

AGENDA

GOAL 2 ALLIANCE



Board Members:

Monica App • Regina Bradley • Chardonnay Henderson • Devin Holston • Nicole Kosheba • Daniel Kvamme •
Latesha Lipscomb • Kisha McPherson • Angie Morales • Nipun Nath • Dave Nitkiewicz • Jenn Schaub •
Latrishia Sosebee • Noele Stith • Aaron Terpstra • Joshua Verhulst •

October 31, 2018

3:30p – 5:00p

29 Pearl Street, NW Suite #1

1. Call to Order
2. Approval of Minutes – April 17, 2018 and July 17, 2018
3. Downtown Neighbor Network Update
4. Heartside Quality of Life Process Update
 - Investments planned for Heartside
 - Heartside Public Restroom
 - Working Group Goals Review
 - GR Forward Alignment
5. Parks updates for 2019
6. Committee Member Discussion
7. Discussion about meeting in November or December, next scheduled meeting – January 15, 2019
8. Public Comment
9. Adjournment



Goal 2 Alliance

April 17, 2018

1. Call to order: Tim Kelly called the meeting to order at 3:38pm
2. Members Present: Daniel Kvamme, Monica App, Joshua Verhulst, Aaron Terpstra, Regina Bradley, Latrisha Sosebee, Jenn Schaub, Latesha Lipscomb

Members Absent: Dave, Nitkiewicz, Chardonay Henderson, Devin Holston, Nicole Kosheba, Kisha McPherson, Angie Morales, Nipun Nath, Noele Stith

Others Present: Tim Kelly, Annamarie Buller, Flor Valera (DGRI Staff), Officer Bryan Grooms, Officer Brandon Romero

3. Approval of Minutes- January 16, 2018
Motion: Jenn Schaub, supported by Daniel Kvamme, moved approval of the minutes from the January 16, 2018 meeting as presented. Motion carried unanimously.
4. FY19 Budget Update
Mr. Kelly gave an overview of the budget that will be presented to the DDA in May. The Alliance took a moment to review and discussed the list of projects. Ms. Sosebee asked how the budget process works. Mr. Kelly explained the budget process. Mr. Buller said there is a continued effort in identifying affordable housing development in Downtown and added that DGRI is committed to updating the existing Downtown census to better understand the changing dynamics. Ms. Buller explained that the resident engagement programs is also setting funds aside to bring speakers and create events in Downtown which are key to the organizational goals. Mr. Kelly mentioned the Heartside Public restrooms and highlighted that DGRI is working in with City of Grand Rapids to explore restroom solutions. Ms. App asked

who will be responsible for staffing the restrooms. Mr. Kelly responded that conversations regarding the responsibility were underway since DDA tax money cannot go towards the maintenance of these facilities. Mr. Kelly asked the Alliance if any changes needed to be made to the budget. The Alliance responded no; the budget was recommended to go before the DDA Board.

5. Heartside Quality of Life Process

Ms. Buller gave a presentation on the Heartside Quality of Life Process. Ms. Buller explained that conversations began after a letter was written to the Mayor and City Commission addressing important infrastructure improvements needed on Division Avenue. Some of the major issues in her presentation included pedestrian safety, parking signage, lighting improvements and increasing police presence. The City of Grand Rapids, DGRI, Dwelling Place and others came together to begin a planning process to address the Quality of Life issues in Heartside. Ms. Buller said Latesha Lipscomb was hired to facilitate a series of listening sessions in the community. To this day, 203 people have participated in a total of 14 sessions targeting different groups in the neighborhood. As a culmination of the process to date, the data was shared back with the community in a two day event. Ms. Schaub added that the intention was to connect residents to resources and ask residents to prioritize what issues were the highest priority for the neighborhood. Ms. Lipscomb gave a quick highlight of the Neighbor Knowledge Exchange, saying that was a great event that attracted twenty-two (22) agencies to participate and provided information to the community. Ms. Schaub commented that the event was focused on building resident engagement to encourage residents to take action. From the voting at the event, 7 working groups were created to address the issues given the greatest priority by the community. Ms. Lipscomb gave an overview of the seven (7) working groups and shared the upcoming meeting dates for each. Ms. Buller thanked both Ms. Schaub and Ms. Lipscomb for sharing that information with the Alliance. Ms. Buller continued by sharing some of the projects DGRI is collaborating, which include public restrooms, areas of improvements, neighborhood building and activation. Ms. Buller said sites were identified for the Heartside restrooms and the designs from the City are still pending. Ms. Buller said the Alliance will continue to receive updates as this project continues.

6. Downtown Resident Organization Update

Ms. Buller gave an update on the Downtown Resident Organization Steering Committee, explaining that a survey went out in February 2018, whose goal was to gather information to help guide the efforts of the Steering Committee in identifying the need for a resident organization and to indicate what some of its functions should be. Ms. Buller reported that 300 Downtown Residents completed the survey. Ms. Buller added that the estimated current number of residents living in Downtown is nearly 6,000. Ms. Buller took a moment to share

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with the Alliance some of the questions that were asked in the survey. Overall, the main issues impacting Downtown continue to be lack of enough parking spaces, affordable housing and grocery stores in the proximity. Ms. Buller said the data collected helped to reinforce the need for an organization to represent residents. The survey also helped to inform the steering committee on who lives downtown and other priorities and preferences of Downtown. The Downtown Resident Steering Committee was able to connect with nearby Downtown Neighborhoods and Business groups that represent resident voices to discuss possible collaborations and the process for the steering committee. Ms. Buller took a moment to invite the Alliance to the 4th Annual Mix, Mingle and Share event on May 25th at the BOB and said that on May 3rd the committee would reconvene to continue the process of finalizing the structure for a Downtown Resident Organization and begin mission and vision conversations. Mr. Kelly thanked Ms. Buller for her presentation.

7. Open Alliance Member Discussion

Officer Bryan Grooms asked when the Heartside Restrooms would be ready for public use. Ms. Buller responded that parking services was working on the design for these facilities and was aiming for the time around or shortly after Art Prize. Ms. App asked if updates would be provided to keep the Alliance informed on the projects previously discussed. Ms. Buller said she would provide monthly updates on the Resident organization, restrooms and Heartside Neighborhood.

