food System Alliance
- "News-paper and TV and social
- Media, newsletters,
- community meetings- CAB, DCPC, Clean and Safe, etc "
- Social media - Twitter and Facebook and Instagram - All the input the Mayor ignores....
- Twitter and Youtube
- Voice of San Diego, Business For Good San Diego, People like Michael McConnell (@ HomelessnessSD) on Twitter
- San Diego Union Tribune, San Diego Reddit
- "Voice of San Diego, Twitter activists, listening to public meetings (but that is very time consumptive).
- Neighbors, NextDoor (when items aren't removed)
- Community organizations like Business for Good and NPR
- La Prensa, Voice of San Diego, Social media
- Voice of San Diego, twitter
- all of the above except church and school
- community organization newsletters and gatherings like Business For Good, EDC, Promise Zone news, Mid-City CAN convenings
- Local news (mostly online but sometimes TV), word of mouth
- Twitter - individual users, not official government or news sources
- "Words and deeds- Doug Porter"
- School, newspaper, social media
- City newsletters via email and SDUT newspaper
- twitter
- Word of mouth, social media (IG, Facebook), Meetups website, through City of County events pages check from time to time
- Internet news & online publications; community organization meetings
- TV News, SD Tribune
- Grassroots groups; social media; City email lists; Business for Good
- City documents. At the end of a trail created by any of the listed sources. They're public record, right?
- I'd prefer to approach this from a different direction. We certainly do not get information or the truth from the city! Too many back room deals, or decisions being made before we even find out about anything. This city's idea of outreach is a joke. We need local, groups of residents and business members to be available to us, to look out for us, and to be truthful to us.
- Random legitimate comments section of articles about what's happening in the "community", because it's not scripted nor curated by interest groups or their people.
- Local mainstream media works collaboratively with the city to hide/spin certain issues like blaming homelessness on "drug addicted ppl refusing care" when the truth is City mismanaged growth & development, social services operations & budget priorities leading to our current housing crisis. Those responsible & in power are never held accountable."
- emails and newsletters from North Park United
- Business for Good keeps me up to date on social policies
- Newspaper, tv news
- Community Planning Committee, news source
- Social Media, TV News
- Community organization, newspaper, TV news
- Voice of San Diego is the best local resource.
- Through my own personal experiences and observations
- Local social media and news.
- Occasionally see a blurb in San Diego Patch or hear on TV
- Newspaper, T V news
- San Diego Voice
- Community newsletter.
- TV news and newspapers, internet news
- Combination of Trusted news sources (multiple but not FOX or others peddling conspiracy theories), respected, intelligent neighbors, friends, relatives. Very careful to avoid slanted news and try to distinguish true facts from nonsense. Today that is NOT easy due to multiple "alternative facts" which actually are untrue.
- NextDoor, Google News
- Council and supervisor newsletters, emails,TV
- newspaper, TV news (not Fox)
- TV and Internet news
- Local paper, community paper
- newspaper, TV news, internet news
- Nowhere
- newspaper (San Diego Union Tribune and Mission Times Courier), community organizations (Neighbors for a Better San Diego, Allied Gardens/Grantville Community Council), Internet and government sites and sometimes the local news. I also speak a lot to my neighbors. Many of us have lived in the same neighborhood for 20-30 years or longer.
- none noted
- E-mail newsletters from my council member. Local media are too biased.
- UT newspaper, community meeting (NCPI, AGGCC), monthly email from Councilperson, Mission Times Courier
- Social media and the San Diego union tribune

QUESTION 9 (Continued)

