

City of **Upper**  
**Arlington**<sup>®</sup>

**Upper Arlington Community Cultural Workshop  
Summary Report  
Prepared by Floyd Akins, August, 2019**

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## I. Introduction and History

In the fall of 2018, UA City Council in consultation with EQUAL UA, discussed ways in which the community could address incidents that are not only damaging to those people who are impacted directly, but also the community as a whole.

EQUAL UA was formed in 2017 as an organization devoted to addressing the negative treatment of members of the Upper Arlington Community who have been ostracized due to race, religion, economic status, sexual orientation, disability, national origin or age. Many organizations and communities identify this type of initiative as Diversity, Equity and Inclusion (DEI). Today, EQUAL has close to 2,000 Facebook members; has held numerous community meetings; and is recognized by the UA City Council as an organization making positive change for everyone in the community.

EQUAL suggested that the City should consider creating a “Community Relations Commission” that could act as a proactive sounding board to help mediate negative incidents and assist in developing ideas for improving the City for underrepresented groups. As an example, EQUAL suggested that the UA City Council review what Worthington, Ohio has done to promote diversity, equity and inclusion in their community.

***The Worthington Community Relations Commission (CRC)*** works to promote an atmosphere of mutual understanding and cooperation among all members of the Worthington community. The Commission acts in an advisory capacity to Worthington City Council on community issues related to fair and equal treatment for all persons. The CRC annually sponsors the Good Neighbor Award, the Neighborhood Grant Program, the Martin Luther King Community Celebration, and many other programs. (*Source: Worthington City Council Website*)

In contrast, the **City of Bexley** utilizes a slightly different approach titled **The Bexley Diversity and Inclusion Initiative**. This initiative is a partnership between the City of Bexley, Bexley City Schools, the Bexley Public Library, Capital University, and the Columbus School for Girls. This Initiative develops and helps promote events and curriculum within the greater Bexley area to encourage Bexley as a community that is welcoming to all people of all backgrounds.

The Bexley Diversity and Inclusion Initiative has helped sponsor several events in the community including:

- Community Implicit Bias Workshop
- Safe Conversations About Race series
- Culture & Conversations series
- New Resident Welcome events

(*Source: Bexley City Council Website*)

Following conversations with EQUAL members, the UA City Council sponsored workshops for UA residents. These workshops were designed to help determine the best approach for the City of Upper Arlington to address diversity, equity and inclusion initiatives, and inform how the City of UA could become a more welcoming community in the eyes of those who have not felt welcomed. The following excerpts from the Pre-Workshop Survey reveal important perspectives from UA citizens:

*“I am a lifelong resident of UA, and I love living here. However, I think that Upper Arlington needs to first own its history as a city that was built to effectively exclude people of color, minorities and non- Christian religions.”*

*“We need to be open about the problems in the community and talk about the incidents that happen every day instead of sweeping them under the rug in the name of upholding an image. Only then can UA be as authentically great as it appears on the surface.”*

*“As we have younger residents moving in, they are noticing the lack of diversity and wondering if this is the right place to raise their children. We cannot maintain our reputation of being an exclusive and monochromatic community without long term cost. Diversity and welcome make communities stronger. Excluding people just leaves you with people who like to exclude others.”*

*“Based on all of the Diversity, Equity and Inclusion meetings that I have attended through the group at Jones MS, I have learned that there is overt racism happening every day in UA and also a general feeling of a “closed, members-only” community. Until we find a way to create a more open, welcoming atmosphere for both new residents and minority groups - I don’t think that UA will be able to overcome its negative perception throughout greater Columbus and beyond. I also think we are doing our kids a dis-service by not modeling what the real world looks like by perpetuating our history of racism. I feel like the first step in overcoming this would be to acknowledge our racist roots and for there to be complete transparency. I think that city government leaders need to do a better job in communicating our desperate need for change and why.”*

## II. Community Workshop Planning

Beginning in February 2019, a series of meetings were held with members of the UA City Council and EQUAL to develop the format for the city-wide workshops. This workgroup discussed the purpose and framework for the workshops; who should be invited to participate; what should the meeting logistics include, etc.

The workshops were scheduled for May 18, 2019, and June 5, 2019, and announced on the City of UA website, and UA local newspaper. In addition, more than 400 invitations were sent via email. The following entities were invited to secure participants for the workshops.

UA City Council Members	UA Board of Zoning and Planning
UA Acting City Manager	UA Community Improvement, Corp
UA City Attorney	UA Medical Advisory Board
UA Police Chief	Library Board of Trustees
UA Fire Chief	UA Neighborhood Bridges
UA Parks & Recreation Director	UA Civic Association
Community Affairs Director	Upper Arlington Rotary Club
Parks & Recreation Superintendent	Tri-Village Rotary Club
UA Police Comm. Relations Officer	Kiwanis Club of NW Columbus
UA D.A.R.E. Officer	Asian American Comm. Services
UA Criminal Justice Administrator	Realtors
UA Assistant Fire Chief	Clergy
UA Community Affairs Manager	Syntero/NW Counseling Services
UA Library – Mar. & Comm. Relations	UA Community Foundation
UA Library – Director	UA Commission on Aging
UA Schools – Superintendent	The Stand Project
UAHS Students	Leadership UA
Equal UA Members	UA Historical Society
UA Parks & Rec. Advisory Board	UA Citizen Police Acad. Alumni
UA Cultural Arts Commission	Tri-Village Lions Club
UA City Tree Commission	Tri-Village Chamber Partnership
UA Board of Health	Wellington School

## Invitation Copy

### **YOU ARE INVITED**

Upper Arlington Community Relations Assessment Workshops  
8 am-1 pm, Saturday, May 18  
8 am-1pm, Wednesday, June 5  
Municipal Services Center, 3600 Tremont Road

The City of Upper Arlington is exploring options for the advancement of the community at all levels. As an active and caring member of the Upper Arlington community, you are invited to join us for one of two workshops to explore and help us develop a roadmap that will support and enhance UA as a place that is welcoming, cohesive and inclusive. Help us build on our strengths and shore up areas of weakness, so that all in our community feel connected, supported and valued.

Space is available on a first-come, first-served basis and we are hopeful our workshop participants will be representative of a broad range of citizens and community groups. If you are a member of an Upper Arlington civic group, please consider who might be interested and best able to represent your group and forward this invitation to them. Should both workshops reach capacity, we hope you will stay engaged in the months ahead. Please watch for updates on the findings and recommendations emerging from the City's community relations initiative this fall, including a Town Hall Meeting. We hope to see you on May 18 or June 5. RSVP today!

*Learn more about this exciting project at [upperarlingtonoh.gov/community-relations-workshops](http://upperarlingtonoh.gov/community-relations-workshops).*

### **III. Community Workshop Process**

Of the more than 400 personal invitations that were sent to the above group, a total of 85 individuals participated: 30 on May 18th and 55 on June 5th. (See Appendix A for the Workshop Agenda). Thirteen separate groups spent a half-day working together to discuss ways in which Upper Arlington can advance as a community and have a positive impact on all its citizens. Everything from diversity, infrastructure, schools, personnel and city services was reviewed. Some of the discussions were filled with laughter, while others were emotional. Numerous ideas were generated that had both short and long-term ramifications. The 85 participants should be commended for committing their valuable time, critical thoughtfulness, emotional intelligence and tremendous ideas and solutions. **Sections IV and V** represent the body of work conducted by the participants during the workshops and **Section VI** offers a recommendation that is based on the culmination of the written exercises and vocal deliberations by community members.

#### **IV. Strengths and Weaknesses**

In the first exercise of the workshop, participants identified and shared strengths and weaknesses of the community from their personal lens. The following represents the items that appeared most often (more than three times) by the 13 separate groups that were written during the workshop sessions. This list is in ranked-order:

##### Strengths

- Great schools/education
- Safety
- Location/Proximity to OSU and Downtown
- Nice Parks
- Engaged and Involved Citizens
- Resources
- Libraries
- Civic Pride

##### Weaknesses

- No Community Center
- Lack of Diversity (city, schools, leadership)
- Affluent
- Land Locked
- Hard to Be Accepted
- Lack of Senior Services

#### **V. UA “Big Ideas”**

The process of moving any community forward revolves around having ideas and initiatives that will impact the community in a positive direction. The groups at each workshop provided meaningful, and for the most part, respectful dialogue to imagine “what could be” in Upper Arlington. While numerous ideas were discussed, each of the 13 separate groups were encouraged to identify five “Big Ideas” that the City should consider moving forward. The following “Big Ideas” represented below and are in order based on popularity from notes, dialogue and votes by workshop participants.

##### **1. UA Community Center**

There should be no surprise that having a UA Community Center was at the top of the list for the majority of all groups. Only two groups did not list a community center as one of their “Big Ideas.” Most were frustrated that the “Kroger Blue Building” just sits and could be one of the focal points for the City. Unlike many other communities throughout greater Columbus, Upper Arlington does not have a community center that would assist in bringing community members together. Although some UA residents belong to the Scioto Country Club or the OSU Golf Club, these are not affordable for many and for others, culturally uncomfortable. Given the tax base in UA, workshop participants believe that UA should have a multi-purpose facility that welcomes all. It was also suggested that the UA Senior Center be part of such a community center as well. Such a center would include programs for all ages (i.e. health, wellness and fitness center; childcare; senior programs; educational and multi-cultural programs, etc.)

## Comments and ideas from the workshops on Community Center:

- Transition the Senior Center into the new community center making it a multi-generational facility
- Community/cultural center with a strong wellness component
- More gathering spaces
- An opportunity to bring diverse groups of people together
- Affordable for all community members

## **2. Diversity, Equity and Inclusion Initiatives**

According to a May 14, 2018 article by the **Urban Institute**, *“A city that is racially diverse is not necessarily inclusive, just as a city that is racially inclusive might not have much racial diversity. Racial diversity and racial inclusion are often used interchangeably, but they can diverge sharply in cities, especially during periods of rapid economic growth or demographic shifts. By measuring diversity and inclusion together and separately, we can better understand how a city’s opportunities are distributed across its population.”*

Eighty percent of the workshop participants cited diversity, or the lack thereof, as an issue in Upper Arlington that needs attention. Nearly 30% of 103 respondents to the pre-workshop survey also mentioned diversity as a pressing concern in UA. To tackle this important initiative, additional discovery and discussion should commence to determine the best approach for the City. As an example, several participants stated that now is the time for the City of UA to recognize its history by celebrating the legacy of Pleasant Litchford. Litchford, a former slave from West Virginia, settled in the area before UA was incorporated. The UA High School, UA Senior Center and Northam Park now rests on the land once owned by Litchford. In speaking during the workshop, one participant stated:

*“Recognizing Pleasant Litchford is not only the right thing to do, but it’s a great opportunity for UA to recognize its history and commitment to welcoming diversity in the community.”*

Later in this document, a possible solution will be offered, but this solution should not be “the be all, end all.” Instead, a combination of approaches should be considered and thoroughly vetted. For instance, one initiative that should be given consideration is how the UA City Administration and UA School District could combine efforts by sharing a position focused on diversity, equity and inclusion. This would not only provide synergy, but also be a feasible approach that could benefit the entire community.