8. Next Meeting – July 17, 20189. Public Comment

None

10. Adjournment

Mr. Kelly adjourned the meeting at 5:00 pm

Minutes taken by:

Flor Valera

Administrative Assistant

Downtown Grand Rapids Inc.



DOWNTOWN
GRAND RAPIDS INC.

Goal 2 Alliance

July 17, 2018

1. Call to order: Annamarie Buller called the meeting to order at 3:25pm.
2. Members Present: Monica App, Regina Bradley, Daniel Kvamme, Latesha Lipscomb, Dave Nitkiewicz, Jenn Schaub, Latrisha Sosebee, Aaron Terpstra, Joshua Verhulst

Members Absent: Chardonnay Henderson, Nicole Kosheba, Kisha McPherson, Angie Morales, Nipun Nath, Noele Stith, Devin Holston

Others Present: Annamarie Buller, Rachel George, Stephanie Wong, Mark Miller, Gabi Schumacher (DGRI Staff), Officer Bryan Grooms, Officer Rich Atha

3. Approval of Minutes- April 17, 2018
Postponed to October 31, 2018 meeting due to a formatting error.
4. FY19 Budget Update
Annamarie Buller gave an overview of the budget, with a focus on affordable housing support, amendment of the development programs, resident engagement programs, and Heartside public restrooms. Monica App said she wants to make sure that this group is providing the help and support to Downtown Grand Rapids Inc. and the Board of Advisors the way that they should be, and understanding next steps for these committees. Ms. Buller said that the next steps for committees, such as the Steering Committee, are something that has not been addressed in meetings so far. Ms. App asked if these groups or committees meet more frequently. Ms. Buller replied that the Neighbor Network Group is going to need to meet on a monthly basis to get organized, and that the Public Restroom work will be monthly. Ms. Buller said that they may also want to flush out current programs and see if they are accomplishing

their goals and determine how they are spending their money. Ms. Buller stated that one thing that will be discussed in the next meeting is purchasing new software called "Neighborland" with the money in resident engagement programs, which may be a great way to do surveys, newsletters, and may be a solution for Alliance communication.

5. Heartside Quality of Life Process

Ms. Buller reminded everyone of the Life Work group schedule and gave a brief overview of the Heartside Quality of Life process. Ms. Buller said that there will be a report available in October 2018 of all the working group's recommendations.

Ms. Buller introduced Latesha Lipscomb to present the Neighborhood Building and Activation recommendations. Ms. Lipscomb gave an overview of the four goals that the working group has been working on thus far. Ms. Lipscomb described the goals for the working group as: creating a formal structure for the Heartside Neighborhood Association, constructing a yearly calendar, focusing on positive stories about Heartside Neighborhood, and the creating an outreach plan. Ms. Lipscomb asked if there were any questions. Ms. Buller added that National Night Out is another part of this work group and described what the event is. Jenn Schaub stated that the Neighborhood Association work group has been doing additional work in the meetings that play off what this work group is doing. Ms. Lipscomb said that she has found with all work groups that some goals and recommendations overlap. Ms. Lipscomb concluded by saying that the group will hear more about activation in the Heartside neighborhood.

Ms. Schaub discussed the Areas of Improvement Working Group. Ms. Schaub stated that she and Ms. Lipscomb are currently working on overlap in their final analysis for the presentation in October. Ms. Schaub stated that this work group is focused on a couple of different areas, which include defining appropriate behavior for the spaces, considering programs to address behavioral issues, and figuring out how to engage the owner of Lucky's and what the recommendation would be for a change in how Lucky's engages with the neighborhood. Ms. Schaub said that there is currently a meeting set up with Lucky's owner, and the conversation will be focused on the availability of inexpensive alcohol and how this fuels the activity on Lucky's corner. Dave Nitkiewicz asked about if the business or building owner should be at the meetings. Ms. Schaub responded that they are still working on this, and are currently trying to get to the bottom of whether or not this is a separate business. Mr. Nitkiewicz asked if there is a way to broaden the conversation to make it more of an educational experience for the owner. Ms. Schaub responded that the intention of the meeting is to do soft touch, and having community participate. Aaron Terpstra asked if there

was a financial incentive, since Lucky's is making money off of the cheap alcohol. Ms. Schaub responded that they are floating the idea about limiting the sale of alcohol, but Lucky's has not been receptive to this idea. Officer Bryan Grooms stated that he had a similar conversation with Zellar's Party Store in the past, and believes that this idea is a hard sell because people do not want to give up their income. Mr. Nitkiewicz asked if there was a way to have a positive spin on this idea with a community partner incentive, or if there was a way at a State level to make Lucky's make a change. Officer Rich Atha said that it might be best if the police do not attend the first meeting with Lucky's, so that there is more a positive impression. Ms. Schaub stated that Lucky's is aware that the conversation is happening as they were invited to attend a panel discussion about the areas of improvement, but they did not attend the follow-up conversation so they may not be tracking with everything going on. Ms. Schaub concluded by stating that residents are concerned about safety when going to and from Lucky's store, and that the reality is that it is not a safe corner and real change needs to be made.

Ms. Buller gave an overview for the Heartside Public Restrooms. Ms. Buller stated that a public restroom partnership with Mobile GR has been identified and locations have been selected in two parking ramps near South Division Avenue. The locations are Cherry and Commerce, and Weston and Commerce. Ms. Buller said that negotiation of Downtown Grand Rapids Inc. and Mobile GR's roles are still in process. Ms. Buller said that the Heartside Quality of Life work group is also going to be continuing to meet to help oversee how the restrooms are rolled out and promoted. Ms. Buller stated that they are still working out the measures of success for the following goals: baseline measurement for public urination and defecation, encourage the provision of additional restrooms where gaps have been identified, pilot a Friendly Restroom program, explore expanded public options in parks, and support the development of public restrooms in parking ramps located at Weston and Cherry. Latrishia Sosebee reminded the group that there is not a stop sign or crosswalk at Cherry and Commerce, and that there is a danger about drawing people to this area if there is not a safe place to cross. Ms. Buller responded that this is a good thing to consider.

