



Hot-Button Issues

HOW TO PARLAY PIQUE INTO POSITIVE PARTICIPATION

E.J. Iannelli • Dani DeJaegher
Emerson-Garfield Neighborhood Council



Welcome!
Let's meet our neighbors.

- ▶ Your Name
- ▶ Your Neighborhood
- ▶ What keeps you involved in your NC?
 - ▶ (If you've not yet attended your NC meetings, what is motivating you to go next time?)

The beautiful and not so...

- ▶ What is the scope of this workshop?
- ▶ Building on last year's "facilitating effective meetings" workshop
- ▶ PIQUE: a feeling of irritation or resentment from a slight (Oxford Dictionary)

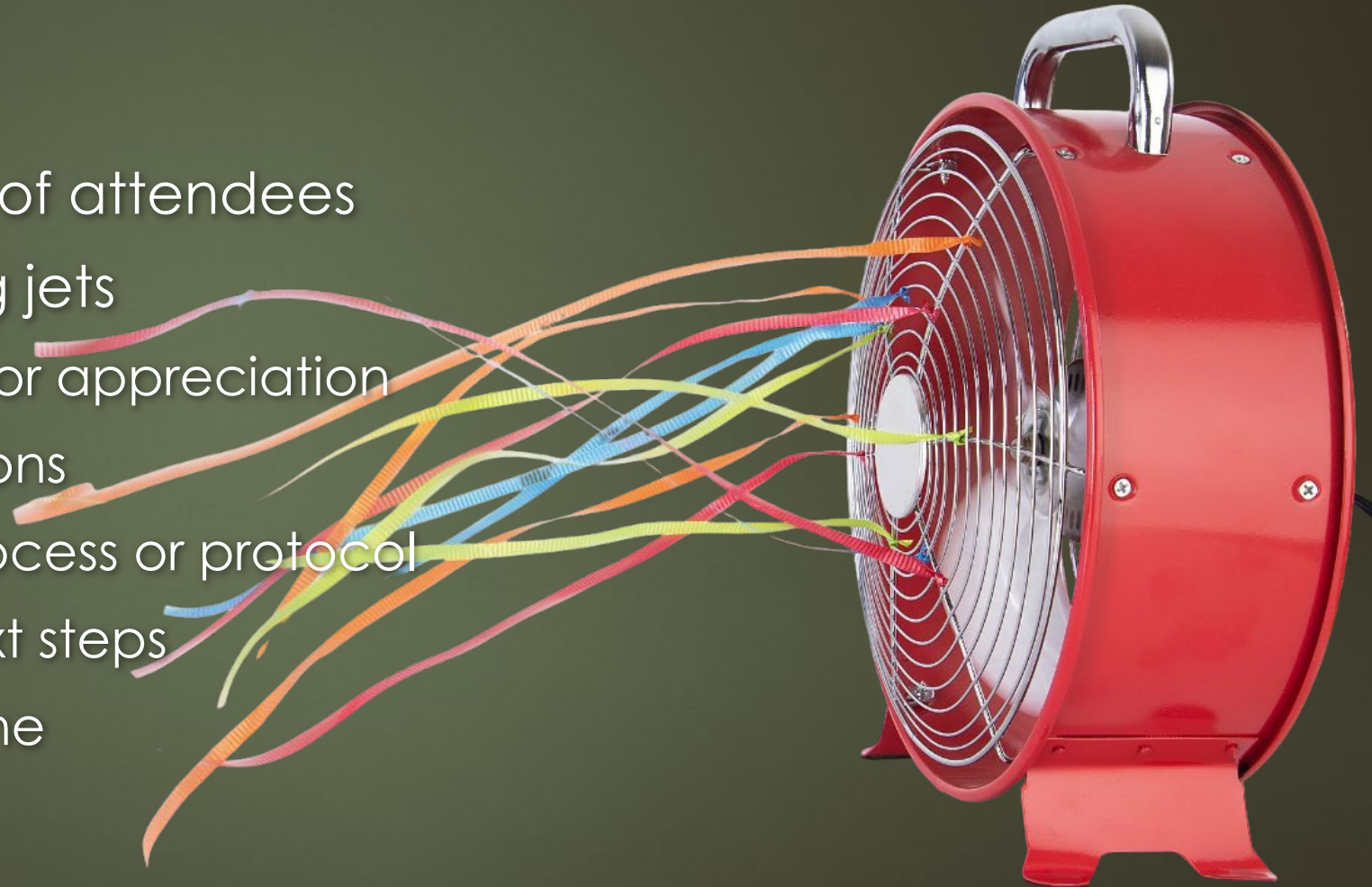
What is a hot-button issue?