### Comments and ideas from the workshops on diversity, equity and inclusion:

- Diversity director in schools/Hire diversity liaison personnel in schools and city
- International recruitment/development of diverse teaching staff/not from UA City Council/Safety services
- Training for city and school administrators, City Council, teachers, librarians, etc. on implicit bias
- Leadership that reflects community (representation of gender, race, etc.)
- Review and revise Pre-K-12 curriculum to shift perspectives and be inclusive with regards to class, race, gender, LGBTQ, religion, etc.
- Create multi-faith organization
- Develop and recruit PTO leadership from diverse groups- help break-down idea that UA is/has been a certain way
- Mission statement for UA. Inclusive, creed, race, religion, etc. (Revise to be more inclusive)
- Establish minority alliance (cultural fair, champions all people)
- Spotlight residents from different backgrounds
- Improve diversity through curriculum in UA Schools
- Celebrations reflective of community
- Organize an annual “international” Festival
- Diversity cookbook

### **3. UA Welcome Wagon**

In the Pre-Workshop Survey, one UA resident said the following: *“Our landscape is totally changing. Many new families are moving in, so it becomes imperative that they feel welcome.”* Another stated, *“How do we communicate who we are to new/prospective residents?”*

More than half of the workshop participants echoed this sentiment and called for a mechanism to be put into place through the UA City Council, to welcome new residents into the community. This should be a concerted effort that involves realtors, block club committees, UA schools and all who have the ability to identify new members to the community and assist them in their transition. (i.e. when is trash pick-up? where to go to exercise? (maybe the new community center!!), provide coupons to new residents for restaurants and services in the community, etc.) A “Welcome Wagon Committee” should be established to manage this process, but it should be coordinated by a liaison within the City government.



#### Comments and ideas from workshops on UA Welcome Wagon:

- Scout guide-menu of community offerings/welcome packet
- Community group that promotes and supports “Welcome Wagon”
- Welcome Table during July 4<sup>th</sup> celebration
- Official “welcome placard” in several languages
- New resident welcome program/Community integration
- Community grants to encourage neighborhood collaboration

#### **4. Community Access and Socio-Economic Status**

During a spring UA Leadership meeting, one class member spoke about his experience of growing up in UA. He stated:

*“People were unaware that at times, I would eat out of garbage cans. I did not come from wealth and struggled growing up in UA.”*

The idea that Upper Arlington is an “affluent” community is both perception and reality, but clearly, not everyone would consider themselves as being “affluent.” The UA tax base allows for great schools; continued improvement to the City’s infrastructure; and great protection services. That’s reality. The perception is that everyone’s personal socio-economic status is nearly the same in UA, and yet some living in UA actually believe that there is also a difference between living North or South of Lane Avenue. In other words, UA is not unlike many communities in our country where some have more than others. The question is: How does UA make everyone feel welcomed?

Half of the workshop groups stressed the need for UA to address housing and access for those who want to live in UA regardless of their socio-economic status, race, religion, or sexual orientation. It was mentioned that real estate agents are on the frontline of identifying and welcoming new members to the community and can play a pivotal role in assisting in these efforts. People want to live in UA because of some of the advantages listed above: safety, great schools and location. While more needs to be studied to develop solutions for how to address access in UA, workshop participants created a roadmap of ideas and initiatives that could be implemented. The comments below will assist in starting the dialogue on how to approach this important issue; prevalent in many communities like UA.

#### Comments and ideas from workshops on access and socio-economic status in UA:

- Low-cost/no-cost after school programs
- Transportation for aging community
- Innovative approaches to housing for all
- Weinland Park- Integrated socio-economic housing

- Support for academic and financial intervention for families in need (sliding scale for “pay-to-play”)
- More money intentionally put toward supporting low-income community members (adults, elders, and students)
- Repurpose school lunches/snacks
- All-day kindergarten

## 5. Community Relations Board, Commission, Other?

The catalyst for the last “Big Idea” was the genesis for the community workshops. As mentioned earlier, EQUAL stressed the need for a community relations commission to the UA City Council. The question, however, was whether a commission was the right oversight vehicle for Upper Arlington. While this structure might be successful in other communities, it does not necessarily mean that it would be appropriate for UA.

The last exercise of the workshop, therefore, was a discussion among the various groups to determine what would be the right oversight structure for UA to pursue. In addition, it also became one of the “Big Ideas” generated. A Commission, Board, Director of Diversity, Equity and Inclusion or a hybrid of the two is clearly desired. In addition, the formation of such an organized structure would work with the City Council and be a “sounding board” for “Big Ideas” 1-4 and any additional ideas that are brought forth in the future.

### Comments and ideas from the workshops on Commission, Advisory Board, Director of Diversity, Equity and Inclusion:

- A commission: Have to follow formal processes and rules. More limiting, appointed by City Council
- Have someone who is an expert and is responsible for accountability of progress
- A person who works w/ a 501(c) (3) and city puts “money where its mouth is”
- Is UA big enough to justify and support a Director of Diversity, Equity and Inclusion?
- If just a single person, other perspectives might get lost
- Single person requires significant resources; high risk
- Having a single person whose sole role is equity/diversity would mean they are 100% focused on these issues, can meet w/ many groups- could be higher reward
- Commission could be used to understand needs for staff position
- How do you select commissioners? -Voices that haven’t been heard
- Larger advisory board will draw on expertise in broader way
- Director of equity and inclusion would provide synergies with school district and close collaboration and engagement with groups like Equal UA
- Hybrid between a non-profit and the advisory board
- Pro-active body to look at opportunities and programming

- Board-advisory role but supported by City, provides multiple views/voices, gives voice to smaller groups- offers connection
- Want appointed community members who report to council, not just council members
- Formality and public meetings/records requirements could dissuade some people from coming forward.
- Have a community relations advisory board
- A public body w/ a paid city employee as pinpoint

## VI. **Recommendation**

Please note that the recommendation below is just that, a recommendation. More discussion is encouraged to determine what is both practical and feasible for UA to accomplish. The job of deciding on the proper structure for Upper Arlington to assist the City Council in vetting important issues is not an easy task. The 85 UA citizens who participated in the workshops respectfully discussed a myriad of ideas, all of which had validity. The workshop participants gave objective and passionate views of the community. Keep in mind that although additional feedback from more community members may be required, at some point, City leadership should make the ultimate decision on when and how to move forward. Everyone in attendance at both workshops came with an open-mind and listened to others. Based on the feedback from the workshop participants, the City Council should consider creating a community advisory board supported by an assigned staff person.

### This approach solves a couple of challenges:

1. It creates an environment whereby members of the community can be involved: An advisory board to the UA City Council will have term limits and represent the community on all issues related to the “Big Ideas” and any new initiatives that are presented to the UA City and/or advisory board. Prior to the commencement of this board, a charge of duties should be issued by the UA City Council for what the board is sanctioned to oversee and facilitate. These community members will be appointed by the UA City Council.
2. Having a staff person assigned to managing these initiatives will provide the City with a liaison between the advisory board and the City Council. In fact, this staff person could be the “Secretary to the Advisory Board” who works to schedule meetings with City Council and community members and act as the key contact for bringing issues forward to the advisory board. To be clear, this person does not need to be a new hire to the UA administration. However, it should be a person trained to handle diversity, equity and inclusion issues. This training could be accomplished through numerous certification programs and could also possibly be the same individual who works with the schools as suggested above.

## VII. Conclusion

In conclusion, a few observations should be highlighted that reflect on the workshops in totality.

First, not all of the representation hoped for during these workshops was achieved. Of the 85 participants, for example, only two students in total attended the workshops and they attended on the June 5 date, following the end of the school year. It would have been advantageous to obtain more feedback from students on these important issues, particularly those issues that directly impact their well-being. A workshop with students alone, in fact, might have yielded additional insights. There could have also been stronger representation from clergy, teachers, realtors and business leaders, but this was not for lack of effort to get a more representative cross-section of the community involved.

Second, one participant mentioned that single mothers may have been excluded from participation as well, adding fuel to the idea that some members of the UA community feel excluded because of personal and socio-economic status. While this was obviously not the intent, available childcare may have helped to accommodate this important constituency. However, there is no available data to determine how many in this group, who wanted to attend, may have been impacted. This is mostly anecdotal.

What's clear is this: The "Big Ideas" that came from the 85 participants must be given serious consideration and study. With momentum of the new high school construction, infrastructure improvements throughout the city and a desire by many to live in UA, the community has the opportunity to capitalize on all of the "Big Ideas" that have been presented in this document. In the difficult days that we are living in as a country and state, the time for UA to act is now!

Passionate, caring, thoughtful and optimistic are words that can be used to describe all of the Upper Arlington citizens who participated in this exercise. UA is a proud community that recognizes it's strengths and weaknesses. It is a community deeply rooted in the proud history on which it was founded. UA must find ways to include everyone and embrace a more culturally diverse, vibrant and productive community. While the names Thompson, Miller and McCoy are well known, Litchford is not. The process by which UA honors its past and pursues change will determine the future of UA for decades to come. While Upper Arlington is viewed by some to be unwelcoming to those who are not of European descent or influence, there was a common underlying belief during the workshops that this perception could be changed. The old proverb, "It Takes a Village" applies to UA, in that it will take all of the citizens working in concert to create positive change in the community whereby all people from all walks of life feel welcomed and safe regardless of age, race, sexual orientation, religion, disability or national origin. Some people see things as they are and say why, Upper Arlington should dream things that never were and say why not.

## APPENDIX A: WORKSHOP AGENDA

### UPPER ARLINGTON COMMUNITY RELATIONS ASSESSMENT WORKSHOP May 18, 2019 and June 5, 2019 8:00 a.m. – 1:00 p.m.

**Purpose of the workshop:** To assess and develop a plan that will assist Upper Arlington City Council in analyzing the needs for a standing public body, private body or an individual that will provide City Council direction on the appropriate approach on the advancement of the City at all levels. A roadmap will be created that will allow Upper Arlington to capitalize on its strengths and shore up areas of weakness. In addition, a stronger engagement of key internal and external constituencies will be created to increase Upper Arlington's overall advancement and inclusion of all current and future residents as a welcoming and thriving community. Two workshops will be conducted and consist of **60-100** participants for each workshop (**6 to 8 per table**).

#### **8–8:30 a.m. Continental Breakfast**

**8:30 a.m. Welcome, Introductions and Overview**  
Floyd Akins, UA Community Member

**8:45 a.m. Group Exercises (Relationships and UA Poll)**

**9:00 a.m. Part One: (30 minutes)**

*Two volunteers at each table are needed:*

- A recorder, who will write up the group's ideas as requested below on easel paper.
- A reporter, who is willing to report back to the whole group throughout the work session.