- KPBS
- KPBS
- Town Council, Planning Groups, & Recreation council
- Community Newspapers, Nextdoor.com, UT, Community Organizations, and Sandiego.gov.
- College Area Currier, City social media page, certain local news channels. Not Union Tribune
- Local news websites, neighborhood newspaper (or newspaper website)
- Internet news and newspaper
- TV news, internet news (KPBS, News 8)
- News - voice of san diego
- My biggest sources for finding trustworthy news typically comes from my own research on the internet as well as occasionally from local TV news.
- TV news, internet news, newspaper and at school
- Newspaper, TV news
- I mostly look on social media pages, websites, and I'm subscribed to a few email lists from local organizations.
- City public facing websites. Local newspapers. Internet local information sources such as iNewsSource and VOSD.
- neighbors, certainly not representatives or council members
- internet news and school
- news, local groups/community organizations
- Internet News and School.
- UT, Online News (e.. Voice of San Diego), TV News
- Nextdoor; Reddit
- School, online newsletter (San Diego Tribune), social media ads, and social media community groups (facebook/ring).
- instagram
- Meetings with other organizations
- Data provided by trusted and vetted academics/ institutions alike.
- These are more national sources, but I can't think of local sources. MSNBC, environmental groups (WWF, Defenders of Wildlife, African Wildlife Federation, Humane Society, PETA), Story of Stuff.org, Meidas Touch, Lincoln Project, Politicon online videos, Bryan Tyler Cohen videos, Glenn Kirschner videos, March for Our Lives emails.
- Usually find out after the fact by seeing changes
- Word of mouth is the most effective way to hear about what's happening in the community. After hearing about it, I typically check my local news sites to confirm whether or not things are happening.
- I find my most trustworthy information online (i.e News websites, School)
- Personal Research
- internet news articles
- local news and online by freelance journalist.
- Local News Stations, Public Flyers, Word of Mouth, Campus
- I find most of my trust worthy news about the city during community organizations or internet news.
- Social media
- Kpbs, voice of San Diego, friends in BikeSD
- Twitter, reddit, newsletters
- KPBS, Voice of San Diego, BikeSD, and city sources
- A curated group of trusted sources on Twitter and Reddit.
- I usually read an E-Newspaper and also am part of a social media group where residents can voice their concerns with different aspects of community (Reddit).
- groups, internet news, e-news
- Community Planning Groups.
- San Diego Union Tribune, Inewsources, Voice of San Diego, Reddit, KPBS.
- Podcasts, San Diego based SubReddits, Local community Organizations Social Media, Library Bulletin Boards.
- Online news
- Official government calendars, international news from traditional media, such as the San Diego Union-Tribune (printed & online), and local news from other community newspapers, some social media postings on Facebook or Twitter, and public library bulletin board announcements and flyers,
- Tv news
- Community Orgs, Council-member, Police
- "Oak Park doesn't have any communication resources unless posted on Nextdoor or by word of mouth from neighbors I communicate with .
- There are no community gathering places , Rec Centers /hubs , sit down restaurants or even a coffee shop. "
- Primarily through school (CSUSM) and through social media (Twitter/Tik Tok) via first hand accounts or accounts of reputable news sources.
- TV, newspaper, online social not reliable, regular communications from city
- San Diego Union-Tribune, Voice of San Diego, newsletters from councilmembers, newsletters and social media from community groups that I belong to, announcements at Community Planning group and Town Council meetings and eblasts,
- newspaper, internet news
- Library noticeboards, Local news stations, Local internet news (Voice of SD, SD Uninion Tribune, etc.)
- Community neighborhood councils, community planning groups, and churches
- Internet
- Newspapers and community meetings.
- Planning Group, Police Department, local newsletter, TV news
- news sources (e.g. church, school, newspaper, community organization, TV news, internet news)
- "Linda vista update digital newsletter
- LVPG
- Local TV news, local news on Facebook
- all the above, including planning group and PTA meetings
- The Linda Vista Update newsletter.
- KUSI News
- Newspapers, internet news sources across diverse spectrum of views.
- Twitter
- Tv
- Internet
- Difficult to find non-biased media. In person community meetings seem to yield the most accurate information
- No where to be found.
- City website and city social media posts
- Mira Mesa Senior Center gatherings, internet, newspaper
- Newsletters from the city
- Local business
- Local publications like San Diego Magazine, online newspaper articles, San Diego sub-reddit.
- Newspapers (online searches and occasionally paper copies)
- Internet news

QUESTION 10

How can the City build trust and encourage continuous dialogue with you? (Select all your preferred options.)