6. Downtown Resident Organization Update

Ms. Buller gave an update on the Downtown Steering Committee and the Downtown Resident Survey. Ms. Buller explained that the following steps in the process after the survey included scenario planning, a scan of organizations and associations, and focus group discussion with existing neighborhoods. Ms. Buller explained that as a result, they are looking at changing the structure of the Downtown Residents Network to include an Affinity Group for those who identify as a Downtown Resident, but live in a nearby neighborhood, as well as a name change to Downtown Neighbor Network. Ms. Buller explained the name change from

“Downtown Resident Network” to “Downtown Neighbor Network”, as a change to be more inclusive. Ms. Buller said that the rebrand also includes an updated mission, vision and guiding principles which are still in draft form. Ms. Buller took a moment to explain the network’s key programs, which include communication, events, and advocacy. Ms. Buller further explained that the Downtown Neighbor Network is not separate from Downtown Grand Rapids Inc., but a committee of Downtown Grand Rapids Inc. that will be collaborating with near neighborhoods. Ms. Buller said that the Downtown Resident Steering Committee will continue to meet in August and September to provide feedback on the plan and work out details before committee recruitment. Ms. Buller said that they will be meeting with each of the near neighborhood networks, DDA, DID, Neighborhood Association Collaborative, DGRI Board of Advisors, and the City Commission to be officially accepted as the Downtown Neighbor Network. Ms. App asked if it need to be officially approved and accepted. Ms. Buller replied that she does not think it does because it is a committee of Downtown Grand Rapids Inc. and not a board. Ms. Buller reminded the group of events coming up which includes the Bridge Street Market Preview and Downtown Neighbor Network Update. Ms. Buller asked if there were any questions. Ms. App asked if this was going to be an ongoing part of the Goal 2 Alliance to oversee, or if it moves on to be a bigger part of Downtown Grand Rapids Inc. Ms. Buller responded that this is an unanswered question at this point and is something that needs to be figured out as the Goal 2 Alliance has been overseeing it up until now. Ms. App asked for confirmation that under Goal 2, the current spinoffs include the Downtown Steering Committee, Event Planning Committee, and the Public Restroom work group. Ms. Buller agreed, but said that the Public Restroom work group is a separate group. Ms. App asked if there were any other sub-committees or work groups that are directly under Goal 2. Ms. Buller responded that the only other one is Affordable Housing.

7. Open Alliance Member Discussion

Ms. App said that it might be helpful to receive updates from all the working groups or committees and have it be an item in future agendas. Ms. App emphasized that it would be great to include what this Alliance needs to understand, offer feedback on, or anything else that needs to happen in regards to the other Alliances. Ms. Buller said that it would be helpful to review what the responsibility of a committee member is, and what funds they are responsible for. Ms. App asked if they were responsible for making recommendations to the Board of Advisors or the DDA for the budget. Ms. Buller said that Alliance Goal 2 did this in the spring, but it is true that we may not always be the first ones to know about opportunities to make recommendations, so there is some responsibility there. Ms. Buller added that it is always a good idea to do a review of the background and purpose of Alliance Goal 2. Ms. Buller asked the group what would be helpful to keep everyone updated and in the loop. The

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group took a moment to discuss options about how to stay updated. Gabi Schumacher said that right now all of this information is on the website of Downtown Grand Rapids Inc., but maybe a webpage could be created for just the Alliances to keep all the information in one spot.

8. Next Meeting – October 16, 2018

9. Public Comment

None

10. Adjournment

Ms. Buller adjourned the meeting at 4:50pm.

Minutes taken by:

Rachel George

Administrative Assistant

Downtown Grand Rapids Inc.

Downtown Resident Steering Committee
Downtown Neighbor Network Recommendation
9/5/2019

1. Background:

The GR Forward Downtown and River Activation Plan identified the goal to create a downtown neighborhood that is home to a diverse population. To that end, DGRI looks to support initiatives that improve downtown living for existing residents and attract new downtown residents in order to foster civic engagement and strengthen community ties downtown. GR Forward specifically identifies the opportunity to establish a downtown resident council. In early 2018, an ad-hoc Downtown Resident Steering Committee was formed to explore the creation of a stand alone organization that would represent downtown neighbors.

The Downtown Resident Steering Committee was constituted to represent various viewpoints and perspectives on the unique challenges and opportunities of living in or near downtown Grand Rapids. Although DGRI convened the group, it was made explicit that there was not a predetermined outcome and that the group had the authority to determine if there was need or desire for a downtown neighborhood group and what form that group might take. The group began with an extensive “data dive” to better understand who was living in downtown, what groups currently (or potentially) exist in and near downtown, what concerns residents have, how is downtown changing, and what type of organization might be the best fit to represent the unique voice of downtown living.

2. Process:

- a) Recruitment of Steve Faber, Byrum and Fisk to facilitate the independent process for the Downtown Resident Steering Committee, supported by DGRI Stakeholder Engagement Specialist Annamarie Buller
- b) Research and Data:
 - i. Resident survey
 - ii. Housing analysis
 - iii. Scan of organizations and associations
 - iv. Focus group discussion with existing neighborhoods (November 2017, April 2018)
- c) Scenario Planning: No growth, slow growth, high growth
- d) Structure Pros/Cons: Nonprofit vs Joint Venture
- e) Heartside residents reorganizing the Heartside Neighborhood Association (HNA) propose expansion.
- f) Downtown Resident Steering Committee Recommendations Engagement

3. Mission/Vision/Guiding Principles:

Mission:

The DNN exists to foster a community of downtown neighbors that are connected, informed and empowered to improve downtown living.

Vision:

The DNN envisions a neighborhood that is vibrant and culturally diverse, active, safe and full of opportunity and experiences unique to downtown living.