**Step I:** Assessment- Using SWOT analysis, assess Upper Arlington's cultural environment.

**Step II:** Each table will develop their own list using SWOT.

**Step III:** Reporters will share suggestions from each table with entire group.

**9:30 a.m. Step IV (45 minutes)**

**From what you learned from the SWOT analysis, what recommendations would have the biggest and most positive impact on advancing the Upper Arlington community?**

### **Identify Key/Big Ideas**

To begin: From earlier discussion, what are the top ideas Upper Arlington should consider immediately to increase the overall advancement of the community. Each group should develop a list of ideas that can assist in improving the Upper Arlington community. Each member will then vote on the top five ideas they would like to put forth through the group at-large.

### **Consider these criteria in making your choices:**

- *What ideas will truly make a major impact on Upper Arlington's ability to be a more welcoming community for all people?*
- *What do other communities in the Columbus area have that Upper Arlington does not?*
- *Who should be involved in making decisions on how to move Upper Arlington forward as a community?*
- Collectively, what five recommendations would have the biggest impact on inclusion and equity in Upper Arlington.

**10:15 a.m. Break (15 minutes)**

**10:30 a.m. Part II (45 minutes)**

**Read attached "Addendum" and discuss what communication vehicle (group and/or individual) should facilitate ideas and any future initiatives on behalf of the community.**

### **The Recorder prepares an easel sheet with the following information:**

- A short phrase that describes your decision (don't worry about wordsmithing!)
- REASONS WHY—up to 3 bullet points with reasons why your group feels strongly about this approach.
- The Reporter (aided by the group) prepares a brief (less than 5 minutes) report on your table's approach.

**11:15 a.m. Pre-Survey Discussion and Open Forum**

**11:45 a.m. The Privilege Walk**

**12:10 p.m. Lunch Discussion (35 minutes)**

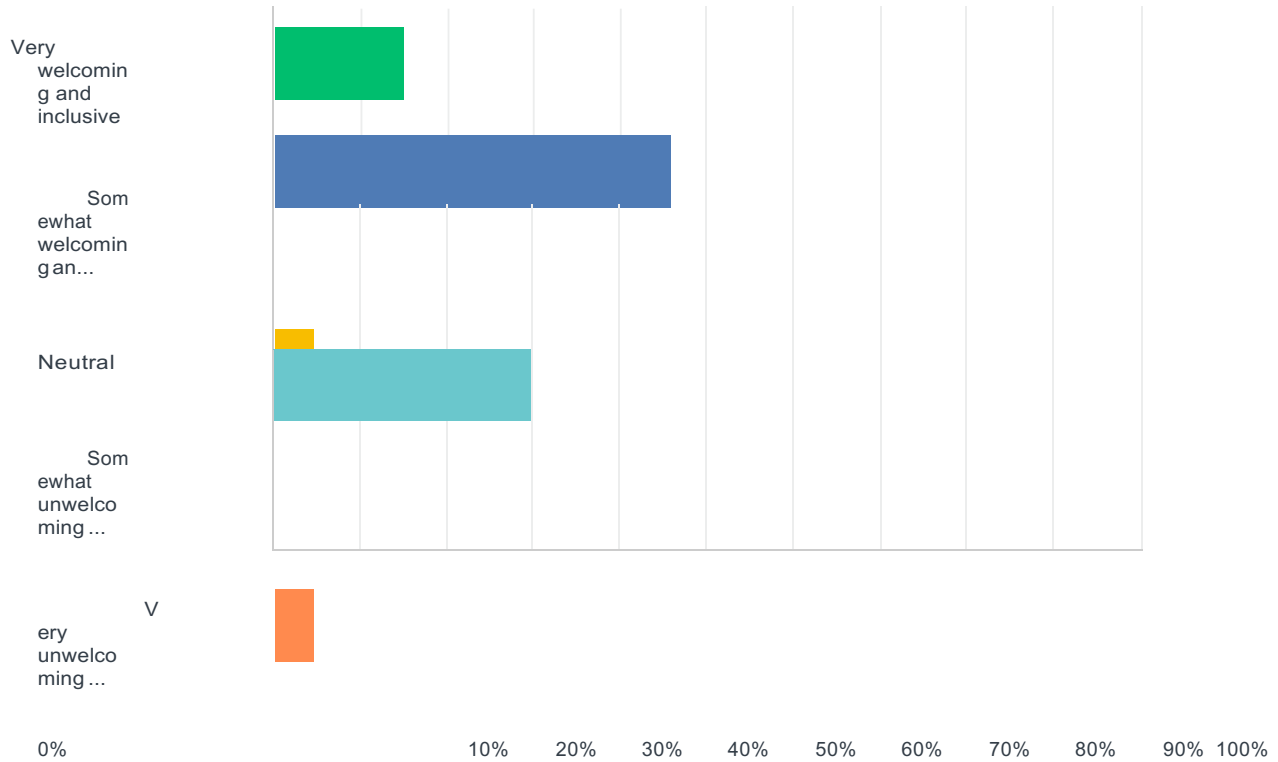
At each pre-designated table, discuss what outside constituencies would say about Upper Arlington? The purpose of this exercise is for each community member to assume the role of non-UA residents and identify perceptions of the Upper Arlington community from a different lens.

**12:45 p.m. Wrap Up**

## APPENDIX B: PRE-WORKSHOP SURVEY

Q1 At what level do you feel that Upper Arlington is a welcoming and inclusive community to all?

Answered: 133 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very welcoming and inclusive	15.04%	20
Somewhat welcoming and inclusive	45.86%	61
Neutral	4.51%	6
Somewhat unwelcoming and non-inclusive	30.08%	40

Very unwelcoming and non-inclusive

4.51% 6

TOTAL

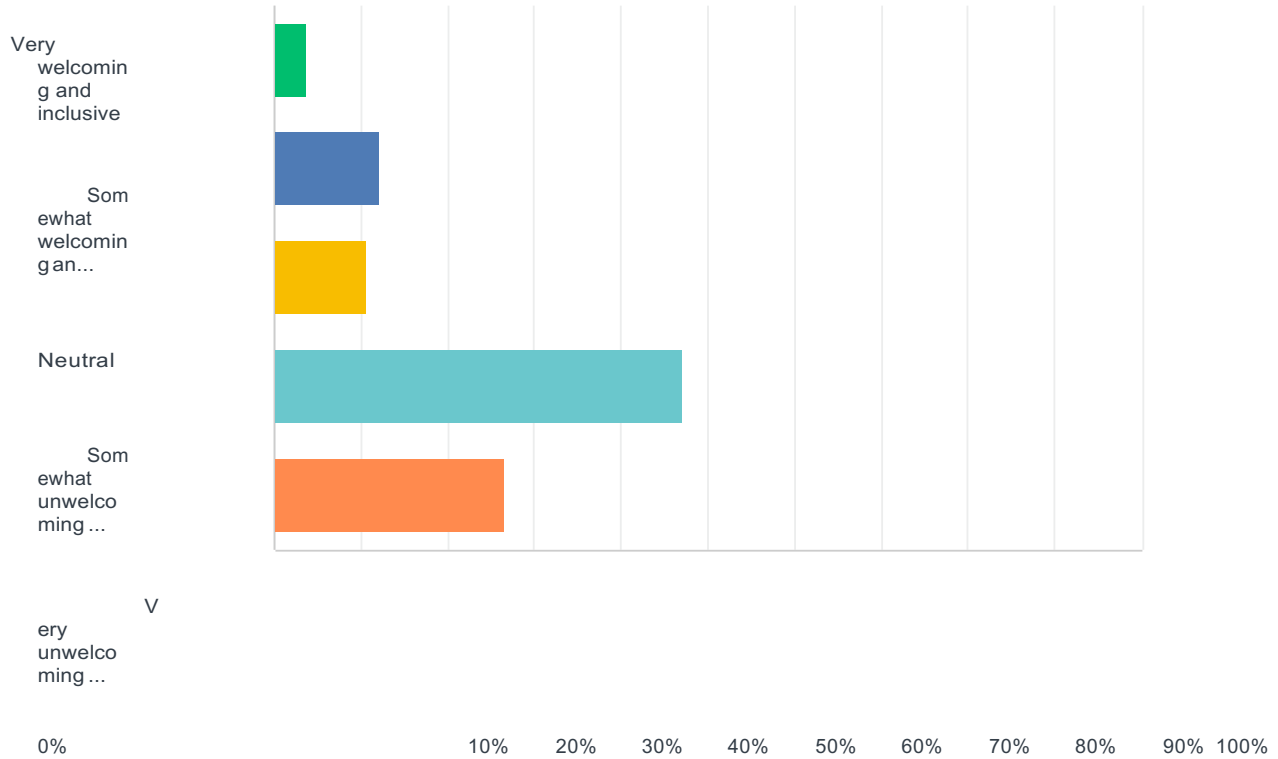
133



## Q2 How do you think UA is viewed by the rest of the Central Ohio community?

Answered: 132

Skipped: 2



ANSWER CHOICES	RESPONSES	
Very welcoming and inclusive	3.79%	5
Somewhat welcoming and inclusive	12.12%	16
Neutral	10.61%	14
Somewhat unwelcoming and non-inclusive	46.97%	62