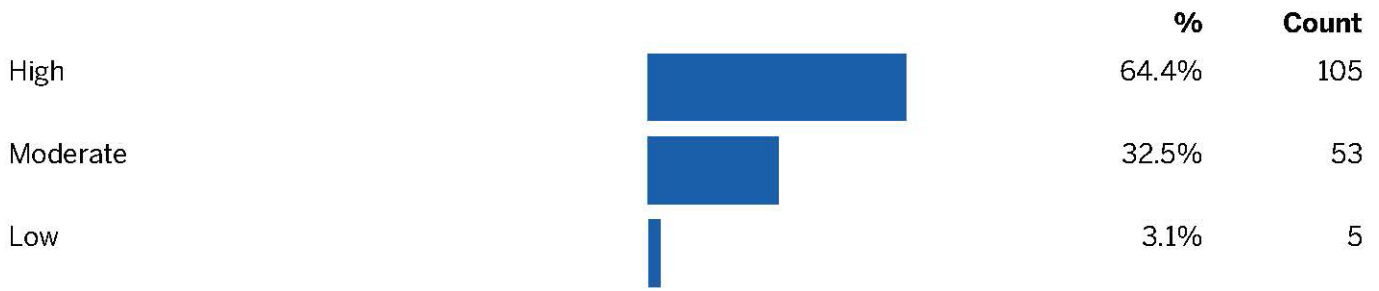
		%	Count
Provide timely feedback on where my input was used		61.6%	101
Engage the community continuously		57.3%	94
Engage the community in diverse ways		47.6%	78
Communicate realistic and clear timelines and expectations		64.0%	105
Create a transparent decision-making process		67.7%	111
Be open and responsive in communication channels		68.3%	112
Implement active listening best practices		36.6%	60
Other		23.2%	38

'Other' Responses

- city should have no agenda or preconceived end result when engaging the community. describe how the end product or result used the community input. be open to change when presenting a result.
- Have leaders at the City who are trustworthy. This is hard to find, and people don't trust government.
- All new leaders Police, mayor, council members. Need common sense people. Not all this Woke nonsense.
- By listening to all members of the community and not just the loudest in the room, also not requiring me to attend hours long public meetings in person
- Best practices? Follow the science like the city said he was going to do when he ran.
- Ensure adopted city policies are consistent with each other and share those policies before asking for feedback. Let us know the parameters within which our feedback must fall. An example is sharing CAP modeshift goals at CPU meetings as mandatory.
- Actually respond to email and questions. Most of the time questions/comments go into a black hole.
- You have got to be kidding - I see "input" all the time on Twitter and Facebook and NOTHING is responded to...
- Follow best practices that lead to results
- ACTUALLY listen to the community about THEUR community instead of placating and using meetings as a check off box to meet requirements.
- Don't ignore the public when an overwhelming opinion is shared in city council comments.
- I've brought many, specific, actionable items to elected officials and their staff, only to be met with the standard oh thank you so much for bringing this to our attention and nothing is done
- answer questions, answer emails, respond, do what you promise to do, post presentations, post questions and answers when you say you will, address community concerns instead of ignoring, enforce codes and laws
- Make an effort to make events inclusive for those still high-risk of covid
- Stop harassing homeless people would build trust
- Let best practices lead the way, not developers
- Inclusion and equity for every person, equally. Make lobbyists and employees of stakeholders disclose that's what they are.
- RESPOND TO RESIDENTS' CONCERNS
- Listen, Im old enough to not use most the language in all your copy. Start there; lighten up on the D.I.E. vernacular. Seriously.
- Honestly the City should hire professionals that have overcome similar changes in other places. The public's uneducated opinion isn't necessary.
- Take action on reports placed on Get It Done
- When you ask for input, really use it. The current plan has demonstrated that the City has no intention of listening to the communities. The plan has been "sold" at the meetings. No changes. have been made. Much credibility has ben LOST.
- Stop ignoring citizens who don't want apartments in single family neighborhoods.
- Not have a decision prior to seeking community input, adapting based on input
- Stop exploiting and extracting info from community members without clear follow up and outcomes to check the box
- Update projects/data/decisioning/project planning and scope in a public and easily understandable
- Let the community know that their opinion really does matter and make a difference. Many individuals feel that their opinions get overrun.
- Engage community virtually and in person and via written comment opportunities
- less bureaucracy, just build the infrastructure that we need
- Engage Community Planning Groups.
- Actually hold meetings where we are invited and valued
- Stop sending out surveys that no one will ever fill out!!! 67 responses is not enough and not representative of residents needs
- Visit Planning Groups to introduce ideas
- Actually demonstrate the city listens to the wants of the community. It seems the city makes a decision before community input and then just moves forward. Example would be H Barracks tent city.
- Have the District council Rep bring copies to Town Council Meetings, Town Hall Meetings, and Planning groups. Also copies to schools to send home with students
- Build trust by getting things done. Implement/act quickly. I would rather see action and projects completed than extend input timeframes.
- Identify community leaders responsible for representing neighborhood interests

