

**Exit survey results from Pittsburgh Panel on Public Engagement, which occurred on Thursday, September 13th from 6:30-9pm at the Children's Museum of Pittsburgh.**

Names and contact information removed to maintain anonymity of comments. Of the 99 attendees, 57 completed the exit survey, which can be seen on page 6 of this file.

These results were compiled by Elizabeth Allen, intern in the Pittsburgh Department of City Planning, and were finalized by staff. Responses have not been edited.

Major themes have been identified and are presented on page 7 of this file.

**Any questions about these results can be directed to:** Sophia Robison, Project Manager, Pittsburgh Department of City Planning (sophia.robison@pittsburghpa.gov).

Race/Ethnicity	Education	Gender Identity	Age	Hispanic	Live	Work	Continued Engagement	Interest	How did you hear about this event?	What was the most interesting idea you heard from the panel today?	What do you think is going well and what do you think would improve the conversation around public engagement in Pittsburgh?
White	Master's	Female	24	no	Hazelwood	Oakland	All	Y	GSPIA	Narrative based/people based city planning. Hester Group's small-scale involvement with communities, especially regarding putting capital into the hands of the community and focusing on small implementable plans while reaching for larger goals.	More immediate transparency with communities. Release Amazon bid. Approach things with a crisis mentality because it is one. How to make people homeowners.
African American	Bachelor's	Male	28	no	Penn Hills	Northside	All	Y	Facebook- City Page	Most interesting question that didn't have much answers was around what metrics are created to ensure displacement is minimized and inclusion is maximized. One answer was around "communities controlling development through zoning" was interesting.	Intentional engagement is good. Sustained, continual engagement is what we need. (Not just at beginning of process, but through and in implementation)
African American	Master's	Female	69	no	Crafton		All	Y	Email Invitation	The Senior Project managers at Hester Street presented an excellent overview of their work in the NYC area. They stressed diversity and inclusion. The Presenters spoke about the importance of utilizing the working panel's expertise.	Working well-- an open forum like tonight's forum. Improve: getting public officials more engaged with the working panel. Equation: The Mayor+City Council+Working Panel=Positive Outcome
White	Bachelor's	Male	23	no	Strip District	Strip District	All	Y	coworker		
White	Master's	N/A	40	no	Greenfield	N/A	All	Y	twitter	Common good, common interest and empathy. Important to hear from other cities. Fear when urban planners come into neighborhoods. It's really hard to get around via public transit and it's too expensive.	There are lots of discussions going on, but the groups are often less diverse than the city. I like that groups are all over the city. I like that the city uses social media.
White	Bachelor's	Female	22	no	Shadyside	Downtown	all	Y	Email Invitation		Improve: access to grocery/food sources. Inclusionary zoning. Neighborhood and micro community planning.
White	Bachelor's	Female	55	no	Downtown	Downtown	newsletter	Y	friend	Tech used in Seattle. Complete lack of teeth in measuring and minimizing gentrification	Community input and needs don't seem to actually or visibly get incorporated.
African American	Doctorate	Male	39	no	Bloomfield	N/A	newsletter	Y	Eventbrite	The idea of humanizing planning meetings to facilitate long term planning by members of a community.	I am not a Pittsburgh native and only moved here within the last 18 months. Since moving to Pittsburgh I have been exposed to a number of issues, ranging from environmental to social, yet I am not sure if I have accurate information about any of these issues. I think public activism is going well but I think clear opportunity to engage is still needed.

