

## City of Toledo Citizens Participation Plan

The Consolidated Plan is a U.S. Department of Housing and Urban Development (HUD) requirement for a city to receive federal housing and community development funding. Each Consolidated Plan must contain a strategy for citizen participation in the Consolidated Plan.

This document outlines the City of Toledo's plan for soliciting and receiving citizen input during preparation of the Five-Year Consolidated Plan covering the program years 2010 to 2015. This Citizen Participation Plan was drafted in accordance with Sections 91.100 and 91.105 of HUD's Consolidated Plan regulations and conforms with adopted Citizen Participation Plan, Toledo City Council Resolution 371-09.

### Relevant Areas and Programs

The Toledo Consolidated Plan covers the geographic area within the city limits of Toledo. The city is entitled to receive CDBG, HOME, ESG and HOPWA funding from HUD during the 2010, 2011, 2012, 2013 and 2014 program years. The "program year" for the city is from July 1 through June 30. Hence, the Plan covers the period from July 1, 2010 through June 30, 2015.

The Programs can be briefly described as:

- **CDBG:** The Community Development Block Grant, a HUD grant that provides funds for a variety of community development programs which must primarily benefit low to moderate income households and persons.
- **ESG:** Emergency Shelter Grant, a HUD grant that provides funds for homeless shelters and supportive services.
- **HOME:** The HOME Investments Partnership Program, a HUD grant that provides funds to expand the supply of decent affordable housing for low income households and persons.
- **HOPWA:** Housing Opportunities for Persons with AIDS, a HUD grant that provides funds for persons living with HIV/AIDS.

### Citizen and Stakeholder Involvement

The Consolidated Plan offers extensive opportunities for citizen participation. An eleven member Planning Steering Committee was appointed by the City's Department of Neighborhoods. In addition, focus groups were formed made up of volunteers from the housing and community sectors of Toledo. During development of the Consolidated Plan, five public forums were held to gather public and stakeholder input about the housing and community development needs of citizens and their neighborhoods.

**Planning Steering Committee.** This eleven member committee was appointed by the Department of Neighborhoods to provide guidance towards the preparation of the consolidated plan. The volunteer members were drawn from the community sectors of Toledo in housing programs, government, and other interest groups. This committee was used to ensure full participation in the creation of the plan and ensure that the process was collaborative and comprehensive. To this end it recommended focus group participants and reviewed drafts of the consolidated plan.

**Focus Groups.** The city convened focus groups were drawn from public and private agencies that provide housing, health and social services in order to ensure that the interests and needs of all groups were being adequately addressed. The focus groups were organized around the following five topic areas:

- Housing
- Neighborhoods
- Economic Development
- Transportation/Infrastructure
- Social/Human Services

The city consulted the focus groups with a series of topics and questions developed in conjunction with the Steering Committee, City staff and the consultants. Meetings were held on September 10 and 11, 2009 and the results were incorporated into the Consolidated Plan. A summary report is included in this appendix.

**Community Forums.** Using the summary report from the focus groups a questionnaire was developed for the community forums covering each of the five topic areas. At the forums, using a PowerPoint presentation, a brief background of the purpose and requirements of a Consolidated Plan were given followed by the questionnaire. The questionnaire was incorporated into an electronic voting system using TurningPoint software to solicit the housing and community development priorities of citizens and their neighborhoods. Participants were able to independently vote on their priority strategies for each topic area with the results instantaneously tallied and provided at the end of each question. This voting process kept the participants engaged and maintained everyone's interest level for the duration of the meeting. A copy of the PowerPoint presentation and voting result summary is included in this appendix.

Five community forums were held between September 24, 2009 and October 13, 2009 in the early evening to accommodate persons who work and cannot attend during work hours. The forum locations were distributed throughout the city, with an emphasis on low and moderate income areas. The public forums therefore targeted Census Tracts in which high proportions of low to moderate income households live. Community residents were informed of the forums using many methods, including distribution of forum flyers, personal contact with nonprofits and advocates and media releases. All sites selected for the forums were accessible to persons with disabilities. A set of these outreach materials are included in this appendix.

**Public hearings.** The city will hold two public hearings on the Consolidated Plan at One Government Center, on Wednesday, March 31, 2010 and on Wednesday, April 21, 2010. The hearings are within easy access of public transit and accessible to persons with disabilities.

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

All of above meetings and hearings were or will be held in the morning, afternoon and evening, some according to their regular schedules, to ensure that the public and stakeholders are afforded a variety of options for attending a meeting or hearing. (Steering Committee and meetings were held during the work day. Public forum meetings were in the early evening). The public forums were targeted to Census Tracts in which high proportions of low to moderate income households live.

**Announcements/invitations.** Multiple processes will be used to inform citizens, local government officials, advocates, housing and community development officials and others about the public hearings and forums. These include distribution of forum flyers, personal contact with nonprofits and advocates and media releases.

### Public Comment

**Consolidated Plan Thirty-Day Comment Period.** Prior to the adoption of a Consolidated Plan, the city will make available to interested parties the Draft Consolidated Plan for a comment period of 30 days, from Tuesday, March 30, 2010 to Wednesday, April 28, 2010. The Draft Consolidated Plan will contain the amount of assistance the city expects to receive through the HUD grants and the goals, programs and activities that are planned for the Consolidated Plan period.

The entire proposed Consolidated Plan will be available at the Department of Neighborhoods, and at various locations in the city, including the library, the Fair Housing Center, The Ability Center, and Toledo Board of Education during the full public comment period. The proposed Consolidated Plan will also be available for viewing on the City's Department of Neighborhood's website. In addition, the public notice will contain information about the formal public hearings scheduled before the first and second public Council readings of the ordinance to approve the plan, a summary of the Consolidated Plan, availability of the draft Consolidated Plan (and locations where the Consolidated Plan can be reviewed) and the public meeting time and location. A reasonable number of free copies of the Consolidated Plan will be made available to citizens and groups which request them.

**Incorporation of Public Comment.** The city will openly consider any comments of individuals or groups received in writing during the Consolidated Planning process or at public hearings. A summary of the written and public hearing comments will be included in the Final Consolidated Plan, along with the city's response to the comments, if any.

**Complaints.** The city will provide a substantive written response to all written citizen complaints related to the Consolidated Plan, within 15 working days of receiving the complaints whenever practicable. Complaints should be submitted to: The City of Toledo, Department of Neighborhoods, Attn: Consolidated Plan, One Government Center, Suite 1800, Toledo, OH 43604.

### Consolidated Annual Performance and Evaluation Report

**(CAPER).** Before the city submits a Consolidated Plan Annual Performance and Evaluation Report (CAPER) to HUD, the city will make available to interested parties the proposed CAPER for a comment period of no less than 15 days. Citizens will be notified of the CAPER's availability through a one week advance notification in a newspaper of general circulation. The CAPER will be available for review at One Government Center at the Department of Neighborhoods during the full public comment period.

### Public Access to Records

The City will provide all interested parties with access to information and records related to the City's Consolidated Plan and the City's use of assistance under all programs covered by the Consolidated Plan during the preceding five years. The public will be provided with reasonable access to housing assistance records, subject to city and local laws regarding privacy and obligations of confidentiality, during the CAPER public comment period.

### Substantial Amendments

The following changes to the Consolidated Plan are considered to be substantial and therefore are subject to the provisions of the Citizens Participation Plan regarding substantial amendment:

- The addition or subtraction of activities, organizations, and/or changes in the level of funding for those that exceed 30 percent (reference Toledo 2010-2015 Consolidated Plan) of the funds allocated to an activity will constitute a substantial change and a formal amendment will be sought.

**Citizen participation in the event of a substantial amendment.** In the event of a substantial amendment to the Consolidated Plan, the City will conduct a public hearing. This hearing will follow a comment period of not less than 30 days, where the proposed, substantially amended Consolidated Plan will be made available to interested parties. Citizens will be informed of the public hearing through a newspaper notification prior to the hearing and the notice will appear in at least one newspaper.

Citizens will be notified of the substantially amended Consolidated Plan's availability through newspaper notification at least one week prior to the 30-day substantially amended Consolidated Plan comment period. The substantially amended sections of the Consolidated Plan will be available for review at various locations, such as government offices, libraries, the Fair Housing Center, and the Lucas Metropolitan Housing Authority during the full public comment period. In addition, the substantially amended sections of the Consolidated Plan will be made available on the City's website for the full duration of the public comment period.

# City of Toledo

## Consolidated Plan FY2010-2015

### Consideration of public comments on the substantially amended

**plan.** In the event of substantial amendments to the Consolidated Plan, the city will openly consider any comments on the substantially amended Consolidated Plan from individuals or groups. Comments must be received in writing or during public hearings. A summary of the written and public hearing comments on the substantial amendments will be included in the Final Consolidated Plan. Also included in the Final Consolidated Plan will be a summary of all comments not accepted and their reasons for dismissal.

**Changes in federal funding level.** Any changes in federal funding level after the Draft Consolidated Plan's comment period has expired and the resulting effect on the distribution of funds will not be considered an amendment or a substantial amendment.

### Technical Assistance

The Department of Neighborhoods can provide technical assistance to all reasonable requests for technical assistance or information by community groups, applicants for funding, subrecipient organizations or other low-income areas that request such assistance for the preparation of funding proposals to the greatest extent possible. Technical assistance may consist of one-on-one assistance, or information and referral. When the city initiates a request for proposals, it will provide a preapplication to ensure all organizations are aware of the opportunities and limits of the funding source. The city's provision of technical assistance does not include the preparation of grant applications for individuals or organizations. The city's provision of technical assistance will be limited by funds and staff availability.