Downtown Resident Steering Committee
Downtown Neighbor Network Recommendation
9/5/2019

Guiding Principles:

Accessible & Inclusive – We desire to be a network that is open to all neighbors

Empowering – We desire to be a network that supports downtown neighbors and provides an avenue to advance collective interests

Collaborative – We desire to be a network that brings people and groups together across boundaries

Equitable – We desire to be a network that is intentional about listening to our neighbors and elevating the voices of those who have been historically marginalized

Unique – We desire to be a network that embraces the peculiarities of living downtown and convey that perspective with the broader community

Key Programs:

Improved communications and greater awareness

- **Communication** - share information relevant to living downtown
 - Identify neighbors who want to join the Downtown Neighborhood Network
 - Outreach to building owners and property managers
 - Implement a communication tool that allows for information to be pushed out
 - Implement a communication tool that allows for information to be pulled in/ feedback
 - Find opportunities to tell the stories of downtown neighbors
 - Develop a brand and marketing materials for DNN

Increased participation in events, surveys and committees

- **Events** – organize events that bring downtown neighbors together
 - 4-6 events a year
 - Event opportunities for education and welcoming new neighbors
 - Feature Downtown and near neighborhood assets
 - Recruitment events to grow the DNN

Increased opportunities to inform policy and projects impacting

- **Advocacy** – provide opportunity for downtown neighbors to speak into and influence decisions that impact their quality of life
 - Conduct an annual survey of downtown neighbors to identify trends and issues
 - Develop tools to help neighbors organize and navigate systems
 - Provide a space for issues\ opportunities to “bubble up” that need action

DNN Structure:

Downtown Resident Steering Committee
Downtown Neighbor Network Recommendation
9/5/2019

- An affinity group/ network for people who identify as downtown neighbors but may already be in a neighborhood
- Downtown **Resident** Network name change to Downtown **Neighbor** Network
- The DNN has blurred boundaries to be more inclusive- including Downtown and adjacent neighborhoods in its boundaries
- Work collaboratively with DGRI and near neighborhoods

Governance Structure: the Downtown Neighbor Network Advisory

The proposal is that the DNN Advisory will live within DGRI for at least two years. The DNN Advisory is most aligned to help the DGRI's Goal 2 Alliance achieve their outcomes, however, there is a desire for the DNN to exist outside the hierarchy of being under any specific committee. This will give the DNN Advisory a level of autonomy and recognize that the voice of downtown neighbors is valuable to all DGRI committees. The DNN Advisory may establish ad hoc committees to direct their work as need.

DGRI Alliance Representation:

The DNN Advisory will present to each Goal Alliance annually (winter each year)

- The DNN's Advisory Committee members will:
 - Live in or in a near neighborhood that is Downtown adjacent
 - Live in a multi-unit building
 - Be a mix of renters/owners
 - Embody values of the DNN
 - Represent full diversity
- The DNN Advisory Committee Recruitment process:
 - September 2018-Outreach to property owners to solicit residents to apply
 - November 1- DNN Event to announce structure and recruit board members
 - October 2018-Online application/ paper application for engagement events
 - November 21-Deadline for applications due by Thanksgiving
- The DNN Advisory Committee will be determined by:
 - Staff of DGRI
 - Members of the Downtown Resident Steering Committee
 - Representatives from the DGRI Goal Alliances

Partnerships:

- DGRI to provide staffing and direction
- Neighborhood Associations – interaction with near neighborhoods
- City of Grand Rapids

Downtown Resident Steering Committee
Downtown Neighbor Network Recommendation
9/5/2019

Timeline:

Year One Milestones- October 2018- October 2019

Fall 2018

- Final engagement with near neighborhoods, City Commissioners, Committee and Chair recruitment, DGRI Board Approval
- Data enhancement
 - Outreach target downtown properties, condo leadership and property management each month

Winter 2019

- Selection of DNN Advisory
- DNN Announcement and Recruitment Event
- January 2019-First convening of the DNN Advisory
- January / February 2019-Focus on Board Governance for DNN
- January/ February 2019-Update and overview, planning with the 5 DGRI Alliances
- Bring communication tools online
 - First monthly newsletter with announcement of first meeting
- Downtown/ Near Downtown Resident Survey updated and deployed

Spring 2019

- Identify project opportunities shaped by the survey and issues identified throughout the year, look to budgeting and planning for 2020
- Events
 - Decision to continue to convene DRN Events Committee or reorganize
 - Building previews, education events, speakers etc.
 - Set remaining events for the year
 - Mix, Mingle and Share 2019 date tentatively set-April 10, 2019

Year Two Milestones- October 2019- October 2020

Fall 2019

- Evaluate year 1 progress
- Data enhancement
 - Outreach target downtown properties, condo leadership and property management each month
- November 2019 Event/Recruitment next wave of committee members

Winter 2020

- December 2019-Selection of new DNN Advisory members
- January 2020-First convening of the new DNN Advisory/ Strategic Planning
- January/ February 2020-Update and overview, planning with the 5 DGRI Alliances
- February/ March 2020- Downtown/ Near Downtown Survey updated and deployed
- Events 4-6 per year
- Issue advocacy, project implementation

Spring 2020

- Mix, Mingle and Share with your Downtown Neighbors
- Begin evaluation and make recommendation for the future of the DNN Advisory in 2021