QUESTION 11

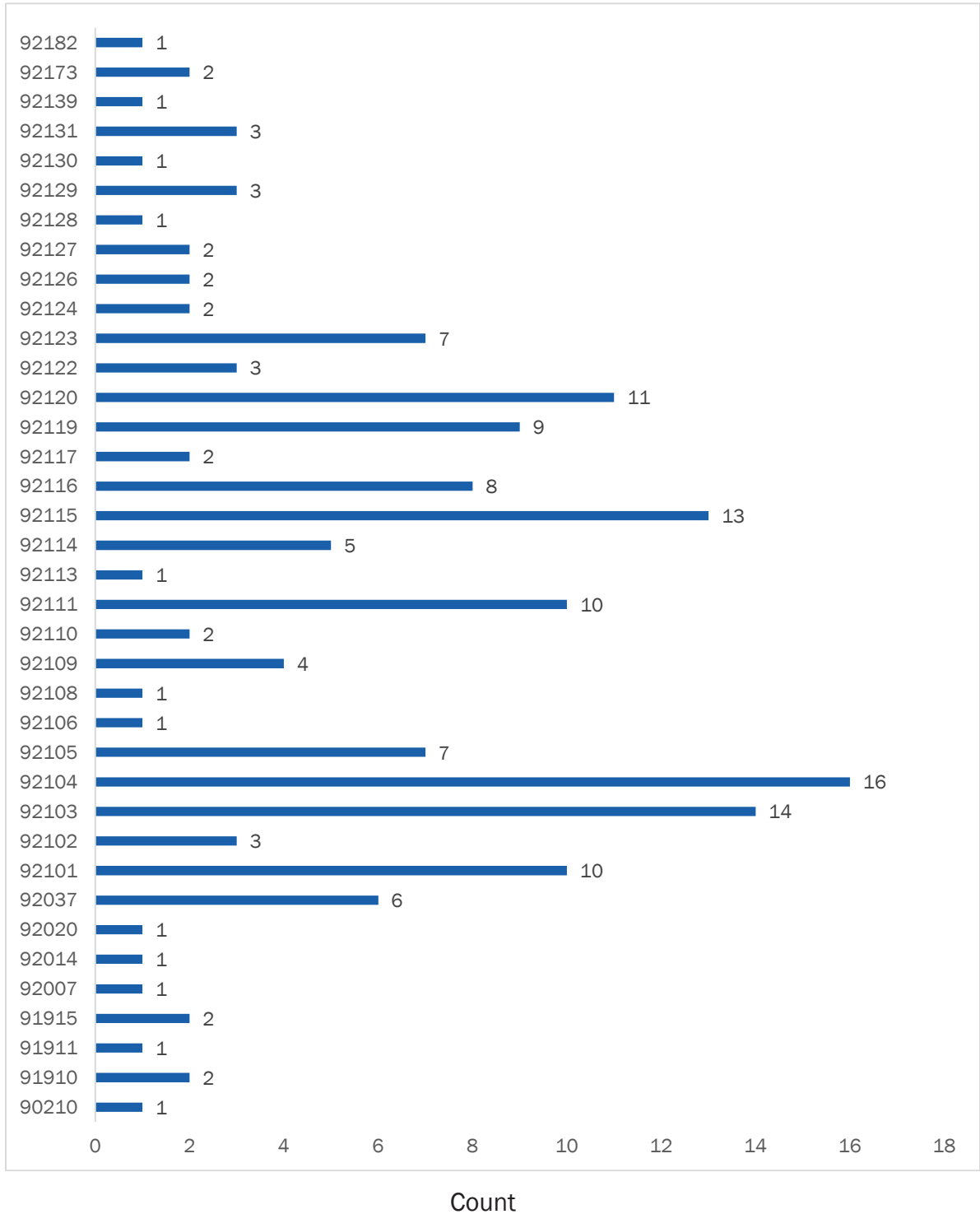
What is your overall level of concern or interest regarding the City's different plans, policies and programs?