										Concrete ideas from Patrice on how Seattle used a variety of outreach approaches (in-person, tech based). I especially liked the place-based approaches (museums, etc.) and generally avoiding the typical public meeting. And avoiding the perception of over-planning.	Positives: Thoughtful consideration of the best ways to engage Pittsburghers in the Comp Plan process (like this forum). Improve: Figure out ways to reach hard to reach or distrusting group and then work to gain trust/set expectations/encourage sustained engagement.
White	Master's	Female	30	no	Highland Park	Oakland	all	Y	DCP invitation		
White	Bachelor's	Female	28	no	Greenfield	Oakland	newsletters	Y	GSPiA		
White	Master's	Male	32	no	Highland Park	Squirrel Hill	all	Y	family		
White	Master's	Male	34	no	Greensburg	Greensburg	newsletter	Y	PA APA SW Council	comments from James Rojas- telling the story that numbers don't	
										statutory status for comp plan and the compatibility it entails. Councils requirement in Seattle that metrics be developed to evaluate equality, inclusion. Inclusionary zoning. Department of neighborhoods.	South Side is grateful for the DCPs proactive of requiring coming to engagement in matters of community interest/impact. We're a little unclear though as to how the process for registering neighborhood plans and community organizations will be implemented in the South Side given our unique structure. It would be great for the URA and DCP to confirm their community engagement checklists, so communities are operating efficiently with developers.
White	Doctorate	Female	61	no	South Side	South Side	all	Y	DCP invitation		
African American	Bachelor's	Female	56	no	N/A	N/A	all	Y	Email Invitation		
										childhood memory as planning question. Transportation, visual tools/representation, community feedback tools, go to where the people are: grocery stores, football games, church, trusted advocate model.	Worked: conversations about mobility/transportation. Economic changes. Improve: Include diverse communities, transparency about HQ2 application.
White	J.D.	Female	35	no	Brighton Heights	N/A	all	Y	Email Invitation		
										Austin- the importance of soundbytes, the importance of communicating these ideas in ways people understand. Gabo/Julia- idea of zoning workshops- not sure if this exists here on government or community level. I think lack of understanding zoning of zoning and how planning works limit engagement.	There may need to be some kind of public recognition and reconciliation of the way the Black community and other communities of color have suffered due to development policies. Don't know what's already gone on.
White	Bachelor's	Female	27	no	Bloomfield	Downtown	all	Y	URBNST1610		
											Public officials have shown the capacity to listen to critical resident voices when they have the opportunity, but there needs to be more constant outreach to capitalize on this.
White	Bachelor's	Male	24	no	Allegheny Center	Hill District	Events, Newsletter	Y	Eventbrite		
											I think that public engagement within city planning is vital. I feel that working harder to involve marginalized populations in planning processes would be beneficial.
White	Some College	Female	43	no	Beechview	Beechview	all	Y	Facebook- City Page	That neighborhood plans may be a waste of resources within comprehensive plans.	I think what is going well is this conversation about a Comp Pan. But I wish there was more transparency/ so people can engage.
Asian	Bachelor's	Male	23	no	Allegheny Center	Downtown	newsletter	N	HACP	Sharing stories and using examples of the actual people	
										It is important to incorporate and try to understand the lived experiences of residents before, during and after the planning process.	Include focus groups, interviews, and storytelling to measure impact/success. Find creative ways to reach people who are not online.
Mixed	Bachelor's	Female	26	no	Perry Hilltop	Perry Hilltop	newsletter	Y	Email Invitation		