Very unwelcoming and non-inclusive

26.52% 35

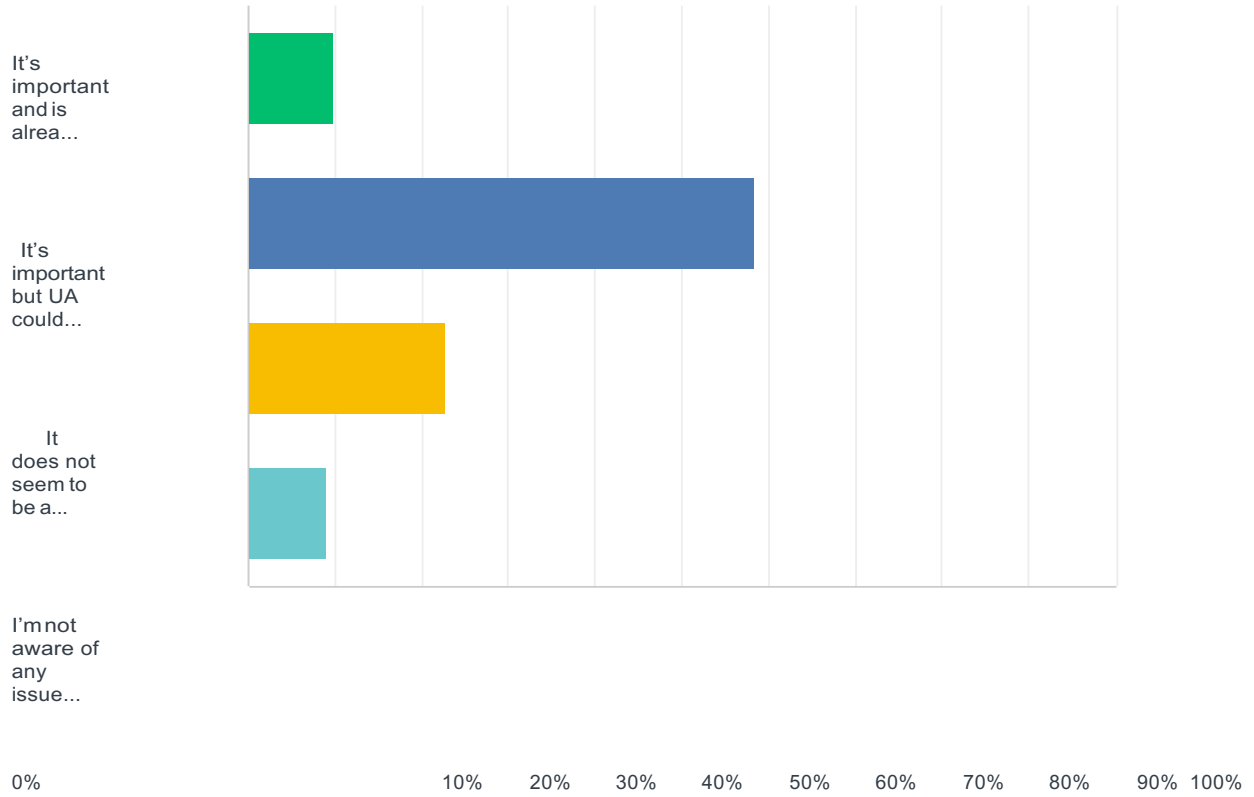
TOTAL

132

### Q3 What are your thoughts on the presence and importance of diversity, equity and inclusion in UA?

Answered: 132

Skipped: 2

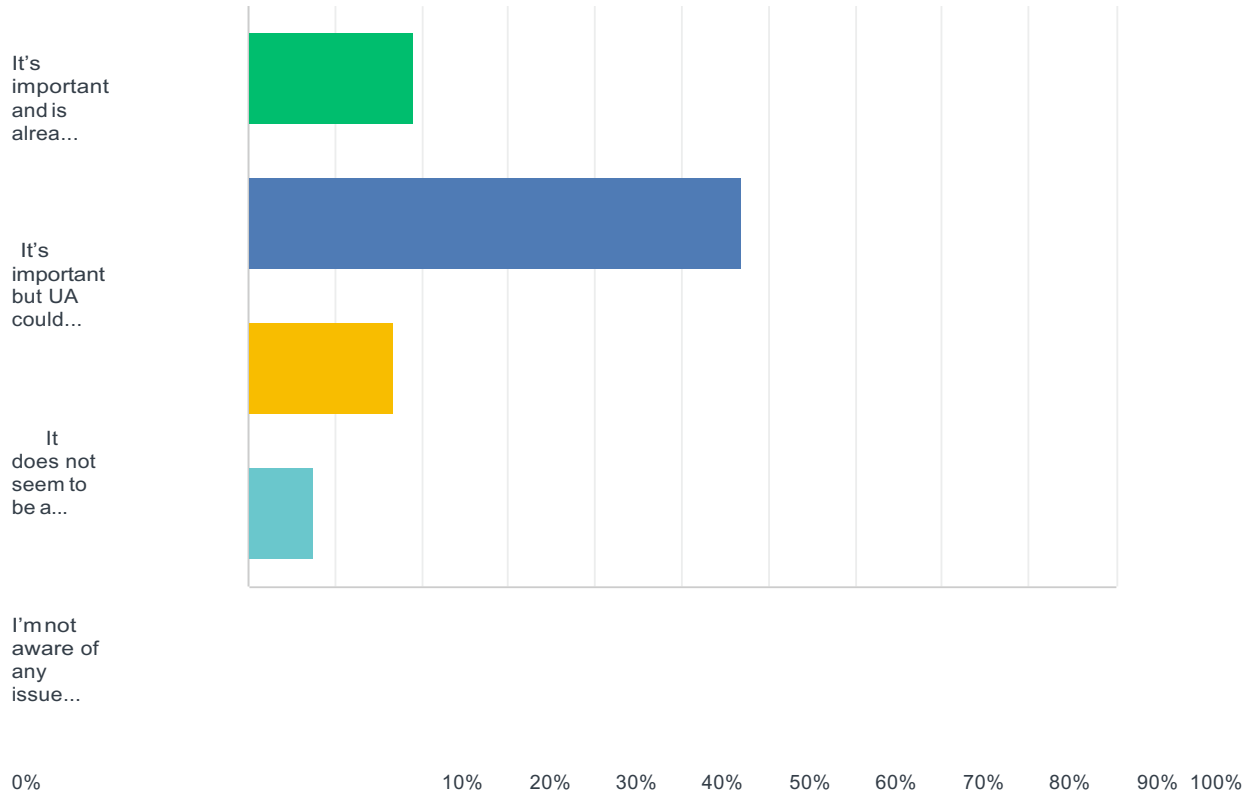


ANSWER CHOICES	RESPONSES	
It's important and is already a community priority	9.85%	13
It's important but UA could do more	58.33%	77
It does not seem to be a priority	22.73%	30
I'm not aware of any issues that should make this a priority	9.09%	12
<b>TOTAL</b>		<b>132</b>

## Q4 What are your thoughts on the presence and importance of diversity, equity and inclusion in the UA School System?

Answered: 132

Skipped: 2

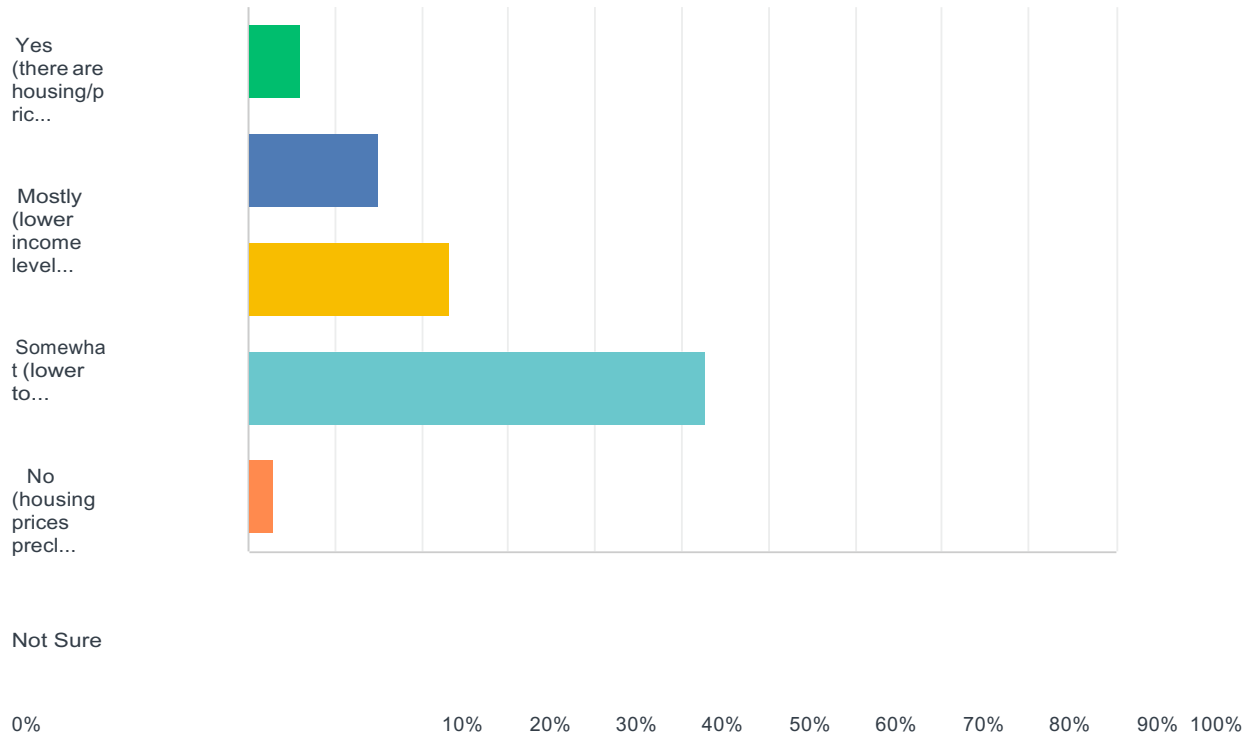


ANSWER CHOICES	RESPONSES	
It's important and is already a priority in the Schools	18.94%	25
It's important but UA could do more	56.82%	75
It does not seem to be a priority	16.67%	22
I'm not aware of any issues that should make this a priority	7.58%	10
<b>TOTAL</b>		<b>132</b>

## Q5 Is housing in Upper Arlington affordable for all income groups?

Answered: 133

Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes (there are housing/pricing options for all income levels)	6.02%	8
Mostly (lower income levels are priced out of UA)	15.04%	20
Somewhat (lower to lower-middle income levels are priced out of UA)	23.31%	31
No (housing prices preclude many income levels from being able to live here)	52.63%	70

Not Sure

3.01% 4

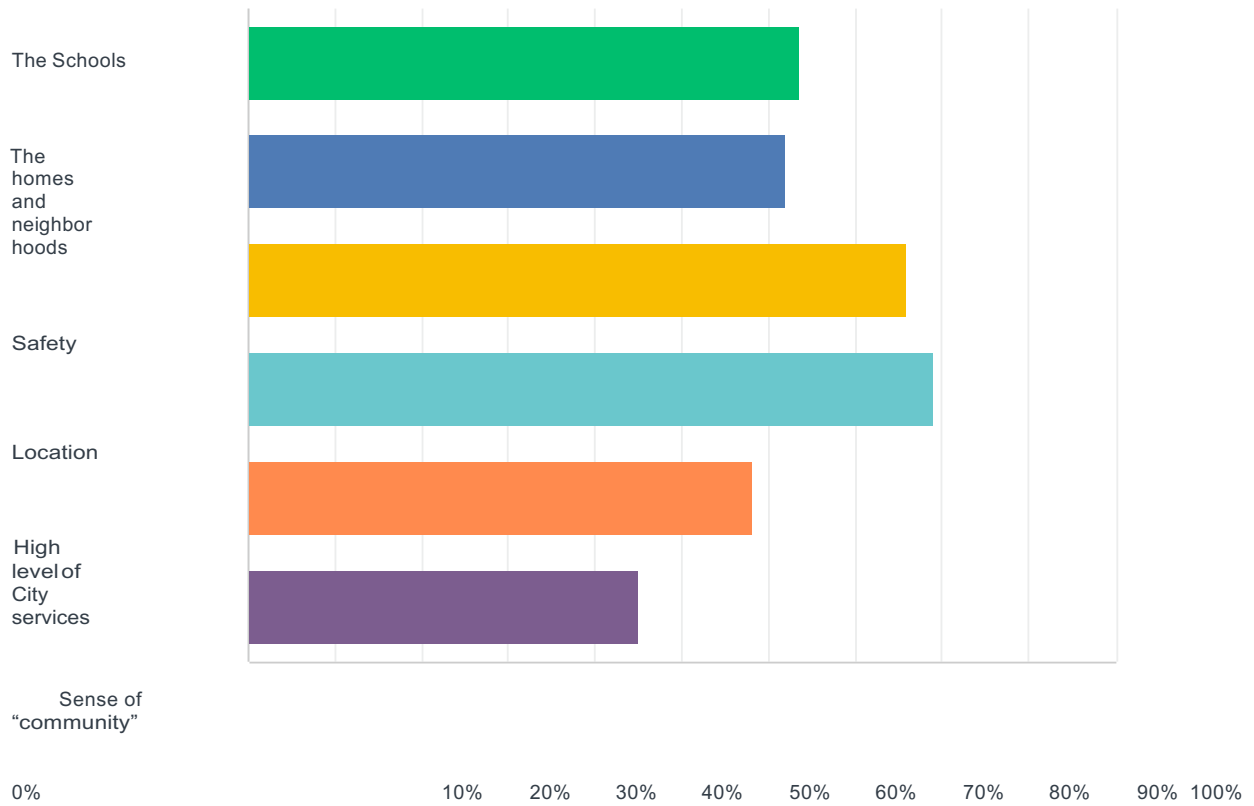
TOTAL

133

## Q6 What do you enjoy most about living in UA? (Check all that apply)

Answered: 129

Skipped: 5



ANSWER CHOICES	RESPONSES	
The Schools	63.57%	82
The homes and neighborhoods	62.02%	80
Safety	75.97%	98
Location	79.07%	102
High level of City services	58.14%	75
Sense of "community"	44.96%	58
Total Respondents: 129		