- ▶ A circumstance or an event that provokes a very visceral, emotional response
- ▶ Examples of hot-button issues?
 - ▶ Development, crime, policies, levies/taxes
- ▶ Common elements:
 - ▶ Sense of security is threatened
 - ▶ Worldview or assumptions are challenged
 - ▶ Efficacy is in question

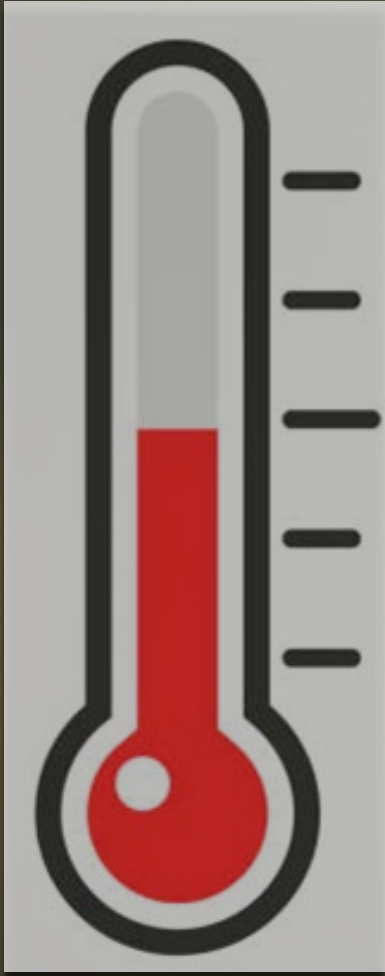


Okay, so what's the point?

- ▶ Insight into mindset of attendees
- ▶ Initial focus: Cooling jets
 - ▶ Convey empathy or appreciation
 - ▶ Temper expectations
 - ▶ Demonstrate a process or protocol
 - ▶ Communicate next steps
 - ▶ Engage one-on-one



Too hot to handle?



- ▶ Ex: Looking for action: A proposed business coming into the neighborhood is sure to cause problems for neighbors AND the required city processes were skipped.
[Council to take action on many fronts]
- ▶ Ex: Looking for an ally: Looking for funding from the city to provide additional resources to the community
[Council to vote on writing a letter of support]
- ▶ Ex: Looking for an audience: Need help with abandoned cars on their street
[Connect to resource officer or local COPS shop]

Case study: North Monroe

- ▶ In the works for 5+ years
- ▶ Major component of neighborhood plan
- ▶ Good communication among stakeholders
- ▶ Long and short: Due diligence (preventative)
- ▶ Skepticism answered by consensus
- ▶ Opportunity to build solidarity



Ingredients for success



- ▶ Understanding
- ▶ Due diligence (informed decision-making)
- ▶ Looking for and offering solutions
- ▶ Clear and open communication
- ▶ Order and structure (chaos begets chaos)
- ▶ Healthy, diverse regular attendance (bulwark of consensus)
- ▶ Follow-ups (post-meeting one-on-one)
- ▶ Celebrating positive outcomes
- ▶ Being about more than just issues

Case Study Framework

BEFORE

Prepare and share an organized agenda

Reach out to Neighborhood Police officers, local COPS shop, City Council Representatives to request regular meeting attendance

DURING

Be clear about expectations and Neighborhood Council's options for support

Be empathetic to those impacted by the situation

Keep conversation moving towards resolution

Keep conversation positive

Stick to the time allotted per the meeting agenda

AFTER

Continue to keep neighbors informed on the issue

Follow up on action items

Write letter/take action if council voted to do so

Build your toolbox as need to be prepared: facilitation training, de-escalation support, etc.

Case study: Warm Ups

Scenario 1:

4 new faces show up to your regular meeting. They are all sitting together and during the meeting introductions, you notice they all live on the same street. You have a packed agenda and a full house. As usual, your meeting starts with the Neighborhood Police officer who shares trends with the council. These new attendees' hands shoot up when the officer opens for questions. They share their frustrations about neighbors down the alleyway who are consistently blocking alleyway and parking their cars there for 5-10 minutes at a time. They suspect drug use and are beyond frustrated with the inconvenience and potential threat to safety. The officer shares his card, tells them to call him directly when the alley is blocked and he will send someone over. The next meeting during the officer's report, you find out that the behavior has stopped and neighbors are happy with the quick results. Those 4 neighbors did not return to the council meeting this month.