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### City of Toledo 2010-2015 Consolidated Plan Focus Group Report

As one part of a larger process to gauge local attitudes toward the City of Toledo's Five Year Consolidated Plan, the consultants conducted five focus groups. The group participants were selected by the Steering Committee on the basis of their knowledge of the trends and conditions regarding the specific topic. Care was taken with respect to the selection of these individuals so that discussion could take place with knowledgeable people offering a range of perspectives and experiences. The five focus group topics were:

- I. **Housing**
- II. **Neighborhoods**
- III. **Economic Development**
- IV. **Transportation and Infrastructure**
- V. **Human / Social Services**

#### **Interview Format**

Focus groups were conducted in a series of 1 ½ hour sessions, and were facilitated by the consultants. The sessions took place at Poggemeyer Design Group's downtown office on September 10 and 11, 2009. Participants were assured that responses would not be attributed to any individual. This was done to ensure that interviewees would be candid and speak freely.

During the focus groups, a series of questions, previously mailed to participants, was used to help guide and stimulate discussion. To focus on common themes that became evident from the discussions, this report combines similar responses from the participants.

It is important to note that the views expressed are not necessarily those of the consultants. Care was taken to objectively report the ideas expressed by those people who were kind enough to take time out of busy days and share their thoughts. For organizational purposes, this report is organized around the five focus group topics.

#### **Focus Group Results**

A summary of the results of the five focus group sessions follows.

#### **I. HOUSING**

##### ***What are the highest priority housing issues that need to be addressed in Toledo?***

- Deteriorated housing stock. Need more emphasis on quality than the quantity of housing. Toledo's housing stock is old. City does not have the resources to force landlords to maintain housing to code. Things are getting worse for housing and neighborhoods due in part to individuals/property owners and scarce government resources.
- Accessibility issues for families, particularly the low and moderate income housing stock. The Ability Center is moving disabled individuals from nursing homes back into housing, but housing is not accessible.
- Housing affordability for both rental and owner. Payments issue - need to keep people in homes.
- Increased foreclosures have led to poorer neighborhoods.
- Lack of resources to enforce code issues and money to do the work, even with NSP.

- Need starter rental units for homeless in quality environments.
- Keep elected officials informed and briefed on CDC boundaries and contacts.
- Many parts of the City are at a “tipping point” and needs more resources.

### ***Tools / Strategies to Improve Existing Housing Stock?***

- Insufficient resources devoted to housing stock. Need a plan for utilizing scarce local resources.
- Block by Block approach for housing demolition.
- Split vacant lots between adjacent owners
- Promote urban hoop houses (small backyard greenhouses) and urban gardens.
- Encourage Toledo residents to grow rain gardens, which absorb rainwater that would otherwise run off into streets and sewers and cause damage to basements and foundations.
- Improved street lighting.
- Bike trails through inner city neighborhoods.
- New Schools, New Neighborhoods is a good model plan. Need to target areas and implement block by block
- Toledo needs area and systematic code enforcement – due to insufficient staff, it is solely complaint driven.
- Coordination and targeting of public and private resources based on a plan. Besides housing, we need to address quality of life issues such as parks and other services.
- Neighborhood organizations need to be plugged into target areas. Do not want a competitive system between CDC’s. Develop grass roots system and plug them into working to bring pride to neighborhood. Block watch, community efforts to clean things up until funds become available in a target area.

### ***Creating Market Rate Housing?***

- Extend CRA time limit and other local programs to keep middle class families in homes. Federal dollars will never be used for middle class – so need to use local tax policies to retain market rate housing stock in Toledo. Use tax policies to retain market rate households in Toledo. Should be extended beyond current boundaries. Be creative and come up with more local incentives.
- Need incentives to retain families in Toledo to counter suburbs. Be creative and come up with more local incentives.
- Need to change the mentality to get people to move into Toledo.
- Take advantage of NSP. It targets higher income levels than other government housing programs.

### ***Create Affordable Housing?***

- Continue the Low Income Housing Tax Credits but structure it differently. Shorten lease time for the lease purchase programs. Fifteen year LIHTC program requirement is too long. Too many of these houses are now vacant. Some families get “bored” with house before 15 years is up.
- Make sure that homes are affordable for renters. Some people are not meant to own homes. Expand Section 8 program idea. Tie certifications to working families so they move along in their personal economic development. The people least able to advance in personal development are given the biggest challenges. Those people remain par or are slipping.
- Can’t deal with housing alone, need to address quality of life issues.
- Need strategies to keep people who have been foreclosed to stay in Toledo.
- What do we have to loose over next 5 years? Be willing to take more risk. Need to plan for the reuse of former vacant school sites now.
- Need strategies to encourage people to move into Toledo.
- Disperse subsidized housing.

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

- Partner with school districts to redevelop where some schools will be torn down. That land could be for mixed use development.
- Home buyer assistance and first-time home buyer assistance is critical. Need awareness of what is available.

### ***Supportive Services for Housing to the previously homeless?***

- Case management for former homeless to help them stay in home. There are many new homeless.
- Need additional help for the 2<sup>nd</sup> and 3<sup>rd</sup> time homeless. They need to be valued as people in the community. Need more services after being placed in housing. Case management to help them bounce back.
- Education for housing providers about the special needs for people with physical or mental disabilities. Must talk about how/what to do to provide proper accessible housing to help people avoid homelessness.
- Need safety and supportive services for specific populations.
- Affordable housing must be everywhere. Choice.
- Need to work to integrate homeless population into the neighborhoods.
- Homeless persons need to be valued. Need to feel part of the neighborhood. Many of these people are bearing the brunt of a system that's collapsing.
- Must challenge own agencies to provide "bounce" for these people and coordinate with other agencies.

### ***How Can the Housing Delivery System be enhanced?***

- Target energy toward a common goal. Right now, agencies are working against each other for their own goals. Less competition and more collaboration between providers. There are territorial issues with how CDC's are currently structured. Need grass roots involvement.
- Need local plans for most appropriate prioritizing of activities and efforts.
- Need local decision making and oversight, but have professional staff to do the actual delivery of services.
- Have a clearinghouse/resource house for services.

### ***How to Reduce Foreclosure Rate?***

- Make use of Congresswoman Kaptur's Office at national level. At local level use work out sessions with banks to keep people in homes.
- Include incentives for some families to move down to more affordable / appropriate housing.
- Moratorium to allow banks and local government time to set up programs.
- Clean up tax liens. The added interest rate may be predatory.
- Banks need local staff to carry out loan modifications.
- Use magistrates to resolve foreclosure when bank will not negotiate with homeowner. Need to get information out about this option to the community. Use gatekeeper in community, such as pastors, to help. More awareness on rights as mortgage holder and homeowner.

### ***Least Effective Housing Program?***

- Tax credit lease to own resulting in too many vacant housing units.
- Neighborhood Stabilization Program (NSP). Hard to move money out the door due to Federal regulations and local policies.
- Local regulations and timely delivery are concerns. Within local programs, there's extended period of time where services are not delivered.
- Each program has one "thing" that may cause it to be less successful.

## ***Least Effective part of Continuum of Care Homelessness Program?***

- Rapid re-housing.
- Case management component.
- Need safe havens for temporary shelter.
- Most housing is in segregated areas of the city.
- Need Single Room Occupancy housing dispersed throughout the community.
- Need to provide services, not just brick and mortar. Provide case management along with a unit; a continuum of service.

## ***Highest and Best Use of City's Federal Funds for Housing?***

- Collaboration and efficiency. Collaboration with a plan that goes beyond a narrow focus. Have a unified plan that lending institutions can support.
- Short-term response to help individuals and a long-term plan. Education
- Short-term response includes rehabilitation of existing housing. Long-term goal is retention of middle class.
- More emphasis of solidifying infrastructure.
- A holistic community.

## ***Two Year Contracts – Do you like it?***

- Good idea. However, same amount of paperwork and need to do annual budget.

## **II. NEIGHBORHOODS**

### ***1. What are the highest priority neighborhood issues that need to be addressed in Toledo?***

- Environmental and nuisance issues that impact neighborhood desirability are increasing. New garbage schedule has resulted in trash being left out on wrong days.
- Overall quality of neighborhood life declining. City services are declining.
- Neighborhood deterioration including inadequate home maintenance and the abandoned and foreclosed properties is spreading across formerly stable neighborhoods. Problems of core city neighborhoods are spreading into the next tier of neighborhoods such as Highland Park which are in danger of “tipping.”
- Lack of enforcement of baseline regulations detrimentally impacts neighborhoods. While complaints may be declining, residents are often giving up on an effective city response. “Little things” not being taken care of which lead to bigger issues.
- Increased joblessness and resulting loss of income is impacting the increased rate of home foreclosure. Many families needing assistance are above program income eligible guidelines. Need for more job training. Jobs, wealth of residents is declining
- City parks are not maintained and recreation programs have declined including therapeutic recreation, baseball programs and senior programming.
- Systemic policies of City inhibit progress. It is difficult to initiate neighborhood change without “becoming ugly” in terms of the approach. City approach is reactionary and unresponsive to resident calls.
- City prevailing wage regulations discourage investment and are more restrictive, onerous than federal regulations. Unnecessary city regulations of Department of Neighborhoods are more restrictive than federal regulations. City requires too much paperwork for the amount of dollars given.
- While housing approach block by block is needed, City's Model Block Program is a political program without long term impact – after six months, problems return.
- Storm sewer issues need attention.