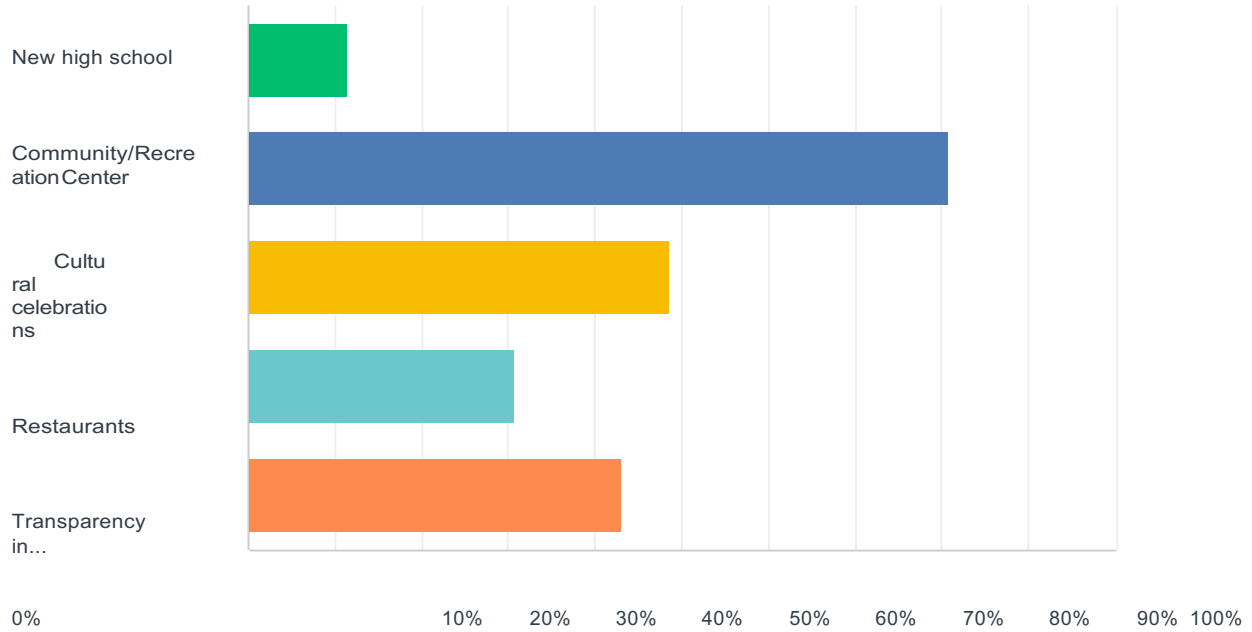
## Q6 Other

- Libraries
- I don't live in UA, I just work here.
- Parks
- As a real estate agent, I think that UA has so many wonderful services available to residents. I serve on the UA Education Foundation, and I love how we are able to collaborate with teachers to provide additional grant money for our students. I do believe there is a sense of community, but I also know how many feel excluded for a variety of reasons.
- The diversity of experience and generosity of community members.
- Close to OSU, not much strip mall development, neighborhood streets nice for biking and walking, lots of parks, and it looks nice.
- My neighbors
- The combined pride in our community.
- The amount of green space for a suburb so close to downtown and the University, the parks and the ease of everyday living with convenient shopping
- Parks and able to walk everywhere!
- Opportunities for professional growth and development.
- I grew up here and moved back.
- Our particular neighborhood is walkable to shops, gym, restaurants. But it's still been hard to make friends with our neighbors.

## Q7 What new opportunities could make UA a more welcoming community? (Check all that apply)

Answered: 130

Skipped: 4



ANSWER CHOICES	RESPONSES	
New high school	11.54%	15
Community/Recreation Center	80.77%	105
Cultural celebrations	48.46%	63
Restaurants	30.77%	40
Transparency in communication	43.08%	56
Total Respondents: 130		

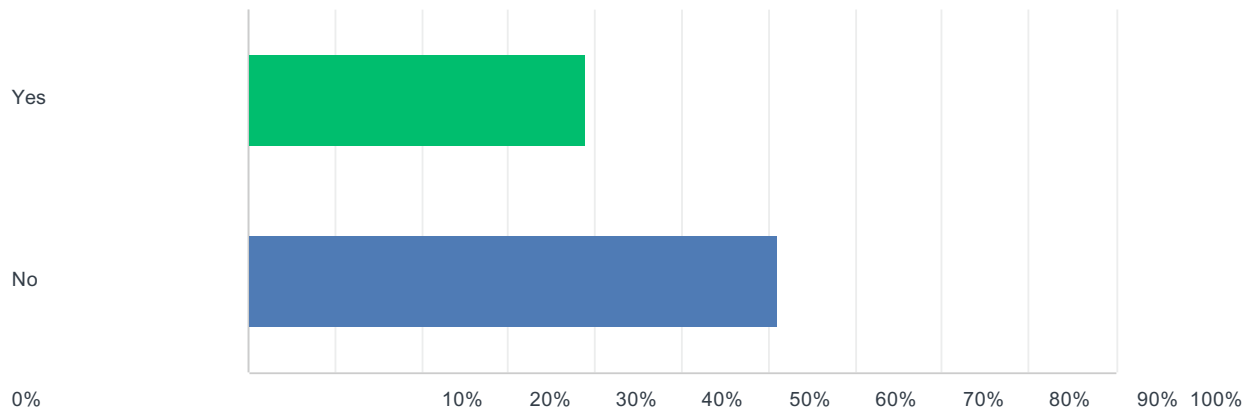
## Q7 Other

- Friendlier neighbors; city making diversity and equity a top priority
- More civility Less tolerate of bullying Better planning and scheduling
- Opportunities for organizations and businesses in UA to be a part of community activities
- more diverse events
- Make things like the pools affordable to all. Improve transportation within the city, a community center that is for all members of the community. If things are for the community, they need to be available to all
- "Welcome Wagon" concept for new residents
- Sub-neighborhood group
- New Residents' activities/programs available for the first 2 years a family/couple/individual move into UA (sort of a Welcome Wagon approach)
- A reformation of the teacher's/leaders priorities, (their tolerance of certain views/opinions to be precise), as well as the issue of some teachers bringing their personal views into the classroom.
- Library open hours could be extended
- Removing clearly hostile indicators of "outsider" unwelcome.
- Improve Senior center
- nothing
- Lower property taxes. I have heard many people who refuse to consider home purchase in UA due to property tax level.
- Affordable housing for seniors
- Laws that prevent discrimination based on sex, race, religion Ending Community sponsored activities that are related to Christian holidays.
- People not maintaining properties including landlords. Mildred Rd has gone downhill because of people not mowing, junk beside houses, trash bins left in front of garages. There's no pride of ownership. Enforcing codes and letting people know they affect property values when they allow trash and items to set by their houses. Rentals look like rentals in lower class areas.
- Hiring of public/city employees needs to be more diverse. Diversity in leadership positions throughout the schools, government and other public institutions.
- Walkable activities - movie/performance theater, more concerts in green spaces across UA, brewpub w/ food trucks, more outreach by library @ local venue/businesses such as trivia nights at bars or how-to demos at senior center, more access for community in schools such as computer/maker space training and use of technology for adults
- upper Arlington needs an indoor recreation center!! Kingsdale where Macy's was would be perfect location!!
- Honestly address the racist past: The Thompson brothers and the shameful Title Documents that are attached to our properties. Look for a way to reissue clean titles for every property that scrubs out the racist language (priority).
- Hiring teachers and city employees of color, supporting diversity, teaching in the schools about white privilege.
- Resources and programing for underserved ethnic groups.
- Services specifically for older adults 55+
- I checked the HS only because I see opportunity in highlighting the Litchford story.
- Sidewalks through our neighborhoods. Its crazy to me that we don't have sidewalks. It makes us uncompetitive with our peer communities like Bexley, Grandview, Dublin, Worthington, Hilliard, Westerville, etc...
- Good luck to the City Council on pressing the Community Center!
- Explicitly reaching out to underrepresented groups for leadership roles. Serious push in UA schools for more diverse hiring. Hiring of a chief equity officer for the schools.
- Affordable housing, culturally sensitive and competent schools, change in disciplinary methods in schools to restorative model, more social support, nonheteronormative and nonbinary health education, more community less cliques/status quo.
- Communication that reaches everyone. Some seniors do NOT have email and many do NOT participate in Social Media sites. Shopping venues for clothing, and household furnishings.