- ▶ What was done before, during, and after the meeting to address the situation?
- ▶ What else could have been done?
- ▶ What would you have done differently?

Case study: Warm Ups

Scenario 2:

During your meeting, a new member shows up and is looking to bring the issue of water fluoridation into one of your next meetings. This individual is adamant that the neighborhood council bring speakers to the meeting in order to educate residents on (primarily) reasons not to add fluoride to the water. The conversation quickly is turning into a debate where people are passionately working to have their position heard and agreed with. Using the meeting tools, you encourage a member to put forth a motion about whether or not the council should host such a forum. The motion is made: NC should bring in speakers to address this topic. The motion is seconded, but the majority of members vote against the motion. The council has voted that speakers should not come to the meetings and that people can find that information at other events in the city.

- ▶ What was done before, during, and after the meeting to address the situation?
- ▶ What else could have been done?
- ▶ What would you have done differently?

Case Study: Mansfield Grocery

PART 1: AN EMAIL

To whom it concerns,

First I hope this finds you well and thank you in advance for taking the time to read this. I am writing today because we recently found out the commercial building next to us is not turning into what we were led to believe. The proposal is called Mansfield Grocery, on the corner of Howard and Mansfield, and even though KXLY reported that it would be a grocery, it turns out they did not do their research and this is not the case at all. We chatted with the potential new owner and they are using misleading language. The person confirmed there will be no fresh food or produce, meats, proteins, deli, or sundries that can be made into meals. He did say there will be vape, tobacco, cheap beer and wine and highly processed snacks available. He gave us his other location as an example. It's called Broadway Mini Mart and you can view it with a google search. Naturally we have many concerns with this. We're trying to inform everyone, so I'm not sure who else will show up to the meeting, but you might have upset unfocused energy. My husband and I are still trying to make sure we can attend. Fingers crossed.

The city and council reps are asking for more email submissions as they're not seeing enough to put this on the radar. Makes sense considering we've just learned about this. Hopefully, we'll have something more organized and in effect after tomorrow. Hope to see you then.

Case Study: Mansfield Grocery

PART 2: MORE DETAILS



Conditional Use Permit Application

Rev.20180102

Conditional Use Permit Application

601 W Mansfield
Spokane, WA 99205

Owner: Miller, Ronald H & Sheryl P
6116 W Ridgecrest
Spokane, WA 99208

Contact: Dave Nagra
davenagra@hotmail.com

The existing building located at 601 W Mansfield will be re-purposed for a small grocery store. A type II CUP is required for this change within the R2 zone. The building has been historically used as a grocery store.

1. List the provisions of the land use code that allows the proposal:

City code does not allow a grocery store as an outright permitted use in the R2 code. Chapter 17C.370 allows for retail use in an existing building with a Type II conditional Use Permit. The existing building has been used as a grocery store in the past and thus qualifies for this CUP.

Case Study: Mansfield Grocery



PART 3: AT THE MEETING

You arrive at the meeting to find that your usual room where you are meeting is closed for renovation. There is an alternative space available and folks begin filing into that space- lots of people. Your meeting typically sees about 30 people in attendance and you easily have 15-20 people more. During the introductions, you realize that all the new people live on Mansfield, confirming your suspicions that they are here to address their concerns.

Case Study Framework

BEFORE

Brainstorm...

DURING

Brainstorm...

AFTER

Brainstorm

You've each been randomly assigned **one timeframe** to consider what actions can be taken to harness the energy behind this issue into positive participation and partnership. You will have a few minutes to work on your own. Then you will find 2 other people with the missing time frames pieces. **Together you will build out a more comprehensive plan.** Hint: Consider each person's input and how that affects the before and/or after.

BEFORE THE MEETING

- ▶ Researched the issue before the meeting in order to help with understanding and communication.
- ▶ Added item to agenda
- ▶ Tempered expectations
- ▶ Discussed as leadership to ensure clarity and a way forward

“Thanks for reaching out.

I have forwarded your concerns chair and vice chair are aware of things. Upset, unfocused energy can be counterproductive when there's an issue with a pressing deadline, so please remind prospective attendees that calm and civil is the best way to get results. I have asked the chair to reserve some time on the agenda for this to make sure this matter gets addressed.