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

- Need for more community gardening.
- People do not feel safe in their neighborhoods – perception and reality of crime. Youth are dropping out of school, causing vandalism. Break down of the family and parent responsibility for children.
- Schools in neighborhoods not providing a quality education.
- Banks not lending money for home loans. Lack of local community reinvestment staff from banks.
- Lack of competitive shopping in neighborhoods – Krogers at Manhattan Boulevard, the only central city chain grocery store, is leaving.
- There is no longer a cadre of strong CDCs to improve housing.
- New Schools/New Neighborhoods is not being supported by all City departments.
- City housing loan program is less attractive incentive than past – was previously a 50% forgivable loan.

### **2. *Do you have ideas for new tools/strategies for improving Toledo neighborhoods?***

- Follow-up on all issues and complaints that need to be addressed.
- Need long term funding source to handle enforcement of environmental complaints. Funding for City staff would allow it to be proactive and do follow-up.
- Long term goals, not just immediate issues, should be addressed.
- City should incentivize private investment for appropriate development i.e., grocery store rather than convenience stores.
- Enhanced coordination of all City and community efforts. Mayor's office needs someone to coordinate efforts among all departments. Include TPS, they are too isolated in their own programs.
- Rally all community groups together in a cohesive approach.
- Enhance the New Schools/New Neighborhoods model with a more meaningful and comprehensive strategy using Target Areas. Mayor's office should coordinate City departments in CIP in target areas (example New Schools, New Neighborhoods).
- Review and modify all city regulations that are unnecessary and unreasonable, particularly those layered on top of federal regulations. City rules on prevailing wage results in increased funding gap. Improve city reimbursement process.

### **3. *How can the neighborhood improvement delivery system be enhanced?***

- Build CDCs from a grass roots base – accountable and reflective of the neighborhood. CDCs need to partner and reinvent themselves. Toledo should have five to six effective CDC's with broad neighborhood support. Additional areas of Toledo need a CDC to be established.
- Technical assistance from the City and LISC.
- People need to take ownership, particularly in neighborhoods without CDCs
- Community organizing programs are needed.
- Fully fund the Toledo Lucas County Housing Fund.
- Suburban interests need to understand importance of a strong city.
- Encourage businesses to contribute directly into our neighborhoods. Toledo is not blessed with local foundations and it is hard to attract national foundations. Corporate giving is small outside of arts.
- Eliminate economic development duplication. Efforts are now split between four organizations. Regionalism and joint economic development zones needs to be initiated on a broader scale.

### **4. *What would be your "highest and best use" of the City's federal funds for neighborhoods over the next 5 years?***

- Targeted funds strategically and comprehensively based on a plan. Target most funds to address the full scope of problems within target areas. All community resources are brought to table – committee picks projects/neighborhoods using all of the resources (Canton, Ohio approach).

- Build on successes.
- Look at city regulations to determine how they can work better.
- Treat public and private developers consistently.
- Build capacity of neighborhoods.
- Remove politics from efforts in the target areas. Example along Dorr Street corridor: the proposed Urban Agriculture corridor along the industrial belt running alongside the Norfolk-Southern Railroad (west of Detroit Avenue) may be in conflict since that RR spur is needed for the Airline Junction Intermodal Facility expansion.

### ***Two Year Funding Cycle?***

All said “yes” regarding the Department of neighborhood’s current two year funding process with the following observations:

- Multi-year contracts are good for stable programs, not for unstable and fledgling programs.
- Change policy of holding groups to their goals forever. Situations regarding meeting housing goals changes. City may want to look good to HUD in meeting goals, but need to be reasonable with local groups in holding them to past unmet goals forever when considering future grant requests.
- Arbitrary policies regarding CDC staff salaries and more restrictive local rules need to be changed.

## **III. ECONOMIC DEVELOPMENT**

### **1. *What are the highest priority economic development issues in Toledo?***

- Rebuilding and diversifying the economic base.
- Enhancing education skills and job training for entry level positions. Twenty percent of workforce lack high school education, basic GED needed. To attract new businesses, the work force needs to be educated and/or properly trained
- Creating and retaining jobs.
- City needs to be more effectively marketed.
- Clustering of businesses imperative to strengthen Downtown and its neighborhoods
- Retooling manufacturing base for new opportunities especially for workers with limited skills.
- Need to retrain and educate business owners, especially on how to survive during a down economy. Many business owners have limited understanding of the financial aspects of operating a business.
- Need to remove obstacles to small businesses. A recent study by DTI identified over a hundred “Impediments to Business Success.” Most of the impediments dealt with City/County permitting, inspection and parking issues. The uneven application of regulations and enforcement created problems, frustration and loss of time.
- Toledo’s economy used to create and manufacture things, now it is assembling things. The entrepreneurial spirit has been lost.
- It’s a tough economic environment for new business start-ups.
- Geography of city not conducive to cluster/high density development. It’s too easy to get around.

### **2. *What are your ideas for new tools/strategies for improving the Downtown District?***

- The Toledo Incentive Program should be expanded, whereby eligible businesses receive a discount on their payroll income tax. The administration of the program was questioned and perhaps another entity other than the city should be managing the program. Currently, it is a city-wide program that perhaps should be targeted to Downtown.
- Downtown façade program is cumbersome although the Design Center is now assisting business applicants.

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

- Publicly accepted strategy for the redevelopment of Downtown is needed. The DT master plan is being implemented by businesses with some help from the City. City can't do it all and should concentrate on the basics of city government such as police, fire, public safety, and refuse pick up.
- Additional marketing and business recruitment needed for Downtown.
- Create a vibrant Entertainment District.

### **3. *What are your ideas for new strategies/tools for improving Toledo's Neighborhood Business Districts (NBDs)?***

- Point person needed for NBD's without a CDC.
- There is a need to have a central place/or clearinghouse to disseminate information on all Toledo area activities, from art and cultural events to academic, special interest and sporting venues. This would help out of town visitors, tourists and even the locals.
- The Main Street Program, a National Trust for Historic Preservation business district revitalization initiative, should be resurrected in Toledo. This proved to be successful in some of the NBD's.
- Additional marketing needed for the NBDs, and the neighborhoods.
- Inspection and permit process cumbersome and frustrating. The process needs to be more efficient with shorter timeframes.
- Development along the NBD's should be more focused and deliberate to spur additional development.
- Street lights in all of the NBD's should be maintained, repaired and/or replaced. Lighting is key to revitalization and for safety and security. The old mercury vapor lights should be replaced with high pressure sodium or with the new more efficient LED lighting.
- Urban agriculture should be introduced in applicable areas.

### **4. *What are your ideas for new tools/strategies for improving Toledo's economic base?***

- Need to be more proactive with a unified approach.
- Meta Plan, now referred to the Toledo Region Economic Plan, should be implemented. Meta Plan combines the existing strategic plans of the region's economic development organizations and synthesizes the major goals and strategies to produce a regional collaborative approach to economic development.
- Urban agriculture should be emphasized in underutilized and vacant industrial sites.
- Regional approach to economic development vital along with the strengthening of cluster based development strategies. This regional approach and cluster development should be marketed more so that the average Joe would be able to know what it is and what is planned. The core needs strengthening.

### **5. *What are your ideas for new tools/strategies for improving job creation in Toledo?***

- Diversify existing jobs.
- Retrain workers. Educate work force so that it has needed skills desired by employers
- Emphasize urban agriculture, vertical gardens.
- Small businesses need to be assisted and strengthened so that they can create more jobs. Education of businesses important especially for the new start-ups. Many start-ups have gone under because of lack of business savvy or know how. Many owners of these start-ups used their buy out/severance pay to start the new business only to fail because of their inexperience and lack of business knowledge. More funding for small businesses needed.
- Need to encourage new businesses where people live like what LDC is doing along Lagrange Street.
- Customer base and market driven strategies are key to business success. Look at the hard times that the new Fallen Timbers Mall is experiencing in Maumee and Waterville. Comprehensive marketing study needed to determine market gaps and needs.

- Incubators should be encouraged to spawn new businesses. The Athens, Ohio model was seen as a successful example to emulate.

## **6. What is your recommendation for the “highest and best use” of the City’s Federal Funds for economic development over the next five years?**

- Education and financial assistance should be provided to small businesses. Entrepreneurial training needed.
- Business incubators should be promoted, funded and assisted.
- Economy should shift back to creating things.
- Promote, encourage and assist urban agricultural activities. It’s a way to reuse industrial sites, create jobs, help the environment, and provide fresh fruits and vegetable to Toledo’s populace.
- Consider contracting City economic development duties, planning and administration of programs and incentives to third party entities with the skills and time to handle this. For example, some cities contract with the National Development Council to package and/or assist with complex financial deals.
- Market Toledo better.
- Prepare white paper with the top five industries that Toledo should pursue. Prepare a plan of action to implement it.
- Establish a new mind set or mantra for Toledo.
- The impediments to businesses should be given publicity and the items identified should be addressed and eliminated.