## Q8 Do you feel that UA has an effective tool for citizens to connect?

Answered: 126 Skipped: 8



### ANSWER CHOICES

### RESPONSES

Yes No

TOTAL	126
61.11%	77

## Q8 Other

- Web site is a bit clunky... not the easiest to navigate...
- I have always found the city administration accessible and willing to discuss community needs.
- Library is great resource. Can be difficult to find connection when one is not involved in school activities or have children in ua schools
- social media postings
- Facebook alone is not adequate to reach all.
- Not allowed to speak to council and so many more problems to mention.
- I'm not sure what tools exists currently.
- I think if people look and use social media, there are ways to connect - an annual event geared towards connection could be a great opportunity
- And no. The best way to connect are the many community groups and volunteer opportunities in the community. But, many people are not aware of them and some have an associated cost that is not accessible for everybody. The discussion forums have some value for connection but more often become a vehicle for negativity, bad behavior and the spread of incorrect information.
- I am not really aware of a tool for us to connect
- No local newspaper
- UA discussion page on fb.
- I have never lived anywhere with so many community meetings! If you want to be involved and have a say, there is certainly opportunity to do so.
- We live close to Northam Park so this is a fun place to connect with neighbors. Some of the summer and winter celebrations are also a great way for the community to gather.
- Social media groups could be more robust

- Outside of our neighborhood email list and other similar services (Next Door), there seem to be few ways for newer members of the community to get to know others. A community center (like Worthington's -- VERY impressive) could really help. There's no one place for UA residents to gather -- especially in the winter. The Senior Center does a great deal in the way of senior programming, but the facility is terrible.
- I don't know. There are lots of neighborhood events but most people don't seem interested in meeting anyone they don't already know
- I think that social media and community newsletters allow for effective large-scale and small-scale communication.
- Names and contact information for city and elected officials.
- -nesters;
- Connect how? This is too broad to be clear. The UA FB group connects a lot of people but not always in the best ways. Alternatively, the "Buy-Sell-Trade" pages connect people better. Alternatively, there's no way to connect some people with common interests/goals.
- Senior citizens are being priced out of U.A. due to the increased school taxes. When this issue was under discussion, absolutely no attempt to give senior citizens a discount or other accommodation was made. We felt and continue to feel that we do not matter.
- city employees answer complaints
- Through first-responders and their services, libraries, celebrations, this magazine, etc.
- Other than the Facebook group "Upper Arlington Discussion Forum", I'm not sure of other structured ways for citizens to connect
- There are a number of publications, and online sites that keep people informed about what's going on from the city, the schools, the Civic Association, the libraries, the historical society, the civic organizations, etc. Anyone that feels left out is not trying.
- Although the communication from the city via Facebook, Twitter, & mail is excellent, there's no publicized city-sponsored & monitored forum for community members to post questions or comments about schools, library, or city that I know of. Just the closed Facebook group that has entirely too much gossip & inappropriate content.
- Council meetings...
- Lots of community groups, libraries, schools
- Equal UA has been a group that when I thought about leaving UA gave me hope for a brighter future. But I think the group needs support for local officials and private companies to provide more access, resources, and programming.
- We are so limited in field and recreation space. We really need a great App that would allow coaches and community leaders to easily reserve field space, tennis courts, shelter houses, gymnasiums, etc....
- Yes, if you are already connected with neighbors, in the school, or grew up here but if you are new to the area and not well connected, it is challenging to be heard.
- I'll share at the round table.
- I just don't know...
- I use Facebook and the City's website to find out what I need to know about the city. I also receive emails from the city and other UA organizations.
- I am on NetworkUA. Pretty good program to meet new people and learn about programs

## **Q9 What are the challenges that you see facing UA in the coming years?**

- Landlocked
- Encroachment of OSU at Lane avenue resulting in increased traffic and uncertain safety issues. Attracting revenue generating businesses in a competitive market.
- Continuing to be an open friendly community to all residents, particularly those that do not have U.A. legacy.
- the same things that are facing people across America - racial tensions, substance abuse, affordable healthcare, affordable housing
- Rise of property values and lack of affordable housing.
- Not seeing UA leadership representative of a diverse community
- Aging population Losing unique flavor
- Accommodating a diverse community. Its proximity to OSU will only make UA a more diverse community and if diversity is not embraced, the community will not longer be
- Maintaining the high quality of living it offers.

- I am a lifelong resident of UA, and I love living here. However, I think that Upper Arlington needs to first own its history as a city that was built to effectively exclude people of color, minorities and non- Christian religions. We need the history of redlining and deed restrictions and the work of the Northwest Association to be well-understood by residents so that we are aware of why we look like we do today. There are too many residents who believe the city is mostly white because the people here worked harder than "others." They believe UA is "safe" because we are mostly white. And the attitudes of racism are only scratching the surface. We need to look at the systems that we take for granted that perpetuate racism, sexism, homophobia, etc. This includes, but is not limited to, how we teach our children and the curriculum we use (what information we choose to include and what we choose to gloss over or skip altogether), proactive crisis prevention and response (to address events that center around socio-economic, racial, gender, sexual, etc. differences), training to effectively learn how to communicate civilly across lines of difference, a community group or board or commission dedicated to providing resources around topics of DEI, such as providing trained facilitators to have community conversations about hard topics. We need to look at how our real estate agents are directing certain people to live in certain areas and hold them accountable to equability and inclusiveness. We need to look at what government housing we provide and ensure that it is not marginalizing residents along lines of race and socio-economic distinctions. We need to ensure that our police force is held responsible for disproportionately targeting people of color while also holding residents responsible who unnecessarily call on the police when they see a POC in the neighborhood. We need to be open about the problems in the community and talk about the incidences that happen every day instead of sweeping them under the rug in the name of upholding an image. Only then can UA be as authentically great as it appears on the surface.
- increased property tax
- Generational differences, income divide
- Missing out on cultural, economic, and retail advancements over other areas of the city bc we are outdated and out of touch and not diverse.
- Young adults addicted to substances, growing up in a community where alcohol abuse is not considered a problem but is a pillar of every community celebration -Young adults not able to cope because their parents have overindulged them that they feel entitled to happiness and a concierge lifestyle -
- Affordable housing and being able to age at home.
- Sense of entitlement Lack of awareness / respect of other races and cultures
- Bringing all people together. Kindness and love.
- As UA continues to grow, I think that there will be several challenges including diversity and equity, cost of housing, traffic congestion, school classroom sizes, and access to social and community resources.
- As we have younger residents moving in, they are noticing the lack of diversity and wondering If this is the right place to raise their children. We cannot maintain our reputation of being An exclusive and monochromatic community without long term cost. Diversity and welcome makes communities stronger. Excluding people just leaves you with people who like to exclude others.
- making sure we are not seen as a snobby community. Attracting different families and remaining affordable so we can have diversity in income and race.
- Lack of space for community engagement, arts, entertainment
- UA will be facing a juggernaut of problems from decisions made by attempting to regain lost tax revenue, created by poor decisions made by former Council members. Now trying to recover monies lost by selling out to developers who are destroying the unique character of our gateway streets, erecting soulless structures that violate zoning ordinances, and allowing a few (UA Foundation) to operate like a shadow government. Density of population is not what the community wants or was the ever intended by the founders. As a life-long resident, I am very discouraged with the city government and intend to move to a neighboring community.
- Maintaining new school buildings without raising taxes.
- growth, transparency, civility in leadership, welcoming community from schools to the aging community. having a community center
- Welcoming new families to the area.
- We are losing good people who just do not feel like they belong. Minorities and LGBTQ+ feel isolated as well and we're making it so minorities (like my family) aren't always as welcome as they could be. When we try to get involved often we feel like we're being ignored.
- Growth
- Housing prices too high Lack of diversity unwillingness of many to accept change and progress

- Infrastructure, lack of sidewalks, lack of pedestrian and biking friendly roadways, major lack of water/storm drains
- There seems to be a large focus by some on diversity in terms of our differences instead of focusing on what we all have in common as kind, welcoming, empathetic human beings. I want my children to be taught to focus on finding ways to connect and find common ground w those who are different than them, not taught to seek out and focus on the differences. Obsessing over diversity for diversity's sake only continues to divide us.
- Aging population, lack of public transit, housing affordability
- competing demands between age groups
- My fear is lack of affordable housing. Having watched the condos built on Tremont, years ago, the monstrously large Compass homes taking over the community, the plans for Lane Ave, the proposed plans for Riverside and Fishinger, my concern is our community is employing "snob zoning" resulting in economic and racial segregation. I fear local laws and ordinances that effectively exclude or discourage poor and working-class people from moving into our community, keeping this area primarily the domain of the white and wealthy. Where are the builders willing to build smaller units? Housing remains the major unfinished business of the civil rights movement. Going forward, how will U.A. rise above what is happening in so many other towns?
- Lack of diversity; racial, religious and economic, empty nesters. (no place for us to live), elitism, lack of transportation, lack of sidewalks, lack of support service for single parents, lack of respect from city administration and school administration, this is off the top of my head.
- Newly built "modern" homes changing the character of the city - Affordable housing & lifestyle for our seniors
- Infrastructure - Finding our city's "center" - what's our hub to attract leisure \$ from residents and visitors
- I believe with the raising home values and taxes some families will need to move out because of the financial strain.
- We have such a great location and beautiful neighborhoods. I'd love to see a community recreation facility.
- Lack of diversity in regards to cultural backgrounds and awareness, helping all members to be more educated and open.
- Maintaining what little socioeconomic diversity it already has. As we watch small starter homes being torn down to have bigger, more expensive homes replace them, there are fewer and fewer opportunities for lower dollar home buyers. We'll become more and more elitist. Blending, not eliminating, economic levels raises everyone up.
- Affordable housing; school competitiveness as compared to other districts; public transportation
- Demographic shifts including an influx of residents that are not 2nd generation UA. Newer residents will want new types of amenities
- Development vs. quality of life in/near residential neighborhoods; aging population; walkability (lack of street lights and sidewalks)
- I definitely think that while the construction of new schools is absolutely necessary, I believe that the methods which the city is using to do so and the design of these schools could and already are posing problems for the future, both among the students and the teachers.
- Having a great senior citizen faculty.... we need one with MORE parking, one where they do NOT share a parking lot with students, and a building that is user friendly. The city should have purchased the old Lazarus building and converted it. It was large enough, had 2 stories, had an elevator, and an escalator, and BIG areas to accommodate many difference services / games, etc for the senior population, plus it was large enough to have a kitchen to prepare meals for the seniors and the parking lot was large enough to park cars. The senior center should lease out their kitchen space to various restaurants on a monthly basis so their is a variety of food. Many seniors do not cook for themselves, and this is the only hot meal they get one day a week. If you leased it to various restaurants, say on a monthly basis, they could prepare a variety of hot meals to be served. It
- Kroger's lack of interest in the Kingsdale Property. Maintaining balance of growth in property development without losing the community feeling.
- land locked community, affordable housing challenges, challenges in maintaining an adequate funding stream to maintain a high quality infrastructure
- Our low density roads seem to be coming to an end.
- PS AS A SENIOR, I PUT MY TRASH OUT ONCE EVERY 4-6 WEEKS. MY NEIGHBOR PUTS OUT 3-4 CANS A WEEK. WE PAY THE SAME COST, ?????