QUESTION 12

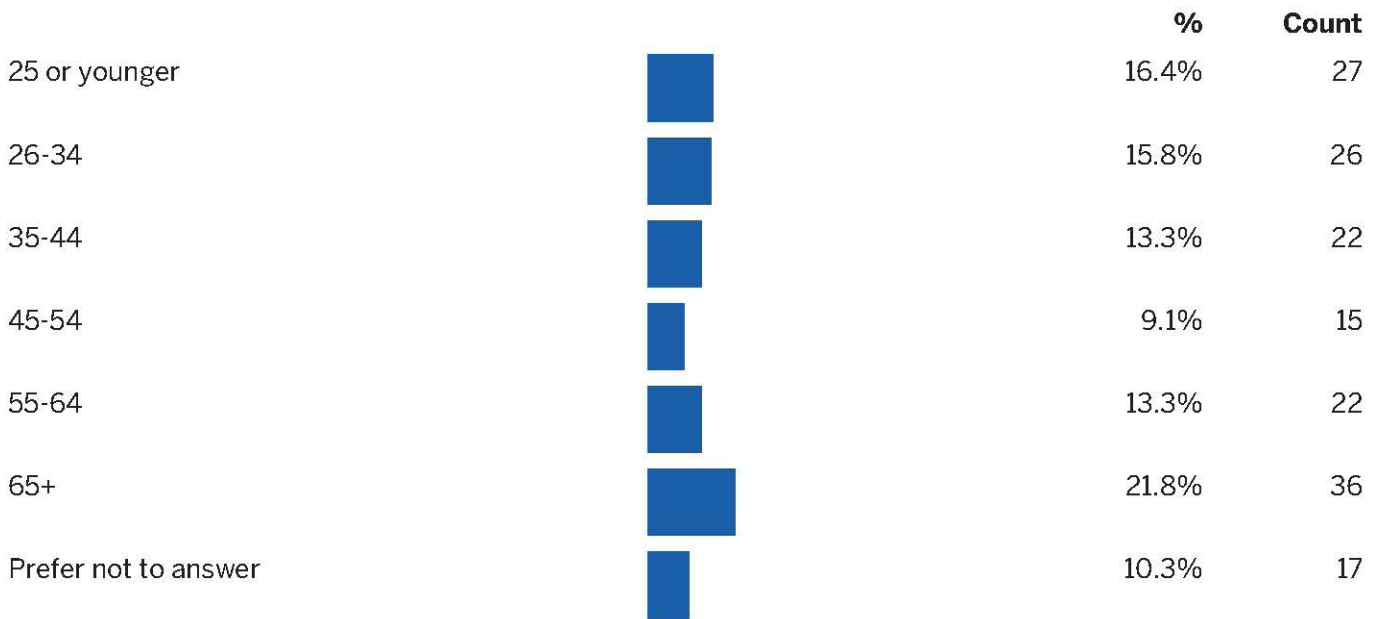
What is your zip code? (Your zip code helps City employees better understand and assess specific community needs.)