Public Restroom Workgroup

Draft / Final QOL Recommendation	Key Partner Organizations	Ownership Organizations	Timeline	2 Measures of Success Per Recommendation
<p>1. Conduct a baseline measurement of public urination/defecation or other measures that can be used to quantitatively measure the impact of restroom-related improvements in Heartside.</p> <p>a. SHORT TERM - Partner with Degage’s Good Neighbor Program, City of Grand Rapids Police, Mobile GR (Parking Ramps in Heartside), Parks Department (Heartside/ Downtown Parks), City of Grand Rapids 311 and Downtown Ambassadors to collect and compile relevant data for the Heartside Neighborhood.</p> <p>b. SHORT TERM - Encourage the start of data collection by the above partners based on the established criteria. (Where public urination/defecation/vomit has happened, time it has occurred).</p> <p>c. LONG TERM – Provide an annual report of available data to determine success in meeting established goals.</p>	<p>Degage, DGRI</p>	<p>1A – Jim Talen has volunteered to review reporting, make recommendations for a standardized form/data points. Once complete, will be turned over to final partner for continued tracking /update. (Jim / DGRI)</p> <p>1B – Jim Talen / DGRI</p> <p>1C - Workgroup</p> <p>1D - DGRI</p>	<p>1A, 1B, 1C – Active / Complete Report, Outreach by Last WG Meeting. Continue to reach out over next 6 months – year.</p> <p>1D – Follow-up Report Summer 2019</p>	<p>1. Creation of shared database.</p> <p>2. Finding long-term partners to update and maintain database.</p> <p>3. Achieve a reduction in daily clean-up by 10%.</p> <p>4. Issue annual report.</p>
<p>2. Create an updated inventory of restroom locations available to the public.</p> <p>a. SHORT TERM - Identify all current public and private restroom facilities available for use by the general public. In addition to the location/provider, also determine general accessibility (i.e. ground floor near an entrance or tucked away), days/hours of availability, and seasonal or other limitations.</p> <p>b. LONG TERM – Create, distribute and promote a restroom guide to all user groups within Heartside, if needed. Continue to maintain this information and update approximately annually.</p>	<p>Westminster Presbyterian DGRI HNCP Police / City (Mapping & Distribution)</p>	<p>2A – Westminster Presbyterian (Susan Jennings) will update list w/ support of DGRI (Annamarie Buller) and HNCP (Sue Gilbert) Lists</p> <p>2B – 211 / HNCP</p> <p>2C – United Way / DGRI</p>	<p>2A – Update by July 25, 2018 (tent.)</p> <p>2B, 2C – Spring & Fall 2019 Updates</p>	<p>1. Conduct seasonal update of information. (Sustainability)</p> <p>2. Update the 211 Flyer or other existing information sources to include additional locations identified.</p> <p>3. Restroom locations identified by signage (by location for all and wayfinding for publicly operated restrooms).</p> <p>4. Achieve a reduction in daily clean up by 10%.</p>
<p>3. Encourage provision of additional restrooms available to the general public, particularly where gaps have been identified.</p> <p>a. SHORT TERM - Analyze the current content to identify areas where restrooms are needed and times when restrooms are most needed.</p> <p>b. SHORT TERM / LONG TERM - Seek out local organizations and businesses that might be able to help support the community's needs for available restrooms.</p>	<p>City / DGRI</p>	<p>3A – City / DGRI</p> <p>3B - DGRI</p>	<p>3A, 3B – Fall 2018</p>	<p>1. Increase number of available restrooms.</p> <p>2. Identify gaps based on both location and demand.</p> <p>3. Make ____ contacts in seeking out additional partners.</p> <p>4. Achieve a reduction in daily clean up by 10%.</p>

<p>4. Pilot a friendly restroom program.</p> <ul style="list-style-type: none"> a. SHORT TERM - Develop recommended criteria for a friendly restroom program and support the sponsor agency in launching this program. b. SHORT TERM - Identify 2-4 businesses or organizations in the Heartside neighborhood to participate in this program. c. LONG TERM – Evaluate the success of the pilot program and consider expansion to include additional partners/locations. 	DGRI	DGRI	<p>Pilot Draft – Active, Complete by end of Workgroup meetings ID Partners – July 25th Provided 6 month and 1 year Reviews from start.</p>	<ul style="list-style-type: none"> 1. Clear Expectation in writing to outline the program so partners and DGRI are on the same page about expectation. 2. 2-4 Locations set up 3. Educating public and neighborhood businesses and organizations about the program. 4. Periodic evaluation of how the program is going for the business or Organizational partner. 5. Participants continue program after year one. 6. Achieve a reduction in clean up by 10%.
<p>5. Explore expanded public restroom options within Heartside’s City Parks.</p> <ul style="list-style-type: none"> a. SHORT-TERM - Heartside Park- Explore the feasibility of winterizing existing restrooms to allow year-round access. b. LONG TERM- Also consider expanding available hours, with the goal to have 24 -hour availability. c. Long TERM - Peckich Park- Explore the feasibility of creating a new public restroom within Pekich Park, including consideration of design and accessibility, winterizing for year-round access and 24-hour availability. 	<p>City DGRI Police (CPTED)</p>	City Parks Department	<p>5A – Follow-up by end of Workgroup Meetings</p> <p>5B – Fall / Winter 2019</p> <p>5C - ??? Coordinate with Areas of Improvement to coincide with other planned work for Pekich Park</p>	<ul style="list-style-type: none"> 1. Getting Heartside Park open year round for public restroom access. 2. Getting Heartside Park open for 24hour access. 3. Defining the feasibility of adding a restroom at Pekich Park and deciding if it should be pursued. 4. Achieve a reduction in clean up by 10%.
<p>6. Support development of public restrooms in Heartside (Such as parking ramps, portable) that are temporary or permanent additions to the neighborhood..</p> <ul style="list-style-type: none"> a. SHORT TERM - Maintain involvement in the physical design and planned operation of public restrooms being developed. b. SHORT TERM – After construction, promote availability of the restrooms to all potential users (including directional signage). 	<p>Mobile GR DGRI</p> <p>(Goal 2 Alliance, HNCP, Police, others?)</p>	Mobile GR DGRI	<p>6A – Fall / Winter 2018</p> <p>6B – Winter 2018 / Spring 2019</p>	<ul style="list-style-type: none"> 1. Providing support and recommendations of restroom solutions identified by Heartside. 2. Implementation of restroom solutions in Heartside. 3. Achieve a reduction in clean up by 10%.