White	Master's	Female	69	no	Lawrenceville	Lawrenceville	all	Y	Facebook- City Page	using strong feelings with favorite childhood memories to engage citizens about their belonging to the community. It would be interesting to make a story about neighborhoods and change in PGH.	More involvement of citizens in the planning process, including citizens in zoning and historic review in their neighborhood. Need more engagement with neighborhood so that they can understand the planning process.
African American	Some College	Female	62	no	East Liberty	East Liberty	all	Y	Email Invitation		Include impacted population in the conversation.
White	Doctorate	Male	71	no	South Side Flats	Oakland	Working groups	Y	Email Invitation	The ways in which cultural difference can impact the design of community engagement- James Rojas	Bringing our own local experience and expertise to the fore front.
White	Master's	Female	52	no	N. Point Breeze		All	Y	friend		
White	Doctorate	Female	66	no	South Side	South Side	all	Y	Email Invitation	The need to have principles/themes to guide a comprehensive plan. The importance of engaging all demographics. Need to go where they are, developing trust.	What themes will be included in the Comp Plan? The event is a positive step towards meaning public engagement especially comments from the audience. Sophie did a great job coordinating the event. Ray answered the questions from the audience professionally.
White	Master's	Female	35	no	Crafton		all	Y	Email Invitation	Art used as outreach/alternative form of communication and correction to communities./	Meetings go to the people. Day and evening. Shorter format but frequent. Is easy to access. Locations with food even if not provided, i.e. at a café.
African American	Some College	Female	34	no	West End/Elliot	Garfield	all	Y	friend	Heard them all before.	Have some panelists from PGH on the panel.
	Doctorate	Non-Binary	32	no	Bloomfield	Oakland	all	Y	chance		Nothing, sorry angry right now. You could start by advertising these events to groups that you know have been engaged in housing advocacy. We heard about it by chance. \
White	Doctorate	Male	38	no	South Side Flats	Downtown	all	Y	board member SSCC	Matt Dugan's direct approach to difficult problems was helpful and respectful. He recognized the problems and difficulty in addressing complex issues and I believe this is more useful approach could lead to result based solutions with an understanding that a particular result might not be the best starting point.	I believe community involvement is well received and that the city is willing to listen to and support the communities. I believe more community members would become involved if the city had more action and less positive discussion.
White	Master's	Female	39	no	Greenfield	Hazelwood	focus groups	Y	Community Affairs Department	People-based story telling approach. Use of community organizers/trusted communicators. Set expectations for what we can and can't control. Give people a chance to first get their frustrations out and be acknowledged before they can move forward.	City has done a good job recently creating engaging way to give input on certain things. Broader engagement and a true feeling of buy-in is difficult still in some communities. Good faith efforts like baseline mapping areas with high displacement risk could help. Also, what happens when a grant or surprise opportunity comes along and doesn't fit into the planning process?
African American	Bachelor's	Male	31	no	Lennington	Homewood	all	Y	Email Invitation	A comprehensive plan focusing on people of color!	Opening the conversation to include the community at large, in matter and space comfortability. More inclusive measures.
Hispanic	Master's	Male	37	yes	Friendship	Downtown	all	Y	N/A	To reach out to "harder to reach groups" by approaching to the people that does not come up at the public meetings	Things are going well at community level but things do not line up at City Council or administration. The city needs to coordinate and participate on the ongoing community efforts.

African American	Master's	Female	64	no	Hill District		focus groups	Y	Email Invitation	How each incorporates minority history and concerns in their comprehensive plans.	Not being afraid to deal with hard questions: Inclusionary zoning, racial prejudice and oppression among blacks in city. Needing to politicians on planning process and need to look down road-comprehensive plan.
White	Bachelor's	Non-Binary	55	no	Shadyside	Downtown	focus groups	Y	Email Invitation		
White	Some College	Female	68	yes	Northside		events, working groups	Y	Email Invitation	Seattle organization plan	
African American	College Student	Female	20	no	Shadyside	Oakland	Events, Newsletter	Y	professor	The idea of social cohesion to create greater community interest. Statutory comprehensive plan.	
African American	N/A	N/A	N/A	no	Garfield	Garfield	All	Y	Email Invitation	Using art to connect with the community to tell a story.	We feel like our are being ignored, or that we are an after thought.
White	Master's	Female	30	no	Mt. Washington	Downtown	working group, focus group	Y	Facebook- City Page	The emphasis from the panelists on the importance of focusing on equitable outreach.	Proactive education on best practices from other cities across the country; continue to engage in different ways.
White	Bachelor's	Male	34	no	Allegheny West	Allegheny West	working group, focus group	Y	Email Invitation	I really like the notion of taking meetings to the people-either where they already are physically and/or using remote tools to allow for virtual participation.	More dialogue around short-term, actionable parts of the plans that the public can steer and involve in to see more immediate results to keep momentum and engagement up.
White	Bachelor's	Female	24	no	Bloomfield	Mount Lebanon	All	Y	Bike PGH	Different engagement styles for communities of color. I was Ray Gastil's one-on-one Q&A session with the panel could have been cut out for either long panel sessions or longer Q&A with the audience.	LISTENING TO THE PUBLIC. Scheduling meetings 2 weeks in advance at different times. Taking notes. Answering questions in detail. Having the number of public meetings reflect the magnitude of the development/plan.
White		Female	21	no	Oakland	Oakland		N	Pitt	I loved the Q&A with the public. I really admired the passionate Pittsburghers who care about their city.	I felt like the conversation and things said by the panelists was really vague. I wanted to learn more specific things happening to address social issues in their cities.
White	College Student	Female	21	no	Oakland	Oakland		N	Pitt	It was good to get the perspectives of the Hester Street employees for more community organizing strategies.	I know City Planning cares about its residents, but I do think more collaboration would help.
White		Female	60	no	Beechview	Downtown	all	Y	Email Invitation	James Rojas! He was excellent at capturing the humanity needed when dealing with POC, people with disabilities, etc.	The expertise of the panelists is always appreciated. All the attempts at public engagement are to be commended. Ongoing dialogue and open debate would be interesting if there were time at different event.
White	some college	Female	46	no	East Liberty	Downtown	all	Y	Email Invitation	James Rojas--I would have liked to have a full presentation of examples and models of his ideas in practice. Demonstration of tools of inclusion and how to humanize a planning meeting. Would be great to see examples of this in practice both with what works, and what didn't.	Humanize the planning meeting and process, develop new forms of engagement. More proactive approaches. Right now, the system is reactive. The city needs to give more resources (staff, money) to make proactive space for engagement.
Asian	Bachelor's	Male	22	no	Lawrenceville	Strip District	all	Y	work	Build empathy the beginning of a meeting/process. Every moment is a chance to build more community	