- Based on all of the Diversity, Equity and Inclusion meetings that I have attended through the group at Jones MS, I have learned that there is overt racism happening every day in UA and also a general feeling of a "closed, members-only" community. Until we find a way to create a more open, welcoming atmosphere for both new residents and minority groups - I don't think that UA will be able to overcome it's negative perception throughout greater Columbus and beyond. I also think we are doing our kids a dis-service by not modeling what the real world looks like by perpetuating our history of racism. I feel like the first step in overcoming this would be to acknowledge our racist roots and for their to be complete transparency. I think that city government leaders need to do a better job in communicating our desperate need for change and why.
- MEMBERS OF THE POLICE ARE BULLIES. THEIR "MANUAL" APPROVES ALMOST ANY ACTION. NOT WELCOMING TO SENIORS...UNLESS THEY ARE RICH. THE SENIOR CENTER REMINDS ME OF A TRAILER PARK. MOVING ASAP!
- We need a community center to connect and engage through athletics and activities. We need a venue to find common ground with our neighbors.
- Expanding housing opportunities for empty nesters and developing community center for all
- The 50's can't last forever. Safety is good but exclusiveness and exclusion are not. Trying to break these clear barriers is a big challenge. There are two Upper Arlingtons. One for people from here that is generational. The other, kept on the periphery, are not generational and include people of color, first gen/recent immigrants, and transplant white families or singles.
- Getting a city manager that is paid less than the mayor of Columbus and less than the governor of Ohio.
- Residents dont take pride and care of homes in certain areas
- Our landscape is totally changing. Many new families are moving in so it becomes imperative that they feel welcome. As we are land locked, we need to find innovative ways to generate income to help us be sustainable in the future. In our digital world, things are changing at a rapid pace, so our community needs to be ready (and willing) to meet the challenge by best preparing our future "residents" for the future.
- Same old, same old; nothing new. The parents are teaching their children to be little snits.
- Land locked; commercial tax base; competitive school system; keeping real estate taxes and housing affordable; type of home available for price;
- Change in demographics may create more conflicts with existing residents
- none
- Maintaining infrastructure in light of other demands on resources.
- We really need to lower our property taxes. I believe that to be an urgent priority.
- High property taxes making it more difficult for diversity in housing options and cost.
- Maintaining infrastructure and rising property taxes
- Real estate prices
- The glaring lack of utilization of and access to neighboring City of Columbus Griggs Reservoir Park in the shadow of Dublin's Bridge Park.
- Maintaining an excellent school system; Losing its sense of community & history.
- and-locked, aging population, lack of support for a rec center
- Making sure we are welcoming all to our community. I see less opportunities for people of color, LGBTQ, and other religions to share in the opportunities UA can and should provide. We need to separate church and city. I think we should have a city wide acknowledgement of Pleasant Litchford, who apparently was an important part in the history of UA. Renaming Northam Park to Litchford Park would be a good start.
- Property taxes!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- Commercial growth at the expense of established homes
- Maintaining property values of smaller homes and not having as many houses become rental properties that the owners don't maintain. Enforcing codes and people taking advantage of putting trash at a distance from the street that is outside code boundaries.
- UA is experiencing dramatic growth and with it will come the loss of the personalization that UA is proud of. It will need to think ahead about how to serve a growing population, their expectations and maintaining services. With this growth, our schools, public institutions and government staffs will need to expand. If the city expects the city to run as it always has, with the same number of people, the community (students, the elderly, families) will suffer.
- increasing diversity while maintaining affordable housing
- Infrastructure maintenance. Roads are worse than I have seen in 40 years. Sidewalks are not well-maintained.

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- UA is landlocked and has limited space for increasing the tax base. Increasing cost of services will require increased taxes, which are already high and can discourage people from moving to this community. This will likely have some effect on housing prices. Also, there are limited senior living options for people who would like to age in the community.
- Growing the city through commercial & residential buildings that are multistory, while satisfying the objections of NIMBY residents. Maintaining and building housing that all economic levels can afford. Attracting a diverse population. maintaining the high level of services while keeping taxes manageable.
- Need recreation center!
- Cost of housing. A certain elitism.
- UA will never be considered a welcoming place for diversity as long as our historical title documents contain the racist language that is currently therein. This needs to be addressed asap.
- Increasing diversity in our nation as a whole. Resistance to this reality by some in our community. The “we’ve always done it this way” response to change.
- Lack of racial diversity, lack of science and math extracurriculars in elementary and middle schools.
- The children being raised in this primarily all white community are not growing to love and appreciate the diverse experiences. Arlington is strangely not keeping up with the rest of the world.
- The children being raised in this primarily all white community are not growing to love and appreciate the diverse experiences. Arlington is strangely not keeping up with the rest of the world.
- Aging population, Aging infrastructure, non car related transportation, Vocal few are not open to new development
- Affordable housing crisis, transparency with race relations in America, the opioid crisis as well.
- Addressing our needs of an aging population.
- New Developments as well as urbanization within the community due to the close proximity to OSU campus and downtown. Lack of (racial,ethnic,gender,sexuality, etc,)diversity within the community. Developments and policies relating to the UA school district, such as the rapidly changing student experiences and safety/technology policies at the high school. Loss of a sense of community within the younger generations and gaps between older and younger generations.
- Lack of diversity - people of color do not necessarily feel safe here. Extraordinarily expensive housing stock - it shuts out lower income families. Not enough effective communication between city and residents, as evidenced by the acrimony of recent years.
- Encouraging spiritual and racial diversity is a big opportunity for UA. - Sidewalks to connect us - Activate the river by improving access to this wonderful resource - Have great parks and meeting spaces, including year round restrooms. We are so limited in this area that what we do have should be the best in the city - Make MSC a welcoming place. Activate the front patio and the indoor foyer outside counsel chambers. Give it some more energy (the art is great and thank you for the new carpet!)
- There is a perception (and rightly so) that UA is not an inclusive community and it is unappealing to minorities. Since so many people do not move away, there are less opportunities for "outsiders" to move in and continues to keep that exclusive attitude. I've lived here since 2005 and still am made to feel like what I have to say has less value because I didn't grow up here.
- Increasing density and development pressures from the evolution of Ohio State's West Campus, and the desirability of an inner-ring suburb that is very close to a lot of urban amenities.
- Affordability, Facilitating community needs, Maintaining and continuing our current image as a premier suburb, Business retention and development
- Maybe issue of people being priced out. Tension and elitism of south Arlington and areas like river ridge maybe? I understand house omg prices rising is a good thing though. I wonder if there could be a bubble with the insane Arlington mansions and baby boomers downsizing and getting ride of giant homes. Just thoughts in my head. Not based off any experience.
- expanding
- Transitioning from a suburban bedroom community to an urban neighborhood. Maintaining its sense of community and architectural unity in the face of changing preferences for housing & community assets. Currently, housing is being reconfigured inconsistently with the sporadic demolition of modest mid-century residences and replacement with incompatible luxury new-builds that breaks up the feel and sense of unified community, and is clearly in violation of existing city codes. This fragments the community and reduces its character. What UA needs to do is to put the emphasis on its existing unique characteristics rather trying to complete with newer communities in central Ohio that are not land-locked. By trying to follow this model haphazardly, UA will always be behind, and will eventually become a less desirable community, which will

impact property values, especially when the market is dominated by millennials, many of whom are active seeking more modest homes, but want to live in communities with excellent schools, but are also close to revitalized urban centers.

- In order to have progress, more existing structures (homes and businesses) will need to be replaced or remodeled to meet current needs. There seems to be a subset of residents that are against progress that involves too much change.
- aging infrastructure, balancing incursion of commercial property into neighborhoods vs. need for income tax revenue
- Acknowledgement of faults and mistakes while still moving forward to be a better more supportive community for everyone, not just those who already feel comfortable here
- Keeping a good mix of young and old; multi ethnicities; affordable housing (really affordable;\$1500 a month does NOT constitute affordable); transportation for non-drivers
- Balancing the goal of being a residential community while maximizing the tax revenues of the current commercially zoned property.
- People disconnecting. Housing outpricing people who grew up here.
- I would like to see more music programs that feature inter generational participation. Making music together is a great way to create community

## APPENDIX C: OVERSIGHT VEHICLES FOR COMMUNITY RELATIONS

### A. City Commission

**(This would be a public body subject to open meetings laws and public records)**

A **City Commission** is a form of municipal government in which individually elected officials serve on a small governing board, called a **commission**, that exercises both legislative and executive powers to govern the municipality. The **commission** contains a specified number of members, often five or seven. Community members would be allowed to submit ideas and initiatives to be considered for implementation.

### B. Community Relations Advisory Board Members (Appointed by the City Council)

**(This would be a public body subject to open meetings laws and public records)**

The function of an advisory board is to provide guidance to enterprises with anything from equity and inclusion; marketing and managing; and human resources to influencing the direction of the organization. Advisory boards are composed of accomplished experts offering innovative advice and dynamic perspectives and would be appointed by the City Council. Meeting quarterly or biannually, boards can provide strategic direction, guide quality improvement, and assess program effectiveness.

#### ***Possible Roles and responsibilities of advisory board members:***

- Provide “wise counsel” on issues
- Provide unbiased insights and ideas from a third point-of-view (not involved in the operation of the organization)
- Encourage and support the exploration of new ideas
- Act as a resource for executives
- Encourage the development of a governance framework that enables sustainable growth of the community
- Impose challenges to directors and management that could improve the community

### C. Director of Equity and Inclusion (City Position)

A Director of Equity and Inclusion would act as the point of contact for any group or organization to present ideas and facilitate appropriate initiatives for City Council to consider. This would be a qualified person with experience in working in diversity, equity and inclusion (DEI) as well as one who has experience of working in large organizations. This person would provide the following:

- Advice and counsel to City Council and other City officials on a wide range of policy issues affecting equity and inclusion.
- Thought leadership and strategic partnership on equity and inclusion.
- Serve as the administrative liaison between the City and the community; and facilitate all meetings with groups such as EQUAL UA.
- Work collaboratively with City Council on inclusion and equity strategies designed to enhance community diversity.



- Work with human resources to develop and implement a comprehensive strategy to educate the community and drive cultural awareness, competency and understanding.

**D. UA 501(C)(3) Organization (Non-Profit)**

**(This group would most likely be able to seek funding through the City's grant application process)**

Upper Arlington could authorize utilize a 501 © 3 organization to assist in providing the UA Community on direction and goals that would assist UA in creating a more equitable and inclusive community. In this case, it would be a cooperative service organization that invest assets contributed by members of the organization, community, outside entities or, in this case, the UA City Council. This group would be dedicated to furthering equity and inclusion or advocating for any shared point of view. This group would be a nonprofit that is tax exempt or charitable, meaning they do not pay income tax on the money that they receive for their organization. In the case of UA this group would operate as a sounding board for the City Council and they would be accountable to the citizens of Upper Arlington.

**E. Ombudsperson (City Council Appointment/Contract)**

Under the Ombudsperson model, an official would be charged with representing the interests of the community by investigating and addressing complaints of maladministration or a violation of rights. "The typical duties of an ombudsperson are to investigate complaints and attempt to resolve them, usually through recommendations (binding or not). Ombudspersons sometimes also aim to identify systematic issues leading to poor service or breaches of people's rights." (Wikipedia)

## APPENDIX D: WORKSHOP PARTICIPANT SURVEY

### May 18, 2019 Community Relations Assessment Workshop Participant Survey Data

Attendees of the May 18, 2019 Community Relations Assessment Workshop were asked to complete a brief survey at the end of the workshop. The following summarizes the feedback received.