At Home in Heartside Workgroup

Draft / Final QOL Recommendation	Key Partner Organizations	Ownership Organizations	Timeline	2 Measures of Success Per Recommendation
<p>1. Increase full spectrum of affordable, subsidized, accessible and market rate housing opportunities and preserve such existing housing that prevents the displacement of residents. (1)</p> <p>a. SHORT TERM – Creation and distribution of HOUSING RESOURCE MAP – CANCELLED (3)</p> <p>b. LONG TERM – The City of Grand Rapids study current mixed-use developments in Heartside for potential future use as Affordable Housing. And if there are vacancies, provide more opportunities to participate in the Housing / Rental Rehabilitation Program. (2)</p>	<p>Heartside Housing Providers City of Grand Rapids Planning Dept.</p>	<p>1A – City of Grand Rapids</p> <p>1B – City of Grand Rapids</p>	<p>2 – 5 Years</p>	<p>1A – CANCELLED</p> <p>1B – Study completed and mixed use developments identified.</p>
<p>2. Educate applicants on the Residential Rental Application Ordinance rights and complaint process. We additionally request that the City of GR create a process that informs the complainant of the status of their inquiries in a timely manner.</p> <p>a. SHORT TERM – Work Group will help implement a Housing and Development Review committee for the HNA. This group will review plans for community development and housing opportunities in Heartside. This group will also foster engagement amongst residents, the City of Grand Rapids and other parties interested in developing policy regarding rental application fees and processes.</p> <p>b. LONG TERM – Housing NOW Residential Application Ordinance Advocacy</p>	<p>Legal Aid Degage 211 Fair Housing Housing For All Salvation Army Heartside Neighborhood Association Senior Neighbors Urban League Disability Advocates</p>	<p>2A – Heartside Neighborhood Association City of Grand Rapids Planning Dept. Community Engagement Staff</p>	<p>2A – September – December 2018 - IN PROGRESS</p> <p>2B – 2019 - 2020</p>	<p>1. Complete Survey of applicants.</p> <p>2. Decrease in the amount of Housing Complaints.</p> <p>3. Increased agency participation and information dissemination.</p> <p>4. Increased number of ways the city has informed Heartside Residents and other about the Rental Application Ordinance.</p>

Neighborhood Building and Activation Workgroup

Revised Final QOL Recommendation	Key Partner Organizations	Ownership Organization	Timeline	2 Measurements of Success Per Recommendation
Short Term: Create a legacy binder for use by resident leaders forming the Neighborhood Association	HNA	Workgroup	Fall 2018	-Binder completed and ready for public use -updated regularly
Short Term: Creating an annual calendar of outreach and resident engagement for the Heartside	HNA, HBA	Workgroup	Summer/Fall 2018	-Physical calendar with shared access for workgroup members - completed
Long Term: Allocating funds to facilitate outreach to engage in neighbors in Heartside, north of Fulton and south of wealthy Street. Funds would support community outreach (Food, Location,	DGRI/ City of Grand Rapids	Neighborhood Association	Winter- FY 2019	-Outline of scope and structure of initiatives -Secure funding (initiative based and long-term)
Long term: Neighborhood Association acts as an outreach partner with the city of Grand Rapids and DGRI regarding neighborhood Utilizing neighborhood outreach for official community input and collaboration efforts	DGRI/ City of Grand Rapids	Neighborhood Association	On-going	-Designated communication process -Funding and schedule for Newsletter
Long Term: Create a community committee of 8-10 representatives who receive funding for positive stories campaign which could include but is not limited to: <ul style="list-style-type: none">• Activate windows along the corridor to showcase stories• Traditional press coverage for positive events and stories.	DGRI/Local press and businesses	Neighborhood Association	Ongoing, official launch Spring 2019	-Positive dialogue is recognized more often regarding Heartside by the end of 2019, -Strengthened quantity of partnerships for stakeholders in community
Long Term: 10-14 hours weekly to support the completion of the QOL planning process. <ul style="list-style-type: none">• Support the planning work with continuing workgroups,• Attending and supporting Neighborhood Association Meetings	City of Grand Rapids / Contracted individual	Neighborhood Association	Through 2020	-On-going workgroups are established -Liaison would see through the implementation of recommendations and support resident and neighborhood association efforts

Substance Abuse Support, Recovery & Mental Health Advocacy Workgroup

Draft / Final QOL Recommendation	Key Partner Organizations	Ownership Organizations	Timeline	2 Measures of Success Per Recommendation
1. Implement a newly designed Peer Support Specialist and Recovery Coach Program in Heartside. <ol style="list-style-type: none"> SHORT TERM – Definition and creation of Peer Support Specialist / Peer Recovery Coach pilot Program – Skeleton Framework Plan 	Guiding Light Mel Trotter City of Grand Rapids Cherry Health Be NICE WOOD TV 8	1A – Degage 1B – Dwelling Place 1C – Aspire Academy	1A – January - August 2019	<ol style="list-style-type: none"> Increased trainings in Heartside. Placement of new support specialists in Heartside Implementation of Programming through Degage Completion of fall 2018 Dwelling Place training
2. Annual Funding Map Design and Database creation. <ol style="list-style-type: none"> SHORT TERM – RECOVERY RESOURCE MAP DESIGN - Research and document potential funding resources for work group efforts. LONG TERM –. Partner with GVSU for Community-wide Funding Asset Map that will provide data on agencies, foundations, etc. that provide funding for Substance Abuse Support, Recovery and Mental Health Advocacy in Kent County. 	Arbor Circle Heart of the City Heartside Clinic United Way Eckhert Heartside Ministries	2A – Substance Abuse Support Work Group 2B - Grand Valley State University, Grand Rapids Community College, United Way, Substance Abuse Support Work Group	2A – IN PROGRESS 2B – Spring 2019 – School Semester Based	<ol style="list-style-type: none"> Tangible pamphlet of Recovery Resources in Kent County with a focus Area on Heartside. Completed list of potential Funding sources for work group initiatives Secured partners for collaboration with GVSU & GRCC.
3. Research, document and create a Reference Book that includes and explains local and State requirements to become a Certified Peer-to-Peer Support Specialist and/or Recovery Coach in Heartside. <ol style="list-style-type: none"> SHORT TERM – Research and gather all information that could be dispersed to the community on where to start if a neighbor is interested in making a difference Peer-to-Peer. LONG TERM – Disburse to the community and house a Reference Book in the 307 Space for referrals when needed. 	Substance Abuse Support Work Group Cherry Health Partners	3A – Substance Abuse Support Work Group 3B - Substance Abuse Support Work Group	3A – COMPLETED 3B – IN PROGRESS	<ol style="list-style-type: none"> Rough Draft by Meeting Number 4 Completed Packet Printed Quantities At least 3 partner organizations that have agreed to distribute the information or house a Reference Packet at their facility
4. Mental Health First-Aid Heartside Training.	Be Nice	4A - Be Nice Mental Health	4A - September 2019	1. Program Implementation