			51		Carrick		all	Y	Carrick Community Council		The City of Pittsburgh needs to improve on letting low-income neighborhoods know what's going on at least 2-3 weeks before a meeting and to hold meetings where people can get the message. Money needs to be evenly distributed between all communities across the city.
Mixed	Some College	Female	29		Friendship	Lawrenceville	all	Y	City newsletter	Humanize Planning!	Make meeting more equitably engaged. Share data and studies. Make all plans public and available for comment.
White	Master's	Female	24	no	Brighton Heights	Downtown				The power of storytelling and the role it can play in the process for long-term planning.	It is clear that political pressures dictate who gets involved and at what point in the process, which is incredibly frustrating. There is no transparency.
White	Bachelor's	Male	30	no	Lawrenceville	Lawrenceville	all	Y	DCP invitation	James Rojas! Everything he said, but especially how planning meetings are built around White culture and how we need to change that.	I think deliberate democracy meetings are good, but I would encourage DCP to heed Mr. Rojas' advice to design community processes to engage people of color, build SOCIAL interest, etc.
African American	Some College	Female	49	no	Westwood	West End	all	Y	Next Door	That the city wants to hear from us?!	Brining in others from different cites that have gone through this process.
White	Some College	Female	37	no	Beechview	Beechview	all	Y	Sophie		
							all	Y	Next Door	The grassroots participation approach	Take the mountain to Muhammad. Include more people than just the "usual suspects" and bring in more local level organizations/groups.
White	Master's	Female	28	no	East Liberty	East Liberty	Working group, focus group, events	Y	Word of mouth		
White	College Student	Male	23	yes	Squirrel Hill	Lawrenceville		N	Word of mouth	Community-designed master plans! (Not top down)	Infrastructure and access. We need to ensure that people who cannot get to meetings consistently are still included in the process. The City should go to them.'
Asian	College Student	Male	25	no	Squirrel Hill		working group, focus group	Y	Word of mouth	I learned that Ray Gastil gets uncomfortable when he is asked pointed questions.	Please fix gentrification.
			69		South Side	South Side		N			
			65		South Side	South Side		N			

Please complete this survey to provide your input to the Public Engagement Planning process.

What was the most interesting idea you heard from the panel today?

What do you think is going well and what do you think would improve the conversation around public engagement in Pittsburgh?

<https://www.pittsburghpa.gov/dcp/projects/CompPlanPGH>

Please complete this survey to provide your input to the Public Engagement Planning process.

OPTIONAL: Please self-identify the following.

Race/Ethnicity: \_\_\_\_\_ Neighborhood where you live: \_\_\_\_\_  
Education: \_\_\_\_\_  
Gender Identity: \_\_\_\_\_ Neighborhood where you work: \_\_\_\_\_  
Age: \_\_\_\_\_  
Hispanic/Latino? \_\_\_\_\_ Answers will help us evaluate engagement initiatives.

How would you like to continue to be engaged?

Newsletter  Working Groups  Focus Groups  Events  All!

Would you be interested in helping review the draft Public Engagement Plan in early 2019?  Yes  No

If you answered yes to either of the previous two questions, please provide:

Name: \_\_\_\_\_  
Email address: \_\_\_\_\_

How did you hear about this event? \_\_\_\_\_