## **IV. TRANSPORTATION AN INFRASTRUCTURE**

### **1. What are the highest priority transportation issues in Toledo?**

- The needs are greater than the limited resources. The maintenance of the existing transportation system/network is paramount.
- Sustain safe and efficient travel.
- Assist critical development projects like BAX Global at the airport and the proposed Airline Junction Norfolk-Southern Railroad Intermodal Terminal. These projects will create jobs while improving the intermodal capacity within the region.
- Implement the 2007-2035 Transportation plan prepared by TMACOG, the region’s metropolitan planning organization (MPO).
- Implement the Transportation Improvement Program (TIP).
- Deteriorating condition of expositing roads. Of the City and County’s 1,100 miles of roadways only 40 miles get improved annually. Toledo/Lucas County’s roadway system is the second worst rated (conditions wise) network in the state (based on the Pavement Conditions Rating). \$40 million is needed annually to maintain and upgrade the roadways, only \$8.5 to 9 million is allocated. Most of the repaving is on arterial streets since matching federal and state highway money can be obtained, leaving residential streets with only patching and minor repairs.
- Relieve north/south arterial congestion.
- CEO’s no longer have ties to Toledo. They are from out of town with no connections, roots or commitments to Toledo. This does not bode well for Toledo.
- Passage of Issue One would decrease funding for transportation and infrastructure projects (by \$7 million annually).
- TARTA’s revenues are diminishing with increasing needs for ADA accommodation, safety issues, bus shelters, and bus pull-ins. TARTA is looking at sales tax rather than property taxes for increased revenue.
- Difficult to get TARTA bus routes to job growth areas in jurisdictions which have not voted TARTA in.

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### **2. What are the highest priority infrastructure issues in Toledo?**

- 150 year old infrastructure system (water, sewer, storm, gas lines, etc.) is antiquated and marginal. Needed replacement will be costly. All utilities should be tied together since they are in the same right-of-way. While collaboration and joint rebuilding is needed, it is not always carried out.
- Water retention/storm water storage in neighborhood areas needed (to reuse rain water, for rain gardens, etc.).
- Street lighting replacement.
- Continue with the Toledo Waterways Initiative (separation of combined sewer system). About half completed, \$200 million spent with another \$200 million to go.
- Implement the City's storm water plan.
- Address needs and make improvements to the City's water treatment plant. It is getting old and needs upgrading to maintain the superb quality of Toledo's drinking water. The Bay View plant needs attention. Improvements needed to handle more sludge. Water pumps need replacing as well.
- Meeting EPA consent decree to improve water quality discharge facilities leaves little capital dollars for neighborhood improvements.
- Flood and drainage issues need attention. There are still lines installed in 1872 that are still in operation. Currently, relining existing lines with new pipe inserts.
- Current storm system built to handle 10-20 year standards. Recent storms patterns are stronger causing more flooding in areas that did not flood before.
- TARTA looking at rebuilding new Downtown bus shelters. Contemplating one large station rather than the having the five smaller transit stations.

### **3. What are your ideas for new tools/strategies for improving Toledo's transportation and infrastructure?**

- New mindset needed given the limited resources. Need to decide what Toledo wants to be or become? This will help pave the way for investment in the needed infrastructure.
- The replacement of 4" water lines with 8" lines is important but not the cure all for fire safety issues. In most places, 4" waterlines are adequate in that they have the required 70 PSIs. It's the flow rate that is the issue.
- City uses an 18 element criteria system in replacing infrastructure. Better planning and collaboration needed.
- Plan for all underground infrastructure improvements in coordination with roadway improvements.
- Efficiency improvements needed to facilitate intermodal usage. Example, the Port Authority needs different type of overhead cranes to accommodate lighter weight freight and containerized cargo so that it doesn't lose out to other port terminals. Midwest Terminals is working on this issue now.
- The proposed improvements at BAX Global will enable the use of truck transfers of cargo for local distribution (moving cargo and freight from airplanes on to trucks). This will help distribution of freight and cargo in the Midwest given the congestion in Chicago's airports. This is a way to create more business and jobs in the Toledo area. The Gateway project in N. Baltimore, Ohio is a good case in point. CSX is building a huge intermodal terminal to distribute cargo and freight in the Midwest. Toledo needs to better market its logistic resources.
- Need to do smarter things now that resources are limited such as LED lighting for streets, micro-resurfacing - improving roadways when they are in decent condition to restore and lengthen their lifecycle, rather than waiting until they become more deteriorated which by then will be more costly to improve; slip lining sewer lines to extend their life which is a much cheaper alternative then digging them up and replacing them with all new pipes/lines.
- The use of tax increment financing (TIF) for infrastructure improvements should be expanded. For example, many of the roadway, sidewalk and other infrastructure improvements around Westfield Mall were carried out using TIF financing.

#### **4. *What is your recommendation for the “highest and best use” of the City’s Federal Funds for Transportation/infrastructure over the next five years?***

- Improving connectivity, with all new streets, roadways, curbs & sidewalks.
- Implement the Transportation Improvement Program list of projects.
- Replace the Fearing Boulevard railroad bridge to remove railcar load limit.
- Repair/replace all of the City’s bridges.
- Build the new Downtown circulator/monorail system with major nodes to main downtown attractions.
- Improve Detroit Avenue north to I-475.
- Improve Hill Avenue, Monroe Street and Collingwood Boulevard.
- Freeway system needs further study.
- Widen I-75 near DT, I-475/Jeep Parkway, improve the on ramps to the DiSalle Bridge
- Build high speed rail system that includes Toledo.
- Maumee River and Bay needs dredging.
- Promote and accommodate different modes of transportation.
- Address Detroit Avenue lane capacity.
- Determine the future economic base of Toledo and accommodate the infrastructure to support it.
- Build on successes.

## **IV. SOCIAL / HUMAN SERVICES**

#### **1. *What are the highest priority social / human service issues that need to be addressed in Toledo?***

- Stabilize families. Children are in crisis within unstable homes – caregivers cannot provide proper care to children.
- Better access to mental health services and a more holistic approach to mental illness. Qualified respite services for families with mental disabilities.
- Need for more reliable and lower cost transportation.
- Need for more youth awareness.
- Self sufficiency skills.
- More collaborative solution based approaches.
- More affordable housing.
- Support for veterans returning home.
- Affordable and convenient transportation for seniors.
- Helping seniors age in place.
- Lack of funds for environmental health, particularly the rodent control program.
- Education – early childhood care and health. The mobility rate of youth moving from school to school is disruptive to kids.
- Low incomes and the financial instability of families and the need for:
  - Individual Development Accounts;
  - Make better use of Earned Income Tax Credits;
  - Jobs that pay living wages.
- Health services including education to address mobility of families. Enhanced access to health clinics.

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### **2. Do you have ideas for new tools/strategies for improving the delivery and enhancement of social/human services?**

- Tackle issues including health promotion at the neighborhood level.
- Increase senior support funding.
- Senior market nutrition program and urban gardening.
- Increase technology to enhance collaboration i.e., webinars. Include health information on AREIS i.e., home has asbestos, lead. Software to attach to ARIES targeting youth and other social services – plug in address and ask for a service near your address (about \$30,000 for software plus cost of entering data).
- Home repair initiatives at the neighborhood level.
- Willing to be innovative and not protect the status quo.
- Make organizations flatter and empower staff.
- Centralize application for assistance -- one application intake good for all providers. Clearinghouse of client information to reduce duplication.
- Better coordination between new schools, and the Model Block programs.
- Expand bus routes to be more accessible for more destinations – currently not following movement of jobs; restore transfers to reduce costs. Lack of bus access limits those with mobility disabilities to live closer to jobs.

### **3. What would be your “highest and best use” of the City’s federal funds for human and social services over the next 5 years?**

- Financial stability and education programs.
- Prevention and empowerment rather than a safety net – don’t create another generation of dependencies i.e., parenting, preventing folks from becoming homeless, become more self sufficient. Support organizations targeting self sufficiency.
- Support the technology to enable collaboration.
- Support local coalitions.
- Create sense of community – comprehensive approach.
- Hospitals need to provide transportation.
- Invest more in prevention, education and health promotions at the neighborhood level – more outreach.
- Social services need to be more customer friendly with respect – immersion training to understand what clients deal with and customer service training.
- Emphasize early childhood preventative work. Take a closer look at the current investments at Head Start and other day care programs.
- Provide longer transition support time for mental health clients when released. More mental health services for seniors are needed.
- Lack of housing for sex offenders and those released from prisons (about 1,800 per year) many become homeless.
- Need to reestablish a Landlord Tenant Agency.

## City of Toledo Consolidated Plan -- Focus Groups September 10 and 11, 2009

### Focus Group Participants

Dale Abell, The Ability Center of Greater Toledo  
Steve Anthony, Toledo Area Ministries  
Mike Badik, Housing Division, City of Toledo  
Karim Baroudi, Toledo-Lucas County Health Department  
Jason Binder, TARTA Colette Cordova, Area Office of Aging  
Kattie Bond, Department of Neighborhoods  
Deb Conklin, Homelessness Board  
Tom Crothers, Downtown Toledo Inc  
Linda Cunning, Abri Family Services  
Kim Cutcher, United North  
Linda Ewing, Fifth Third Bank  
Roosevelt Gant, R. Gant LLC  
Terry Glazer, United North  
Karen Granat, Division of Environmental Services, City of Toledo  
Warren Henry, TMACOG  
Paula Lewis, Toledo Area Alliance to End Homelessness  
Olivia Holden, ASSETS Toledo  
Traci Jadlos, United Way of Greater Toledo  
Barbara Jones, Division of Transportation, City of Toledo  
Bill Kitson, United Way of Greater Toledo  
Mike Ligibel, Ohio Department of Transportation  
Michael McIntyre, Habitat for Humanity  
E. Michelle Mickens, Toledo CDC  
Don Moline, Division of Engineering Services, City of Toledo  
Theresa Morris, Marcy Kaptur's Office  
Julie O'Hair, Lucas County Board of Developmental Disabilities  
Sherrie Shipman, Recreation and Facilities  
Matt Sutter, Lucas Metropolitan Housing Authority  
Michael Veh, Lucas County Workforce Development Agency  
Eric Walker, Lucas County Workforce Development Agency  
Bill Wersell, Toledo Chamber of Commerce

### City Department of Neighborhoods -- Observers

Veronica Burkhardt  
Jerry Culkowski  
Brenda Oliver

### Consultants

Gayle Flaczynski, Poggemeyer Design Group  
Martin Jarret, Jarret Consulting Services  
Paul Tecpanecatl, Poggemeyer Design Group  
John Widmer

# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

## City of Toledo | 2010 - 2015 Consolidated Plan

# COMMUNITY FORUM

The City of Toledo is preparing its 5-Year Consolidated Plan, which will determine how federal housing and community development funds will be spent. Activities must generally benefit low- to moderate-income persons.

