



Office of Citizen Involvement
MULTNOMAH COUNTY OREGON

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September 20, 2005

Robert Maestre, Deputy Director
Department of Business and Community Services
1221 SW 4th Avenue
Portland, Oregon 97204

Dear Mr. Maestre,

On behalf of the Multnomah County Citizen Involvement Committee, I would like to thank you for meeting with us on January 20 of this year. Your presentation regarding the efforts of the Department of Business and Community Services to incorporate public involvement in its programs was interesting and informative.

As you recall, we are doing a series of meetings with Multnomah County departments to learn more about their existing public participation efforts and to offer suggestions about additional ways to engage citizens in County government. The CIC applauds your Department for taking significant steps to inform and engage people in its decision-making. At this time, we would like to offer a few advisory recommendations which may facilitate additional public involvement in your individual programs. The CIC stands ready to assist you in achieving these proposals:

- Develop a transportation message 'hot line' for the county, which citizens could call on miscellaneous topics. This phone number would be listed on Department press releases, signs, and posters. A staff member would pick up the messages, and return calls only if necessary.
- Recognizing your effective efforts to notify businesses of major bridge closures, consider engaging citizens at greater depth:
 - Encourage business owners and managers to in turn inform their employees and clients of potential bridge changes.
 - Town halls could be held at key businesses to discuss impacts of bridge closures and potential alternatives.
 - Contact the bicycling community to emphasize changes in commuting routes.
- Create a citizen advisory process to advise your agency on establishing funding priorities for transportation and other capital improvements.

We hope that you will consider these ideas as you evaluate ways in which the Department of Business and Community Services could increase the level of public participation in its programs. Please feel free to contact us should you have any questions, or should you like additional feedback on your presentation. Thank you again for visiting with us! We look forward to working with you in the future.

Sincerely,

Jessica S. Hamilton, Member
Citizen Involvement Committee

cc: Cecilia Johnson