#### How would you describe your main reason for attending?

"Wanting to see increase in diversity/inclusion in UA and leadership."
"Positive! The fact that the city is doing this is a positive. Appreciate different views."
"I want to be proud of my community-how we treat others, how welcoming we are, etc."
"Encouraging discussion, problem-solve potential issues related to lack of inclusion or ways to encourage inclusion in UA, promote diversity."
"Community involvement, diversity, inclusion."
"As a long-time resident and employee of the UA school system, I have been interested in seeing Upper Arlington become a more welcoming, diverse community."
"I felt the focus could inform my work in outreach for my organization."
"I wanted to hear more about other community members' experiences in UA. I am interested in what's next for the city as we discuss issues of equity and diversity."
"I want to help increase diversity in the city and make it a better place for all of us to live. I also want to tackle <u>hard</u> topics."
"To support UA being a welcoming community for all."
"Interest in my life-long community. Did not know what to expect."
"Directed by supervisor."
"To get voices heard that always are not being heard."
"I want to be a part of Arlington becoming more diverse and more welcoming."

#### Do you have any suggestions for improvement?

"Find more ways to get this meeting out to more people. If I had not been involved, and knew to ask, I wouldn't have known to come."
"Need eggs and fruit- fewer carbs. Need to have an evening meeting and an afternoon weekend meeting (this was too early on a Saturday). The coffee was luke warm."
"Share summary/review of today's workshop with future groups. Encourage participation by youth and senior citizens."
"This was great- exceeded expectations! I wish I could have met more of the attendees."
"Clarify distinction between option A & B in addendum."
"Include the voice of some of UA's larger employers. If they are unwilling or unable to participate, share the outcome or progress of community relations in UA."
"Facebook live that allows people to view and participate in the conversation."
"I would work through how we could plot our "voting stickers" on 5 options across <u>all</u> options across groups. Some teams had fabulous ideas that I would have "voted" on outside of our group. On the slide that showed "implicit" and "explicit," I think there is a spelling error."

#### Do you have anything else you wish to share with us at this time?

"A good, thoughtful discussion."
"Thank you for creating a space for conversation."
"Excellent program, very positive and hopeful for action-oriented progress for change."
"These are great steps to start the process."
"I was glad to have the opportunity to participate."
"Seeing the trends of the pre-workshop survey was helpful."
"Thank you!"
"I am proud to call UA home because of the people who care so much about our community."
"Voices are still not being heard. We have people who are left out."

### Satisfaction

	Very Satisfied	Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Date	6	5	1	1	
Location	11	3			
Workshop Length	7	6	1		
Workshop Content	9	4	1		

### How did you hear about the Community Relations Assessment Workshop?

Email invitation	5
City promotions (newsletters, social media, advertising)	4
Word of mouth	4
Direct invitation by an associate/friend/family member	2
Other	3

### June 5, 2019 Community Relations Assessment Workshop Participant Survey Data

Attendees of the June 5, 2019 Community Relations Assessment Workshop were asked to complete a brief survey at the end of the workshop. The following summarizes the feedback received.

### How would you describe your main reason for attending?

"I'm interested in local politics and economics and I figured this would be a generally interesting discussion."
"To promote diversity into the community to reduce bias and discrimination."
"Provide a city employee perspective. Clarify role of law enforcement in the community if necessary."
"Helping to shape the future of UA."
"I am a resident and interested in seeing the residents of UA becoming more inclusive. As a leader of a community organization I am open to ideas for my organization becoming part of the solution."
"To better connect with the community."
"Commitment to making UA a better place to live and a more welcoming community."
"As a person of color, I would like to see more diversity in our leadership and visible in our community."
"To be involved in making our community even more welcoming and inclusive."
"Learn more about how to make UA more welcoming."
"Interested in being a part of conversations about inclusive practices in UA."
"I am a member of the DEI group at Jones M.S. I am very interested in raising children that are sensitive to diversity and inclusion to ALL people. I want to help in any way possible to push UA in this "open" and "welcoming" way."
"Interest in learning and growing together as a community."
"Representing the Stand Project, I'm a minority, have children with minor disabilities, and want to make UA a better place for all- especially those who are marginalized."
"Interested in process, hoping for some opening in community, changes in programming, education, support for minorities."
"Want to help community to continue and grow and be the vital community it should be."
"Would like to see a more inclusive and diverse UA."
"Contribute to new and continuing conversations regarding the community, specifically regarding diversity and inclusion, and gauge change/progress."
"I am a teacher in UA schools and believe making a change begins at home and school. Also, I used to live in UA but moved because of a lack of feeling included. I don't want other people feeling that way."
"I have a strong desire to become informed about all of the different people and groups in UA that are concerned with diversity and equity issues. I hope to be a part of this important work as UA moves forward."
"I represent the school district and hope to partner and support the City's goal to address diversity and inclusion."
"Curious about the process. Interested in the outcome."
"Interested and passionate regarding this topic."

<p>"Wanted to bring forward voice from the community based on experiences I've had in the diversity realm over the past years, particularly with families in the school district."</p>
<p>"As a resident of the community and employee for the library, I am extremely interested in understanding the needs of the community. I am also very interested in ways to improve inclusivity in our community- both because I value people and hate when people feel excluded and also because it comes up in my work. So, this experience was valuable to me on multiple fronts."</p>
<p>"I love this community and feel that its vitally important that we stretch ourselves to become a community that is a comfortable, welcoming and inclusive place for all. And I think it's important to model this type of behavior for the children in our community."</p>
<p>"I am deeply committed to and interested in issues of equity and inclusion, structural racism, transgender, sexuality, and language and how those areas of great concern reverberate and are reinforced through our local community and abroad."</p>
<p>"How do I help make my community a better place, can UA become more diverse and accepting."</p>
<p>"I am a person of color so many issues of inclusion are inherently of interest. I moved to UA over 4 years ago and want to help make the community the best place to live. I have a son, 8 yrs old, who I want to feel as comfortable as possible as he grows up here. I feel we ALL benefit from living in a community that is welcoming and inclusive."</p>
<p>"My family and I moved to UA a little over 4 years ago and we sometimes feel like outsiders. I think some of it has to do with socio-economic differences and some of it has to do with the color of my and our son's skin. I'd like to help improve the community so myself and others feel more welcome and comfortable here."</p>
<p>"I'm interested in making UA a more diverse, welcoming place."</p>

**Do you have any suggestions for improvement?**

<p>"It was a good effort. I felt a little surprised by the number of city staff and others connected to council, commissions, etc. who were present. The invitation for this conversation sounded like it would be a broad range of citizens, but the attendance was heavily city staff. (I would guess about half city staff.) I took off work for this workshop, and part of me felt like I was participating in a city staff development day. That was a little frustrating to me. I was expecting different voices to come forward to inform the initiatives being discussed and decisions that will be made in the near future. I do appreciate the attendance from several civic group representatives, i.e. UAEP, etc. It just felt like there were a lot of city voices in the room. Those are the people *already* making decisions for UA, and to whom this workshop was meant to inform. That caught me off guard."</p>
<p>"I thought it was a great conversation and a lot of important content came out of it. I think it might have been helpful to be more explicit up front about the topic. When I read the purpose of the workshop statement, it made it sound like this was a very general feedback session - sort of like a strategic plan for UA. But by the end, it seemed clear that the real topic was diversity, equity and inclusion (based on the sheet of options to discuss and the privilege walk). Personally, I find those topics to be extremely important and was happy to engage in them but the early part of the conversation went in a lot of different directions. I think, given the relatively short timeframe for an important topic, it would have been helpful to focus in on those issues right up front."</p>
<p>"Perhaps the next series of workshops, building off the initial two workshops, will be able to delve more deeply into the kinds of intentional programming and community outreach and how those two broad areas can begin to or evolve into positive, noticeable change in our community and its culture."</p>
<p>"None at this time."</p>
<p>"Offering healthier and vegetarian option for the breakfast and lunch. Please keep offering weekend options for those of us who work full-time during the week. I think the pre-workshop questionnaire we took could be useful if its opened to the entire community and not just those who plan to attend the workshop."</p>
<p>"Offer childcare option."</p>
<p>"Focusing more on the issue of inclusion involving intellectual diversity, not just diversity by appearance."</p>
<p>"Try to reach out to people who would not attend these meetings and do not believe that there is a need for change."</p>
<p>"The SWOT exercise seemed to leave me feeling a little sad about UA- obviously excellent to shine a light on all of that, but wondering if we could have better connected SWOT to ideal situation- sorry, not a specific suggestion, but I will think about it!"</p>
<p>"Hope to see the results of meetings in our community."</p>
<p>"Have some shorter sessions- evenings, etc. to involve more people."</p>
<p>"Microphone for all speakers for accessibility. Another way for groups to share out SWOT that didn't take so much time/repetition. Child care!"</p>
<p>"Make sure to keep people on topic- overall, facilitator did a good job of keeping people focused and productive, not bickering."</p>
<p>"Childcare."</p>
<p>"Include a more diverse participation."</p>
<p>"More dates, better times, "bring a friend" style, more conversation from affected groups."</p>
<p>"This workshop served its stated purpose well."</p>

"Set out a specific time for personal testimonies. Help paint a better picture of an issue and educate others on its importance and how to best deal with them."

**Do you have anything else you wish to share with us at this time?**

- "I would recommend revisiting your approach to outreach. I intend to stay connected to this work, and clicked below that I'd like to, though I will have to consider giving this amount of time going forward until I truly understand the purpose of my attendance."
- "I got a lot out of the conversations and felt energized by them. I left with new perspectives and ideas and I believe there are many ways that the library can support this effort."
- "I thought it was a great experience and conversation. I'm so pleased that the city is engaging in these types of conversations. It's encouraging to see the city responding to these types of community issues. I was initially concerned that the 5 hours would drag but I thought that it flew by and I'm grateful to have been given the opportunity to participate."
- "A warm "Thank You!"
- "Not at this time."
- "Some minority kids face bullying and discrimination at school that they don't report. Teachers too need to have training to be more sensitive to D/I issues."
- "Excellent facilitation. Nice to stay on time and remain focused."
- "I'm happy to have participated."
- "Floyd Akins did a great job."
- "Floyd did a great job of facilitating! Lots of wonderful information and ideas generated!"
- "Thank you for all you're doing to get these conversations going and making positive change in Arlington!"
- "Thank you so much for holding this workshop, it means so much to feel valued."
- "Thank you for leading this and the work you are doing."
- "This is a valiant effort."
- "Thank you!"
- "Collaboration between City and schools would be much appreciated."
- "Please be sure 'diversity' includes more than just physical—newcomers vs. lifers, religious vs. non-religious, etc."
- "This was a great experience I really enjoyed being there. Definitely I would love to stay involved, this topic is so dear to my heart."
- "Please congratulate yourself and your colleagues. I was intrigued and challenged by the presentation especially because we were talking and thinking about UA for the next twenty to fifty years. I feel as if I am on the vanguard of a truly necessary and rewarding effort."
- "First of all, thank you for such a nice discussion and session yesterday. I think it says a lot to be engaging the community on how to improve our community. Thank you for the effort you and others put forward to make it a success."

**Satisfaction**

	Very Satisfied	Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Date	17	9	7		
Location	22	9	2		
Workshop Length	14	12	3	2	
Workshop Content	14	15		2	

**How did you hear about the Community Relations Assessment Workshop?**

Email invitation	17
City promotions (newsletters, social media, advertising)	8
Word of mouth	2
Direct invitation by an associate/friend/family member	11
Other	1