What the neighborhood council is able to do in this instance is a) serve as a single point of contact, information and strategizing for all those affected by this change and b) resolve (subject to a democratic vote) to lodge comments to the City re: the CUP as the council proper. I say that just to temper expectations. We do have some folks who come in and expect us to magically nix planning proposals, and we simply don't have that power.”

DURING THE MEETING

- ▶ Stick to the meeting format as usual. Build the issue into the process that already exists
- ▶ Honor the time set aside on the agenda. Limit the number of comments/time spent hearing comments that are emotional without information. Offer space for 1:1 after the meetings
- ▶ Provide clarity around potential options and actions: What individuals can do AND what the council can do.
- ▶ Vote on next steps and plan accordingly.



Emerson-Garfield Neighborhood Council Meeting Agenda

Date: May 8th, 2024 Time: 6:00pm

Location: 827 W Cleveland Ave, Spokane, WA 99205

Zoom: <https://us02web.zoom.us/j/82022161599?pwd=WWU1d2pFM2RwTGh2WFpBQ0RlZkZkdz09>

Time	Housekeeping	Facilitator
6:00pm 10 min	Meeting begins at 6pm Quorum verification Introductions Approval of March 2024 minutes Additions or changes to agenda	Chair

Time	Guest Speakers	Facilitator
6:10pm 10 min	SPD Northwest Sector Precinct report	SPD Officer
6:20pm 15 min	CHAS presentation	Tamitha French, Mary Miller and Katie

Time	Discussion Items	Facilitator
6:35pm 5 min	Proposed Neighborhood Beautification projects	Chair
6:40pm 5 min	Community Engagement Grant, due June 14	Chair
6:45pm 5 min	Summer Schedule considerations (June, July and Aug)	Chair

Time	Action Items	Facilitator
6:50pm 10 min	Mansfield Grocery- Continued Use Permit	Chair
7:00pm 10 min	EGNC Committee elections (vacancies listed below)	Chair

Time	Reports	Facilitator
7:10pm 10 min	Spokane City Council	CM Klitzke/Zappone

AFTER THE MEETING

- ▶ Work with Mansfield contingent to draft letter for distribution
- ▶ Send information and draft to council via email and website
- ▶ On behalf of EGNC, Write letter of opposition and send letter to City et al
- ▶ Continue to update NC on changes and the process as needed
- ▶ Plan for time on the agenda at upcoming meetings
- ▶ Provide consistent and organized partnership

601 W. MANSFIELD – OPPOSITION FORM LETTER

📅 May 13, 2024 (<https://Emersongarfield.Org/601-W-Mansfield-Opposition-Form-Letter/>) 👤 Emerson Garfield (<https://Emersongarfield.Org/Author/Egstaff/>)

Thank you for your willingness to share your feedback on the proposed “Grocery” store on 601 W. Mansfield. Below you will find a sample letter to help you in reaching out to elected officials and Spokane City Planning staff. Feel free to edit or adjust your letter to highlight your own concerns and align with your opinions on the matter. For a comprehensive list of concerns, please reference **OPPOSITION: 601 W. Mansfield** (https://docs.google.com/document/d/1NpD11eO35ZwNizi1sD_64nbAWa-8V67_/edit?usp=sharing&ouid=117217288127384846703&rtpof=true&sd=true)

usp=sharing&ouid=117217288127384846703&rtpof=true&sd=true)

PLEASE NOTE: Comments are **DUE** by **5/15/24** (This Wednesday).

Please send your personalized email to the following individuals:

Kitty Klitzke, District 3 City Council Member; Zack Zappone, District 3 City Council Member; Betsy Wilkerson, President of City Council; Spencer Gardner, Director of Planning Services; Steven Bafus, Project Planner

To: sbafus@spokanecity.org (mailto:sbafus@spokanecity.org)

Cc: bwilkerson@spokanecity.org (mailto:bwilkerson@spokanecity.org), zzappone@spokanecity.org (mailto:zzappone@spokanecity.org), kklitzke@spokanecity.org (mailto:kklitzke@spokanecity.org), sgardner@spokanecity.org (mailto:sgardner@spokanecity.org)

Subject: Written Comment of Concerns Regarding Conditional Use Permit for 601 W Mansfield

Text:

Pique to positive participation?



Increased membership

Have a few new members consistently and actively involved



Efficiently mobilized

Demonstrated to council, neighborhood and city how we can get people involved



Won the appeal process

The Mansfield Contingent led the appeal process and WON!



THANK YOU!!

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