<p>a. Offer a 2-Day training in Heartside to First-ward Commissioners, GRPD, Agency Providers, Neighbors and all interested parties free of charge in Heartside.</p>	<p>Pine Rest / MSU Extension Cherry Street Health Services Network 180 City of Grand Rapids</p>	<p>Foundation Substance Abuse Support Work Group</p>		<p>2. Inaugural Heartside graduating class 3. Fliers and Brochures for Advertisements 4. Public Education Campaign completed</p>
<p>5. Create and implement regular Programming where certified Heartside Peer Support Specialists and Peer Recovery Coaches can service the neighborhood in public spaces with regular office hours.</p> <p>a. LONG TERM – Example: Placement of a community social worker who has been paired with a peer support specialist in the Public Library or in Heartside Park.</p>	<p>City of GR Parks & Rec. Dept. Area of Improvement work Group Dwelling Place GRPL Pine Rest Street Reach Be Nice Cherry Health Guiding Light Mel Trotter Degage</p>	<p>5A - – Substance Abuse Support Work Group Dwelling Place</p>	<p>5A – Spring 2019 (Start)</p>	<p>1. List of Specialists and Coached committed to participating. 2. Program Plan in place 3. Balanced ration of male to female Heartside leaders who serve in this capacity 4. At least 4 Peer Support activation in one year</p>

At Home in Heartside Workgroup

Draft / Final QOL Recommendation	Key Partner Organizations	Ownership Organizations	Timeline	2 Measures of Success Per Recommendation
<p>1. Increase full spectrum of affordable, subsidized, accessible and market rate housing opportunities and preserve such existing housing that prevents the displacement of residents. (1)</p> <p>a. SHORT TERM – Creation and distribution of HOUSING RESOURCE MAP – CANCELLED (3)</p> <p>b. LONG TERM – The City of Grand Rapids study current mixed-use developments in Heartside for potential future use as Affordable Housing. And if there are vacancies, provide more opportunities to participate in the Housing / Rental Rehabilitation Program. (2)</p>	Heartside Housing Providers City of Grand Rapids Planning Dept.	1A – City of Grand Rapids 1B – City of Grand Rapids	2 – 5 Years	1A – CANCELLED 1B – Study completed and mixed use developments identified.
<p>2. Educate applicants on the Residential Rental Application Ordinance rights and complaint process. We additionally request that the City of GR create a process that informs the complainant of the status of their inquiries in a timely manner.</p> <p>a. SHORT TERM – Work Group will help implement a Housing and Development Review committee for the HNA. This group will review plans for community development and housing opportunities in Heartside. This group will also foster engagement amongst residents, the City of Grand Rapids and other parties interested in developing policy regarding rental application fees and processes.</p> <p>b. LONG TERM – Housing NOW Residential Application Ordinance Advocacy</p>	Legal Aid Degage 211 Fair Housing Housing For All Salvation Army Heartside Neighborhood Association Senior Neighbors Urban League Disability Advocates	2A – Heartside Neighborhood Association City of Grand Rapids Planning Dept. Community Engagement Staff	2A – September – December 2018 - IN PROGRESS 2B – 2019 - 2020	1. Complete Survey of applicants. 2. Decrease in the amount of Housing Complaints. 3. Increased agency participation and information dissemination. 4. Increased number of ways the city has informed Heartside Residents and other about the Rental Application Ordinance.

Areas of Improvement Work Group				
<u>Workgroup Members:</u> Dan Maloney, Bill Wiegandt, Mick McCulloch, Mark Tangen, Marge Palmerlee, Latesha Lipscomb, Nicholas Wallis, Lindsey Gadbois, Asante Cain, Annamarie Buller, Mike Sowle, Joe Sulak, Femi Fadayomi and Erin Nausieda				
Revised Final QOL Recommendation Due July 14	Key Partner Organizations Due July 14	Ownership Organization Due July 14	Timeline Due July 14	2 Measurements of Success Per Recommendation
<p>Short term: Begin immediate activation of Pekich Park as a community garden space to improve resident led maintenance and improvements to the plants.</p> <p>Alignment with GRForward Plan: Goal 5 Develop a text alert notification service for Downtown Events. Could these interactive competitions be used to promote Pekich Park Events?</p>	<p>Currently Committed: Dwelling Place, Degage, Parks & Rec Department, City of Grand Rapids Possible partners: Urban Roots, Downtown Ambassadors, Downtown Market, Local shop/restaurants, Farmers market, Local Volunteers</p>	<p>Dwelling Place (Committed for 2018) Need commitment/funding for 2019</p>	<p>Launched July: July 23rd- 10-11am August 2nd 1-2pm August 6th 10-11am August 16th 1-2pm August 20th 10-11am August 30th 1-2pm</p>	<p>5-6 Resident gardeners commit to gardening in 2019 in Pekich Park once or twice a week. Dollars allocated for park plant improvements. Additional Benefits: Cleanliness is improved. Increased public knowledge of gardening and food production. Implementation of a team of resident volunteers. Better behavior in times when gardening is not taking place.</p>
<p>Short term: Engage Lucky's owners, building and business owner in a discussion about the impact of the business model on the neighborhood and ask for dedicated efforts to change the corner outside Lucky's Liquor Store.</p>	<p>Currently Committed Partners: YWCA, GRPD Possible partners:</p>	<p>Workgroup participants</p>	<p>Summer 2018</p>	<p>Number of emergency calls outside Lucky's is reduced No longer identified as problem area by the community</p>
<p>Long term: Activate Pekich Park by creating new utilities that are valuable resources for Heartside neighbors and activate the park daily including: A Restroom Mobile Community Center Alignment with GRForward Plan: Goal 5: Express Grand Rapids identity and character through public realm improvements.</p>	<p>Currently Committed Partners: DGRI Possible partners: Parks department, Degage, Mel Trotter, Maintenance, GRPD for Increasing Patrols, City of GR, DGRI, Mobile GR, Plumbing company, Porta Potty Company, Downtown Ambassadors</p>	<p>DGRI/ City of Grand Rapids Additional Support needed? Unknown - United Way</p>	<p>Mobile Community Center 2019 Restroom Installation 2-5 years</p>	<p>Number of emergency calls to Pekich Park is reduced. No longer identified as problem area by the community. Outreach serving individual who need access to food/other needs. Additional Benefits: Change behavior at the park. Consistent or steady stream of positive use.</p>