**We welcome your ideas on:**  
**Housing**  
**Neighborhoods**  
**Transportation / Infrastructure**  
**Economic Development**  
**Social and Human Services**



You are invited to attend one of the following meetings:

September 24, 2009  
East Toledo Family Center  
1020 Varland  
6-8 pm



September 29, 2009  
Frederick Douglass Community Association  
1001 Indiana Avenue  
6-8 pm



October 1, 2009  
CrossRoads Family Resource Center  
in the Reformation Lutheran Church  
4543 Douglas Road  
6-8 pm



October 6, 2009  
Mayores Senior Center  
2 Aurora L. Gonzalez Drive  
6-8 pm

Your participation is encouraged.  
The public is welcome to attend any session.  
Light refreshments will be served.

*Auxiliary aids will be provided upon request  
with three (3) business days notice.*

**For more information call (419) 245-1441**

City of Toledo 2010 - 2015 Consolidated Plan

## COMMUNITY FORUM

The City of Toledo is preparing its 5-Year consolidated Plan, which will determine how federal housing and community development funds will be spent. Activities must generally benefit low to moderate-income persons.

We welcome your ideas on:

- Housing
- Neighborhoods
- Transportation / Infrastructure
- Economic Development
- Social and Human Services

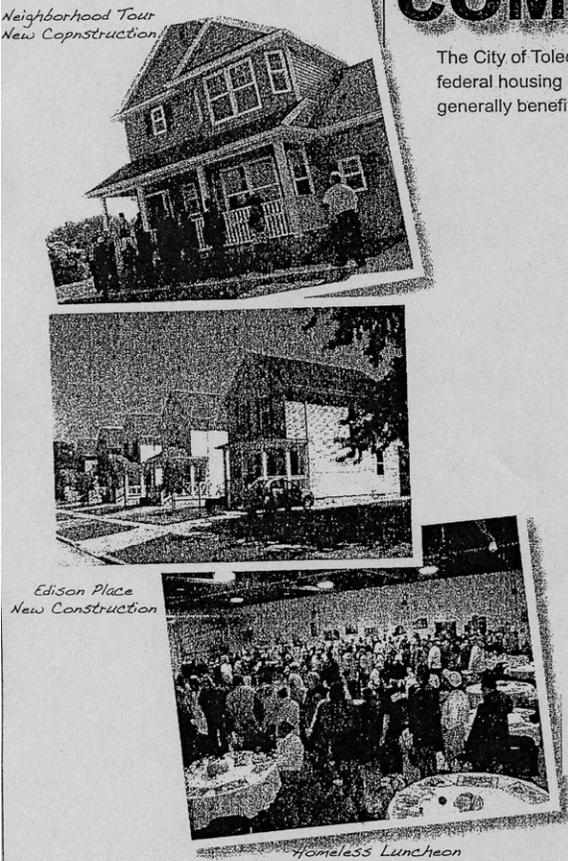
You are invited to attend one or all of the following meetings:

**October 13, 2009**  
East Toledo Family Center  
1020 Varland Ave.  
6-8p.m.

**Your participation is encouraged!!!**  
The public is welcome to attend any session  
Light refreshments will be served

*Auxiliary aids will be provided upon request with  
Three (3) business days notice.*

For more information call (419) 245-1441



*Neighborhood Tour  
New Construction*

*Edison Place  
New Construction*

*Homeless Luncheon*



# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

**FILE COPY**

CITY OF TOLEDO



Department of Neighborhoods

September 21, 2009

Re: 5-Year Consolidated Plan Community Forums

To the highly respected and regarded members of our community:

You are invited to participate in any one of four community forums being held as the City of Toledo engages in strategic planning for the development of its next 5-year Consolidated Plan. Once completed and approved, the Consolidated Plan will determine how federal housing and community development funds will be utilized within our community.

We cordially invite any and all Toledo citizens to take part in these forums and provide needed neighborhood and community insight. Four sites have been chosen throughout the City and citizens are welcome to attend any session (light refreshments will also be served).

A flyer has been included with the dates, times and locations of each forum. We hope that you will be able to present this information to your congregation so that we can develop the Plan based on our community's diverse perspective.

If you have any questions or require additional information, please call (419) 245-1441.

From Toledo - an International Award Winning City!

  
Katie M. Bond  
Director, Department of Neighborhoods

**PUBLIC ANNOUNCEMENT**  
City of Toledo  
2010-2015 Consolidated Plan  
**COMMUNITY FORUM**

The City of Toledo is preparing its 5-Year Consolidated Plan, which will determine how federal housing and community development funds will be spent. Activities must generally benefit low- to moderate-income persons.

We welcome your ideas on:

Housing  
Neighborhoods  
Transportation/Infrastructure

Economic Development

Social and Human Services

You are invited to attend one of the following meetings:

September 24, 2009  
East Toledo Family Center  
1020 Varland  
6-8 pm

September 29, 2009  
Frederick Douglass Community Association  
1001 Indiana Avenue  
6-8 pm

October 1, 2009  
CrossRoads Family Resource Center  
in the Reformation Lutheran Church  
4543 Douglas Road  
6-8 pm

October 6, 2009  
Mayores Senior Center  
2 Aurora L Gonzalez Drive  
6-8 pm

Your participation is encouraged.  
The public is welcome to attend any session.  
Light refreshments will be served.

*Auxiliary aids will be provided upon request with three (3) business days notice.*

**For more information, call (419) 245-1441.**

**PUBLIC ANNOUNCEMENT**

City of Toledo  
2010-2015 Consolidated Plan

**COMMUNITY FORUM**

The City of Toledo is preparing its 5-Year Consolidated Plan, which will determine how federal housing and community development funds will be spent. Activities must generally benefit low- to moderate-income persons.

We welcome your ideas on:

Housing  
Neighborhoods  
Transportation/Infrastructure  
Economic Development  
Social and Human Services

You are invited to attend one of the following meetings:

September 24, 2009  
East Toledo Family Center  
1020 Varland  
6-8 pm

September 29, 2009  
Frederick Douglass Community Association  
1001 Indiana Avenue  
6-8 pm

October 1, 2009  
CrossRoads Family Resource Center  
in the Reformation Lutheran Church  
4543 Douglas Road  
6-8 pm

October 6, 2009  
Mayores Senior Center  
2 Aurora L Gonzalez Drive  
6-8 pm

Your participation is encouraged.  
The public is welcome to attend any session.  
Light refreshments will be served.

*Auxiliary aids will be provided upon request with three (3) business days notice.*

**For more information, call (419) 245-1441.**

# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

The Toledo Journal, September 23, 2009- September 29, 2009- Page 13

## COMMUNITY FORUM

### PUBLIC ANNOUNCEMENT

**CITY OF TOLEDO  
2010-2015 CONSOLIDATED PLAN  
COMMUNITY FORUM**

The City of Toledo is preparing its 5-Year Consolidated Plan, which will determine how federal housing and community development funds will be spent. Activities must generally benefit low- to moderate-income persons.

We welcome your ideas on:

**HOUSING  
NEIGHBORHOODS  
TRANSPORTATION/INFRASTRUCTURE  
ECONOMIC DEVELOPMENT  
SOCIAL AND HUMAN SERVICES**

You are invited to attend one of the following meetings:

**SEPTEMBER 24, 2009  
EAST TOLEDO FAMILY CENTER  
1020 VARLAND  
6-8 PM**

**SEPTEMBER 29, 2009  
FREDERICK DOUGLASS COMMUNITY ASSOCIATION  
1001 INDIANA AVENUE  
6-8 PM**

**OCTOBER 1, 2009  
CROSSROADS FAMILY RESOURCE CENTER  
IN THE REFORMATION LUTHERAN CHURCH  
4543 DOUGLAS ROAD  
6-8 PM**

**OCTOBER 6, 2009  
MAYORES SENIOR CENTER  
2 AURORA L GONZALEZ DRIVE  
6-8 PM**

Your participation is encouraged.  
The public is welcome to attend any session.  
Light refreshments will be served.  
Auxiliary aids will be provided upon request with three (3)  
business days notice.  
For more information, call (419) 245-1441.