Answered 160
Skipped 6



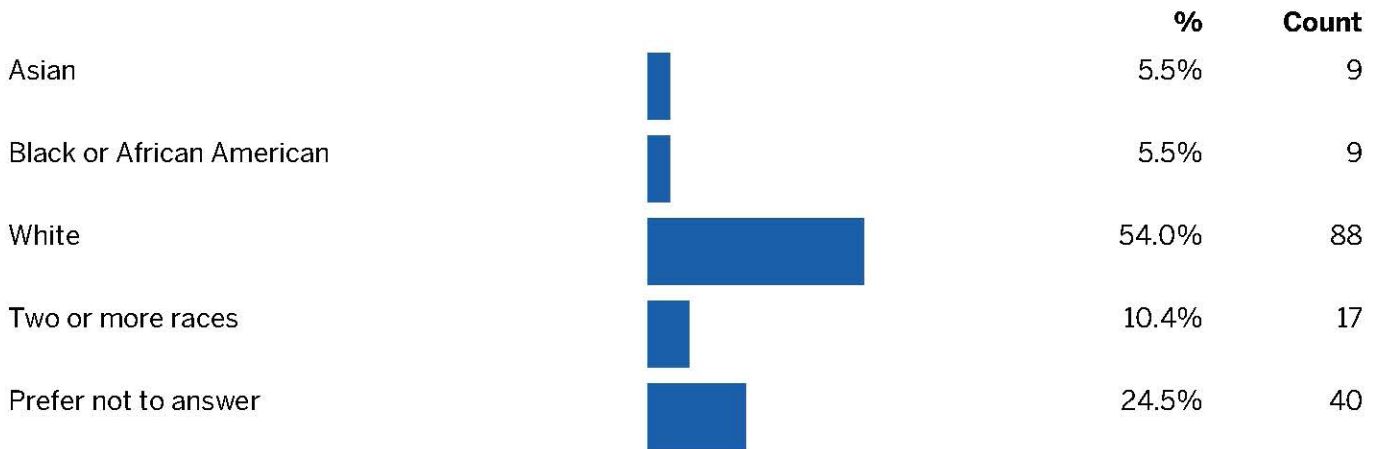
QUESTION 13

What is your age?



QUESTION 14

Which race category best describes you? Please select one.



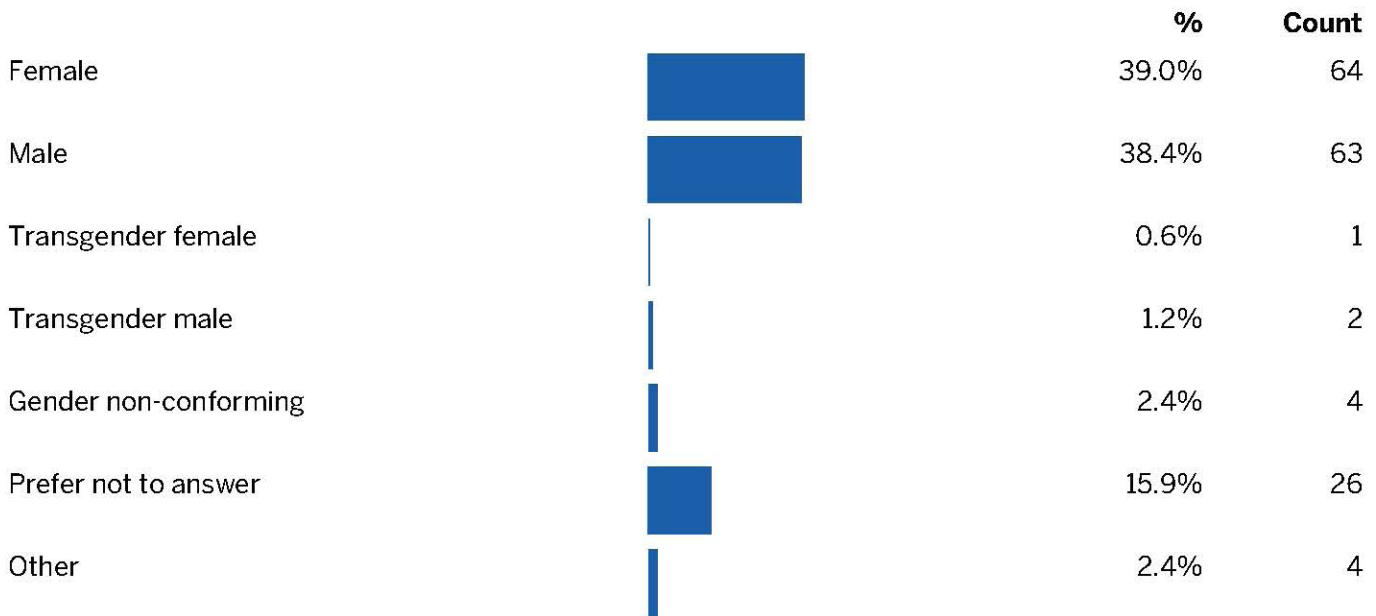
QUESTION 15

Are you of Hispanic, Latino/Latina/Latinx, or Spanish ethnicity?



QUESTION 16

With which gender identity do you most identify?



'Other' Responses

- Just an ordinary human being
- I am female. The only other CIVIL option is "male". Also, no x in Latina stop that!!
- nonbinary