	Pine Rest Street Reach, Library, YMCA Food Truck, Urban Roots Mobile Classroom, First Aid Station Spectrum Health, Boxed Water, Community Media Center, Michigan Works, NGO/ nonprofits in Neighborhood, Downtown Ambassadors, Goodwill, Salvation Army, Walking School bus w/ Resident parent volunteers, Online into map for event smart phone friendly			
Activate Pekich Park by creating new events based activities that will create active uses twice a month including the winter season: Concert Series / Live music Community Meals Winter activations- Tree Sales / Festival activities	Currently Committed Partners: Possible partners: Pyramid Scheme, Stella's, Heartside Residents, WYCE, Ginnie Smith City Age friendly Community Coordinator, Library, Intersection, Degage or Heartside Ministries, United Way, Street Performers UICA for input from 1st meal, Degage/ Mel Trotter. God's Kitchen, Community Gardens, 3 local churches are doing one already, Kids food basket, Westminster, HNA, Urban Roots, Dwelling Place Community Gardens, Downtown Market DGRI, Parks Department, MooseJaw, Heartside Neighborhood Association, Downtown Market, Salvation Army Mobile Truck (this year, 2019), Friendly neighbor Programs Degage for shoveling, Heartside gardens,	Unknown - Who could do concert Series Unknown - Additional partners		No longer identified as problem area by the community. Outreach serving individual who need access to food/other needs. Additional Benefits: Change behavior at the park. Consistent or steady stream of positive use.

	Local tree Farm, Local Grocer, Local Singers, Winter festival with more than one activity (donations food and music			
<p>Pekich Park should be included in the redesign phase of Heartside Park, per the GRForward Plan.</p> <p>Alignment with GRForward Plan: Goal 5 Develop design documentations with the surrounding community/ Form Partnerships to provide park programming- for Heartside Park: Could this be expanded to include Pekich Park? Should our recommendation give pointers on engagement around our parks?</p>		2-5 years		
Long term: Implement a program to address behavior along South Division.	Currently Committed Partners: Possible partners:			
Evening Community Officer designated to Heartside and allocated for hours after 5pm.	Currently Committed Partners: Possible partners:			

Fresh Food Access Workgroup

Draft / Final QOL Recommendation	Key Partner Organizations	Ownership Organizations	Timeline	2 Measures of Success Per Recommendation
1. Heartside Fresh Food Access Map a. SHORT TERM – We recommend that our work group create and disperse a Heartside Fresh Food Access map. This will increase knowledge of Fresh Food access points, define “Fresh Food” and provide a price key on affordable options.	City of Grand Rapids Dwelling Place Heartside Gleaning Initiative HNA God’s Kitchen Degage Heartside Ministry	1A – Fresh Food Access Work Group	1A – COMPLETED	1. Not Listed
2. Education & PR Campaign to lead to stigma reduction around free food and increase community empathy around fresh food access. a. SHORT TERM – Signage, Side-walk Chalk and Resident Stories. b. LONG TERM – Collaboration with local artist, agencies and community partners for programming and events in Heartside.	Hope College, Kendall college, Heartside Art Gallery, WMCAT, DGRI, UICA, Heartside Neighborhood Association, Healthier Communities	2A – Dwelling Place (Arts Resident Engagement Committee)	2A – Spring 2019 2B – Spring 2019	1. Not Listed
3. Create a Resident Advocate & Education Volunteer Program in Heartside. a. SHORT TERM – Create a pilot program to engage residents and neighborhood volunteers through the Heartside Neighborhood Association to increase Fresh Food Access to all neighbors. b. LONG TERM – create a support group of volunteers that will increase access by packing free food baskets and making them available to neighbors who attend association meetings. Volunteers would also provide home delivery services to neighbors who are immobile.	Live Downtown Grand Rapids, Dwelling Place, 616 Lofts, Ransom Towers, Klingman & Baker lofts, Heartside Neighborhood Association, fresh Food Access Work Group	3A – Dwelling Place 3B – Heartside Neighborhood Association 3C – Fresh Food Access Work Group 3D – Fresh Food Access Resident Advocates	3A – IN PROGRESS 3B – Spring 2019	1. Not Listed
4. Fresh Food In All Parks	Gordon Foods	4A – City of Grand Rapids Parks &	4A - Summer 2019	1. Not Listed

<ul style="list-style-type: none">a. We recommend that the City of Grand Rapids Parks & Rec. Dept. expand opportunities for Fresh Food Access to all public spaces in Heartside i.e. Farmers Markets in all Parks.b. Enabling Agencies to set-up in Parks – Formal Fresh Food Giveaways like the Veggie Van and Heartside Gleaning Initiative.c. Incentivize farmers to want to a market or pop-up in Downtown.	Meijer GR Dream Center YMCA Healthier Communities Downtown Market Fulton St. Farmers Market Heartside Gleaning Initiative Heartside Neighborhood Association	Rec. Dept., DGRI, City of GR Planning Dept. Staff		
<p>5. CSA – Further explore the creation and sustainability of a Heartside Food Co-op and further explore the option of tapping into a (CSA) Community Supported Agriculture initiative.</p> <ul style="list-style-type: none">a. LONG TERM – We recommend that our work group further explores the creation and sustainability of a Food Co-op and/or further explore the options of Community Supported Agriculture.	Healthier Communities Downtown Market Fulton St. Farmers Market Heartside Gleaning Initiative Heartside Neighborhood Association	5A – City of Grand Rapids Parks & Rec. Dept., DGRI, City of GR Planning Dept. Staff	5A – Spring 2020	1. Not Listed