## City of Toledo Consolidated Plan – Years 2010-2015

### Community Forum Agenda 6:00 PM to 8:00 PM

- |   |              |
|---|--------------|
| 1. Welcome and Introductions  | 6:00 to 6:05 |
| 2. Description of the Consolidated Plan Process                               | 6:05 to 6:10 |
| 3. Presentation of the Community Profile                                      | 6:10 to 6:20 |
| 4. Establish Consolidated Plan Priorities                                     | 6:20 to 7:35 |
| • Housing   |              |
| • Neighborhoods   |              |
| • Economic Development  |              |
| • Transportation and Infrastructure   |              |
| • Human / Social Services   |              |
| 5. Rapid Fire Identification of New Strategies to Address the Priority Issues | 7:35 to 7:55 |
| 6. Wrap-Up and Adjournment  | 7:55 to 8:00 |

# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials



## Toledo 2010-2015 Consolidated Plan Community Forum Questions

PRESENTED BY  
PAUL Z. TECPANECATL, AICP  
POGGEMEYER DESIGN GROUP  
MARTIN JARRET, AICP  
JARRET CONSULTING SERVICES  
JOHN WIDMER, AICP  
PLANNING CONSULTANT



## What is a Consolidated Plan?

- 
- A five year Planning document
  - Identifies housing, homeless, community & economic development needs
  - Delineates goals, objectives and strategies to address needs

## Why must we do a Plan?



- **Required by Federal Statute: the Cranston-Gonzales National Affordable Housing Act of 1990**
- **For federal funds received by Toledo: CDGB, HOME, NSP, ESG, American Dream Downpayment Initiative, SHP, Homeless Prevention & Rapid Rehousing.**



## What are the goals of the Plan?



- **Provide decent housing**
- **Provide a suitable living environment, and**
- **Expanding economic opportunities**

**Clear and measurable goals & strategies for issues identified in the plan will be formulated**



# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

## When did Toledo last create a Consolidated Plan?



- In 2005, this plan will be in effect until June 30, 2010
- This new plan will be in effect from July 1, 2010 until June 30, 2015



## Who benefits from this Plan?



- The entire city benefits.
- With the exception of NSP funds, the remaining funds will assist low and moderate income (LMI) households.
- Currently, a 1 person household earning \$34,600 or less would be eligible for assistance
- A 2 person household earning \$39,550 or less would also qualify for assistance.
- NSP funds will be used on abandoned, blighted and/or foreclosed properties within target areas to assist LMI and middle income households.



## What is the process to create the Consolidated Plan?



- Data compilation and analysis
- Determining local need through community outreach, focus groups, community forums and public hearings
- Developing programs and services that address local need, meet funding eligibility, leverage other funds, and provide impact.
- 30 day comment period on draft
- Review and approval by Mayor and City Council



## Toledo Community Profile Population



	<b>2000</b>	<b>2007</b>	<b>Comment</b>
Population	313,587	295,514	5.8% decrease
Median Age	33.2	34.6	Getting older
Over 65	41,200	35,569	About 13% of pop.
Minority	35%	39%	Increasing diversity
Pop. Below Poverty	17.9%	22.6%	26% increase
Homeless (Point in Time)	216	779	260% increase



# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

## Toledo Community Profile Households



	<b>2000</b>	<b>2007</b>	<b>Comment</b>
Households (HH)	128,925	119,248	7.5% decrease
Ave. HH Size	2.38	2.34	Slightly smaller
Median HH Income	\$32,546	\$35,216	2007 OH Median income \$47,173



## Toledo Community Profile Housing



	<b>2000</b>	<b>2007</b>	<b>Comment</b>
Housing Units	139,871	139,244	Under 1% decrease
Median SF owner value	\$75,300	\$101,600	35% increase
Gross Rent	\$469	\$590	26% increase
Vacant Units	10,946	21,305	95% increase
Vacancy Rate	7.8%	15.3%	Almost doubled
Foreclosures - Lucas Co	1,139	3,796	Triple increase
Burglary per 100,000	1,628	1,998	23% increase



## Toledo Community Profile Labor



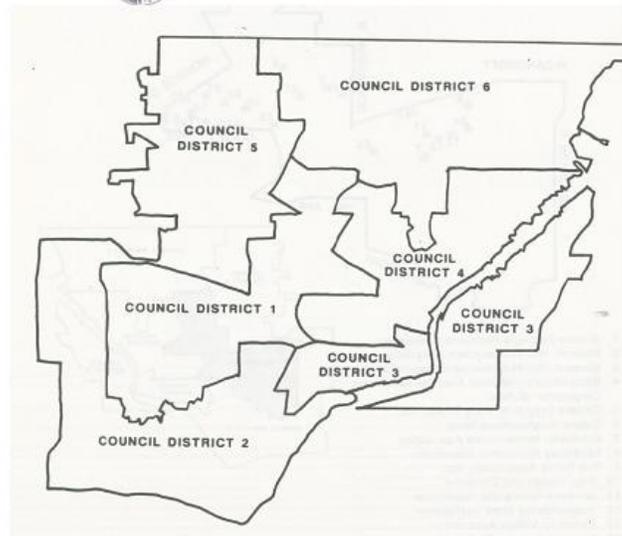
	2000	2007	Comment
Labor Force	152,011	144,078	5.2% decrease
Unemployment Rate	5.5%	7.3%	15.4% as of July 2009



## Which Toledo Council District do you live in?



1. One
2. Two
3. Three
4. Four
5. Five
6. Six
7. Other



# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

## Housing Questions



### What should be our highest Housing Priority?



- 0% 1. Rehab Owner-Occupied Deteriorated Houses
- 0% 2. Demolish Abandoned Houses
- 0% 3. Housing Code Enforcement
- 0% 4. Nuisance Abatement
- 0% 5. New Housing Construction
- 0% 6. Other



0 of 30

10

## What should be our highest Housing Opportunity Priority?



- 0% 1. ADA Accessibility
- 0% 2. Dispersal of Affordable Housing
- 0% 3. Knowledge of Housing & Service Programs
- 0% 4. Retain Families Inside Toledo
- 0% 5. Attract Families to Move into Toledo
- 0% 6. Other



0 of 30

10

## What should be our highest Housing Affordability Priority?



- 0% 1. Tax Incentive Polices
- 0% 2. Home Buyer Assistance
- 0% 3. Home Owner Foreclosure Prevention
- 0% 4. Renter Evictions due to Landlord Foreclosure
- 0% 5. Renter Assistance
- 0% 6. Other



0 of 30

10

# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

## What should be our highest Homeless Priority?



- 0% 1. Temporary/Emergency Shelters
- 0% 2. Single Room Occupancy (SRO) apartments
- 0% 3. Permanent supportive housing
- 0% 4. Central clearing house for homeless services
- 0% 5. Supportive Services
- 0% 6. Other



0 of 30

10

## What should be our highest Environmental Priority?



- 0% 1. Urban Gardens
- 0% 2. Rain Gardens
- 0% 3. Vacant Lot Improvement
- 0% 4. Lead Paint Hazards
- 0% 5. Rat Abatement
- 0% 6. Other



0 of 30

10

## Neighborhood Questions



### What are the two (2) highest priority Internal City Related neighborhood issues?



- |    |    |  |
|----|----|--|
| 0% | 1. | City Services.   |
| 0% | 2. | Enforcement of City Regulations.                         |
| 0% | 3. | Maintenance of City Parks and recreation programs.       |
| 0% | 4. | City Responsiveness to Neighborhood resident concerns.   |
| 0% | 5. | City prevailing wage regs more restrictive than federal. |
| 0% | 6. | City Depts. support Neighborhood improvement efforts     |
| 0% | 7. | Collaborative approaches to rebuilding neighborhoods.    |
| 0% | 8. | Presence of politics in designing neighborhood programs  |
| 0% | 9. | Other  |



# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

What are the two (2) highest priority neighborhood environmental issues?



- 0% 1. Environmental issues.
- 0% 2. Neighborhood Nuisance issues.
- 0% 3. Home maintenance.
- 0% 4. Abandoned and foreclosed properties.
- 0% 5. Storm sewer issues.
- 0% 6. Community Gardening.
- 0% 7. Other



0 of 30

10

What are the two (2) highest priority External City related neighborhood issues?



- 0% 1. Neighborhoods safety.
- 0% 2. Neighborhood schools with quality education.
- 0% 3. Banks lending money for home loans.
- 0% 4. Available shopping in neighborhoods.
- 0% 5. Strong community development corporations.
- 0% 6. Increased joblessness
- 0% 7. Other



0 of 30

10

## Economic Development Questions



What are the two highest priority issues to create jobs in Toledo?



- 0% 1. Development of Urban Agriculture/vertical gardens.
- 0% 2. More business incubators.
- 0% 3. Diversification & rebuilding Toledo's economic base
- 0% 4. Educate & retrain workforce with needed job skills.
- 0% 5. Technical & financial assistance to small businesses.
- 0% 6. Obstacles for small businesses (fees, inspections etc)



Other 0 of 30

10

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### What are the two highest priority issues to enhance Downtown?



- 0% 1. A vibrant entertainment district.
- 0% 2. Improving the façade program.
- 0% 3. Business recruitment.
- 0% 4. Expanding financial incentive programs
- 0% 5. Marketing and promotions.
- 0% 6. Safety
- 0% 7. Other



0 of 30

10

### What are the two highest priority issues to enhance Toledo's Neighborhood Business Districts?



- 0% 1. Re-establish National Trust's "Main Street Program"
- 0% 2. Infrastructure & streetscape (curbs, pavement, lights)
- 0% 3. Targeted development in business districts for spin-off
- 0% 4. Financial Incentives to retain & recruit new businesses
- 0% 5. Organizational and staff support for the Districts.
- 0% 6. Safety
- 0% 7. Other



0 of 30

10

## Transportation / Infrastructure Questions



What are the two highest priority transportation issues in Toledo?



