



# PLANNING RECOMMENDATIONS FOR A SOUTH BELLEVUE MINI CITY HALL

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The current Mini City Hall operates at the Crossroads Mall in East Bellevue.  
LCY STUDENT TEAM

## THE CHALLENGE

Bellevue’s Mini City Hall acts as an extension of its main City Hall, offering many similar services in addition to some unique services that cater to historically-marginalized populations. Mini City Hall helps people access educational services and enroll in health care programs. It also offers interpretive assistance in several languages. The staff and volunteers at Mini City Hall demonstrate competency and compassion in their work, and these traits enable them to assist people who speak a variety of languages and who face a variety of challenges. Combined, the location, services, and staff make the Crossroads Mini City Hall a success.

Motivated to build upon that success, the City of Bellevue asked students to explore ways to expand services. Specifically, the City asked students to identify the following:

- A location for a new Mini City Hall to serve residents of South Bellevue
- Specific services that should be offered
- Essential staff qualities

## OUR METHODS

To inform their work and develop recommendations, students did the following:

- Researched other Mini City Halls to identify strengths and weaknesses
- Created and distributed a survey to Crossroads Mini City Hall staff and volunteers to learn more about their services, their experience, and opportunities to improve Mini City Hall
- Created and distributed a survey to South Bellevue residents to learn about services they would like to see offered at a South Bellevue Mini City Hall
- Visited seven potential sites in South Bellevue and interviewed potential partners about their ability to host a Mini City Hall, then gave each site a score based on transportation accessibility and how well the site functions as a gathering space
- Reached out to potential partners such as schools, businesses, community centers, and libraries to gauge their interest in partnering with Mini City Hall

## OUR FINDINGS

The following findings emerged:

- Successful Mini City Halls are conveniently located and set up with friendly, competent staff and resources/services to respond to the needs of the communities they serve.
- Staff and volunteers work at Mini City Hall because they want to help others and gain experience working for the government.
- The most common concern about the Crossroads Mini City Hall is that it lacks enough space to offer people privacy.
- Many South Bellevue residents express their desires for services in the following areas:
  - » Emergency preparedness
  - » Licensing and permitting
  - » Parks and recreation
- Factoria Mall offers the most convenient access for both single-occupant vehicles and all other modes of transportation. The site serves as an important gathering space, with a concentration of retail, services, and employment opportunities. For these reasons, we recommend that the City make Factoria Mall the site of a new Mini City Hall in South Bellevue.



The Factoria Mall has vacant storefronts and is easily assessable by all modes of transportation. The LCY team recommends this site for a new South Bellevue Mini City Hall. CITY OF BELLEVUE