- |    |  |
|----|--|
| 0% | 1. Maintain & upgrade existing roads and bridges |
| 0% | 2. Expand TARTA to jobs and medical services.    |
| 0% | 3. Improve street, road & sidewalk connectivity  |
| 0% | 4. Expand and improve recreational trails.       |
| 0% | 5. High speed rail passenger trains.             |
| 0% | 6. Other   |



# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

## What are the two highest priority transportation improvements for regional economic development?



- 0% 1. Assist intermodal projects for job creation
- 0% 2. Dredging of Maumee River and Maumee Bay.
- 0% 3. Railroad grade crossing separation.
- 0% 4. Truck routes through city to industrial areas.
- 0% 5. Extend N/S runway at Toledo Express Airport.
- 0% 6. Other



0 of 30

10

## What are the two highest priority infrastructure issues in Toledo?



- 0% 1. Addressing growing flood and drainage issues
- 0% 2. Replace antiquated water, sewer, and gas lines.
- 0% 3. Upgrading Toledo's Water Treatment Facilities.
- 0% 4. Upgrading/replacement of street lights.
- 0% 5. Continue combined sewer system separation
- 0% 6. Addressing the 4" waterlines to fire hydrants.
- 0% 7. Other



0 of 30

10

## Social / Human Services Questions



What are the three (3) highest priority social / human service issues that need to be addressed FOR SPECIFIC SUB-POPULATIONS?



- 0% 1. Stabilize families with children.
- 0% 2. Youth awareness and support programs.
- 0% 3. Access to mental health services.
- 0% 4. Holistic approach to addressing mental illness.
- 0% 5. Assistance to seniors.
- 0% 6. Homelessness
- 0% 7. Support for veterans returning home.
- 0% 8. Helping seniors age in place.
- 0% 9. Early childhood care and health.
- 0% 10. Other.



0 of 30

10

# APPENDIX D

Citizen Participation Plan  
and Public Outreach Materials

What are the two (2) highest priority social / human service issues that need to be addressed Plan FOR ALL CLIENTS?



- 0% 1. Reliable and lower cost transportation.
- 0% 2. Self sufficiency skills.
- 0% 3. Collaborative approaches to solving problems.
- 0% 4. Affordable housing.
- 0% 5. Environmental health, including rodent control.
- 0% 6. Health services.
- 0% 7. Simplify process for clients to receive assistance
- 0% 8. Financial stability of families
- 0% 9. Other



0 of 30

10

## Rapid Fire Identification of New Strategies



## Wrap-Up and Adjournment



# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### Toledo 2010-2015 Consolidated Plan Community Forum Questionnaire – Summary Results from all Sessions Report October 20, 2009

#### 1.) Which Toledo Council District do you live in?

	Responses	
	(percent)	(count)
One	16.33%	8
Two	18.37%	9
Three	20.41%	10
Four	16.33%	8
Five	14.29%	7
Six	6.12%	3
Other	8.16%	4
<b>Totals</b>	<b>100%</b>	<b>49</b>

#### 2.) What should be our highest Housing Priority?

	Responses	
	(percent)	(count)
Rehab Owner-Occupied Deteriorated Houses	58.33%	35
Demolish Abandoned Houses	16.67%	10
Housing Code Enforcement	1.67%	1
Nuisance Abatement	13.33%	8
New Housing Construction	5%	3
Other	5%	3
<b>Totals</b>	<b>100%</b>	<b>60</b>

#### 3.) What should be our highest Housing Opportunity Priority?

	Responses	
	(percent)	(count)
ADA Accessibility	1.85%	1
Dispersal of Affordable Housing	27.78%	15
Knowledge of Housing & Service Programs	33.33%	18
Retain Families Inside Toledo	20.37%	11
Attract Families to Move into Toledo	14.81%	8
Other	1.85%	1
<b>Totals</b>	<b>100%</b>	<b>54</b>

#### 4.) What should be our highest Housing Affordability Priority?

	Responses	
	(percent)	(count)
Tax Incentive Policies	3.85%	2
Home Buyer Assistance	28.85%	15
Home Owner Foreclosure Prevention	38.46%	20
Renter Evictions due to Landlord Foreclosure	11.54%	6
Renter Assistance	17.31%	9
Other	0%	0
<b>Totals</b>	<b>100%</b>	<b>52</b>

#### 5.) What should be our highest Homeless Priority?

	Responses	
	(percent)	(count)
Temporary/Emergency Shelters	9.62%	5
Single Room Occupancy (SRO) apartments	11.54%	6
Permanent supportive housing	50%	26
Central clearing house for homeless services	11.54%	6
Supportive Services	9.62%	5
Other	7.69%	4
<b>Totals</b>	<b>100%</b>	<b>52</b>

#### 6.) What should be our highest Environmental Priority?

	Responses	
	(percent)	(count)
Urban Gardens	9.26%	5
Rain Gardens	0%	0
Vacant Lot Improvement	44.44%	24
Lead Paint Hazards	29.63%	16
Rat Abatement	7.41%	4
Other	9.26%	5
<b>Totals</b>	<b>100%</b>	<b>54</b>

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### 7.) What are the two (2) highest priority Internal City Related neighborhood issues?

	Responses	
	(percent)	(count)
City Services.	12.62%	13
Enforcement of City Regulations.	5.83%	6
Maintenance of City Parks and recreation programs.	9.71%	10
City Responsiveness to Neighborhood resident concerns.	17.48%	18
City prevailing wage regs more restrictive than federal.	2.91%	3
City Depts. support Neighborhood improvement efforts	14.56%	15
Collaborative approaches to rebuilding neighborhoods.	33.01%	34
Presence of politics in designing neighborhood programs	3.88%	4
Other	0%	0
<b>Totals</b>	<b>100%</b>	<b>103</b>

### 8.) What are the two (2) highest priority neighborhood environmental issues?

	Responses	
	(percent)	(count)
Environmental issues.	1.96%	2
Neighborhood Nuisance issues.	24.51%	25
Home maintenance.	14.71%	15
Abandoned and foreclosed properties.	43.14%	44
Storm sewer issues.	13.73%	14
Community Gardening.	0.98%	1
Other	0.98%	1
<b>Totals</b>	<b>100%</b>	<b>102</b>

### 9.) What are the two (2) highest priority External City related neighborhood issues?

	Responses	
	(percent)	(count)
Neighborhoods safety.	17.43%	19
Neighborhood schools with quality education.	28.44%	31
Banks lending money for home loans.	11.93%	13
Available shopping in neighborhoods.	9.17%	10
Strong community development corporations.	11.93%	13
Increased joblessness	20.18%	22
Other	0.92%	1
<b>Totals</b>	<b>100%</b>	<b>109</b>

## 10.) What are the two highest priority issues to create jobs in Toledo?

	Responses	
	(percent)	(count)
Development of Urban Agriculture/vertical gardens.	5.41%	6
More business incubators.	6.31%	7
Diversification & rebuilding Toledo's economic base	33.33%	37
Educate & retrain workforce with needed job skills.	28.83%	32
Technical & financial assistance to small businesses.	18.02%	20
Obstacles for small businesses (fees, inspections etc)	6.31%	7
Other	1.80%	2
<b>Totals</b>	<b>100%</b>	<b>111</b>

## 11.) What are the two highest priority issues to enhance Downtown?

	Responses	
	(percent)	(count)
A vibrant entertainment district.	25.24%	26
Improving the façade program.	4.85%	5
Business recruitment.	27.18%	28
Expanding financial incentive programs	14.56%	15
Marketing and promotions.	10.68%	11
Safety	9.71%	10
Other	7.77%	8
<b>Totals</b>	<b>100%</b>	<b>103</b>

## 12.) What are the two highest priority issues to enhance Toledo's Neighborhood Business Districts?

	Responses	
	(percent)	(count)
Re-establish National Trust's "Main Street Program"	12.84%	14
Infrastructure & streetscape (curbs, pavement, lights)	12.84%	14
Targeted development in business districts for spin-off	20.18%	22
Financial Incentives to retain & recruit new businesses	30.28%	33
Organizational and staff support for the Districts.	14.68%	16
Safety	8.26%	9
Other	0.92%	1
<b>Totals</b>	<b>100%</b>	<b>109</b>

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### 13.) What are the two highest priority transportation issues in Toledo?

	Responses	
	(percent)	(count)
Maintain & upgrade existing roads and bridges	30%	33
Expand TARTA to jobs and medical services.	28.18%	31
Improve street, road & sidewalk connectivity	18.18%	20
Expand and improve recreational trails.	6.36%	7
High speed rail passenger trains.	15.45%	17
Other	1.82%	2
<b>Totals</b>	<b>100%</b>	<b>110</b>

### 14.) What are the two highest priority transportation improvements for regional economic development?

	Responses	
	(percent)	(count)
Assist intermodal projects for job creation	48.54%	50
Dredging of Maumee River and Maumee Bay.	12.62%	13
Railroad grade crossing separation.	8.74%	9
Truck routes through city to industrial areas.	9.71%	10
Extend N/S runway at Toledo Express Airport.	13.59%	14
Other	6.80%	7
<b>Totals</b>	<b>100%</b>	<b>103</b>

### 15.) What are the two highest priority infrastructure issues in Toledo?

	Responses	
	(percent)	(count)
Addressing growing flood and drainage issues	30.39%	31
Replace antiquated water, sewer, and gas lines.	30.39%	31
Upgrading Toledo's Water Treatment Facilities.	4.90%	5
Upgrading/replacement of street lights.	9.80%	10
Continue combined sewer system separation	15.69%	16
Addressing the 4" waterlines to fire hydrants.	7.84%	8
Other	0.98%	1
<b>Totals</b>	<b>100%</b>	<b>102</b>

**16.) What are the three (3) highest priority social / human service issues that need to be addressed FOR SPECIFIC SUB-POPULATIONS?**

	Responses	
	(percent)	(count)
Stabilize families with children.	19.75%	31
Youth awareness and support programs.	16.56%	26
Access to mental health services.	10.19%	16
Holistic approach to addressing mental illness.	5.10%	8
Assistance to seniors.	8.92%	14
Homelessness	15.92%	25
Support for veterans returning home.	2.55%	4
Helping seniors age in place.	7.01%	11
Early childhood care and health.	12.74%	20
Other.	1.27%	2
<b>Totals</b>	<b>100%</b>	<b>157</b>

**17.) What are the two (2) highest priority social / human service issues that need to be addressed Plan FOR ALL CLIENTS?**

	Responses	
	(percent)	(count)
Reliable and lower cost transportation.	12.28%	14
Self sufficiency skills.	16.67%	19
Collaborative approaches to solving problems.	8.77%	10
Affordable housing.	19.30%	22
Environmental health, including rodent control.	2.63%	3
Health services.	7.02%	8
Simplify process for clients to receive assistance	11.40%	13
Financial stability of families	19.30%	22
Other	2.63%	3
<b>Totals</b>	<b>100%</b>	<b>114</b>

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### City of Toledo 2010 - 2015 Consolidated Plan Community Forum Questionnaire “Other” and “Rapid Fire” Responses at Community Forums

#### **Tuesday September 29, 2009-Frederick Douglass Ctr- Attendance- 26**

Other Housing Issues: Lack of Tenant Landlord Programs in Toledo

Other Hsg/Env issues: Dead trees

Other Social/Human Services: lack of youth programs and summer jobs

Other ED/NBD: Need corporate tax incentives to create jobs, need to target business assistance and more technical assistance to neighborhoods

Other ED/DT: Need ethnic marketing & promotion

Other Trans/Infra: more pedestrian walkways needed connecting DT to nearby adjacent neighborhoods

#### Rapid Fire

- Better communication needed to get word out on programs/services, etc.
- Better collaboration needed among agencies providing services
- Systematic code enforcement needed rather than on the current complaint basis
- Comprehensive nuisance abatement needed tailored to each neighborhood
- Money going to Marina District (DT Waterfront project) should instead be targeted to neighborhoods
- Neighborhood Business Districts need additional training and TA
- Crime rates getting higher due to lack of jobs
- Neighborhood reps should be part of the planning for redevelopment projects
- 15 year required rental of LIHTC projects posing problems for households and neighborhoods
- More green space needed, vacant lots should be split and added to adjoining neighbors
- Working families in need of assistance too. Many homeowners moving out of their homes rather than fixing them up.
- Elected official should attend meetings like these especially if they represent the area
- More state assistance should be sought.
- Follow-up on nuisances needed e.g. Detroit and Waverly- high grass
- Nebraska Avenue near Scott Park needs repaving
- Alley clean-ups and tree removals needed
- Better transportation (TARTA) needed to get people to job in outlying areas, for medical services, etc.
- Central city people need jobs, it is unfortunate that all of the First Solar and Willard jobs are going to suburbanites.

## **Thursday October 1, 2009- Cross Roads Family Resource Center**

Other Housing/Env: Neighborhood appearance

Other Transportation: Extend TARTA service and times to accommodate folks w/out cars

### Rapid Fire

#### Housing

- Put unemployed to clean-up neighborhoods “there’s dignity in work”
- Bring back the CCC camps/ the old WPA program
- Must address nuisance issues to stem decline in property values
- Systematic code enforcement needed
- More incentive programs needed to increase affordable housing stock
- Restructure service areas of CDC so that un-served areas get covered (e.g. the Whitmer area)
- Put those on welfare to work and provide them with reduced rents as an incentive

#### Ec Dev

- Promote more business incubators and alternative fuel technology
- More venture capital needed for business start-ups and assistance
- Micro loans needed
- Churches are untapped resource for business assistance (mentors, advisors, etc.)
- Provide assistance to businesses before they get into trouble
- Bring back retail grocery stores in neighborhoods.
- A central grant resource center needed in Toledo
- Toledo must capitalize on its intermodal assets for job creation

#### Transportation/Infrastructure

- Rapid rail system needed in Toledo and region
- Hub and spoke system not efficient for TARTA operations
- City lacks funds to purchase needed street repaving equipment

#### Social/Human Services

- Need to collaborate with Toledo Public Schools to have the schools/gyms open later and available for kids

## **Tuesday October 6, 2009- Mayores Senior Center**

Other Social/Human Services: information on the general health conditions of sub populations needed /not adequately reported

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### Rapid Fire

#### Housing

- Targeting needed, sections of city should be assisted in a systematic way
- New mixed use development needed in central Toledo
- Vacant building should be reused for housing, businesses, etc.
- More playground areas are needed throughout the city
- More affordable housing needed
- Public housing should be upgraded so that it at least looks nice
- More legal assistance to families is needed especially those with subprime mortgages and/or those undergoing foreclosure proceedings.
- More energy efficient housing needed
- Landlord/Tenant counseling and assistance needed throughout Toledo
- Inexcusable that county auditor is using the Plymouth Park firm to collect back property taxes at 21% interest

#### Neighborhoods

- Viable neighborhood centers needed
- Available shopping needed in Toledo's central city neighborhoods
- TV's should be banned to encourage more community involvement and pride

#### Ec Dev

- Free parking in DT is needed
- Better lighting and access needed in DT
- More assistance and hands on technical assistance needed to minority businesses and entrepreneurs.
- Working capital loans needed to small businesses
- Alternative lending programs needed to small businesses since commercial banks are not lending
- WalMarts destroying neighborhood business districts
- Need to have larger grocery chains open up satellite stores in central city, like Andersons

#### Trans/Infrastructure

- Bus service needs to be expanded, more routes, more locations, reinstitute transfers, it's getting harder and harder for people w/o cars to get around to jobs, doctors, social service appointments, etc.
- Social services should consider subsidizing transportation costs
- On demand public transit service should be studied and implemented
- High speed rail service should be build connecting Toledo to Chicago, Cleveland and Detroit

#### Social/Human Services

- More awareness needed among needs of minority populations. Collaborative meetings between City/TPS/UW should take place on a regular basis to address needs, gaps and dwindling resources.
- Better collaboration needed among social service agencies
- Hospitals getting bigger but healthcare getting more expensive

The 2007 population estimate for the City of Toledo should be 316,851 and not the 295,514 shown in the community profile. The City had petitioned the U.S. Census and had a recount showing the increase in numbers.

## **Tuesday October 13, 2009- East Toledo Family Center- 13 attendees**

Other Housing: More affordable housing needed. Assistance needed to help residents in mobile home parks purchase their units

Other Hsg/Afford: Assistance needed to have antiquated public housing units replaced

Other Hsg/Priorities: Alley improvements needed; neighborhood retail needed (pharmacies and groceries) ; Section 3 compliance needed (providing jobs to LMI) when federal contracts awarded more public space needed with better DT access; more public space needed in neighborhood business districts

Other Regional ED: Rail needed from Toledo to Detroit; need to improve water/sewer issues in mobile home parks

## Rapid Fire

### Housing

- Allowing blighting/ownership of vacant lands
- Provide vacant lots to homebuilders and have them build new houses and give them tax incentives to do this
- Work with CDCs to address nuisance properties e.g. demolition, rehab, etc.
- Housing needed for families earning less than 30% of the AMI
- One for one replacement needed when affordable housing demolished
- Ex offenders in need of assistance: housing and social services
- Collaboration needed among the different home repair programs in City and County
- Need to assist residents of mobile homes/manufactured housing with the purchase of their units
- Urban homesteading program should be resurrected, not only will it put houses back to use, but it will also create jobs

### Neighborhoods

- ConPlan info should be shared with TPS, since many of the same issues impact both the city/neighborhoods and the schools. TPS will also share its mobility study of its students as well
- The work of the city, CDCs and others is for the creation of neighborhoods of choice
- Urban gardens and farming should be promoted more
- With the lack of grocery stores in neighborhoods, urban gardens should be more in demand
- Micro enterprise loans should be made more available
- More summer youth recreation & employment programs needed
- Neighborhood business districts should be promoting small box developments that are pedestrian friendly & walkable to other amenities
- Dorr street redevelopment should be on the fast track to cater to UT students and adjoining neighborhoods

# APPENDIX D

## Citizen Participation Plan and Public Outreach Materials

### Ec Dev

- Façade program needs to be expanded
- Tax incentives needed for small box developments w/conditions such as community benefit agreements
- More TA needed to small businesses, a City ombudsman needed in ED Dept to assist with permits, fees, zoning, federal regulations, etc.
- More brownfield remediation needed
- A professional grants resource center needed to secure more money to Toledo
- Toledo woefully underrepresented on state boards, agencies and commissions
- Rapid rail needed connecting Toledo to Ann Arbor, Detroit, Chicago and Cleveland

### Trans/Infra

- TARTA needs to improve its routes & service times to accommodate the car less folks in the Toledo area
- Roads need to be improved
- Re-establish trolley lines in Toledo
- City should be more bicycle friendly
- Complete Streets Principles should be adopted by City

### Social/Human Services

- Centralized intake system needed for social services and homeless assistance
- Need to assist domestic violence shelters
- Need to education non-profit boards
- Better dissemination of information needed regarding available social service programs
- Need to re-establish network of community centers to strengthen their standing since they provide many services and programs in the community and are a vehicle to disseminate information
- Periodic meetings needed of all social service providers to ensure adequate distribution of information and to assess needs and gaps in service perhaps through the community relations board
- Need to have gov't more transparent, current ConPlan found on LMHA website and not on the City's