2018–2019 REPORT GUIDELINES

WELCOME TO LIVABLE CITY YEAR!

Livable City Year (LCY) is a partnership between the University of Washington and one local government for one year. We are partnering with the City of Bellevue this year, and will conduct more than 30 projects across multiple disciplines and campuses.

Your instructor has selected you as the report writer for your class' Livable City Year project. Congratulations! We hope this will be a rewarding and informative experience for you, as you present your team's research and recommendations in a coherent and compelling report.

The LCY Final Report

A professional quality report is an important hallmark of the Livable City Year program. The report you produce will be shared with civic leaders, public agencies, city departments, and members of the community. It is a legacy of your class' work, and will be a valuable asset to your professional development. The City Project Lead and other city staff are eager to see your findings and recommendations.

Your Editor's Role

Your editor will ensure intellectual rigor and continuity of voice and tone, and will provide you with support and guidance during the writing process. They will ensure that your work is professionally represented to the city client, both in terms of content refinement and editing, as well as graphic presentation. Your editor is available via email, phone, and in-person.
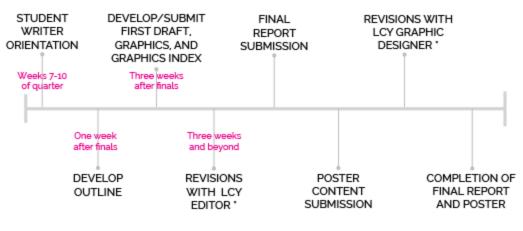
Professional Expectations

You, your editor, graphic designer, and LCY Program Manager make up a collaborative team that together moves your report from concept to a polished deliverable for our city partner. Each person plays an essential role. As such, it is expected that each member of the report production team will invest their best efforts, respect due dates, and communicate in a timely and professional manner.

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TIMELINE

Below is the timeline for writing your report. The turnaround period begins at the end of the quarter and will extend beyond the quarter. We urge you to begin actively thinking about synthesizing, drafting, and working on your class' work while the project is underway! Distilling such complex information while it is still fresh in your mind is an essential part of creating a successful report.

STUDENT WRITER ORIENTATION — Weeks 7-10 of quarter

DEVELOP/SUBMIT FIRST DRAFT, GRAPHICS, AND GRAPHICS INDEX — Three weeks after finals

FINAL REPORT SUBMISSION

REVISIONS WITH LCY GRAPHIC DESIGNER *

DEVELOP OUTLINE — One week after finals

REVISIONS WITH LCY EDITOR * — Three weeks and beyond

POSTER CONTENT SUBMISSION

COMPLETION OF FINAL REPORT AND POSTER

* May include multiple rounds of report revisions

Expected Workflow

Weeks 7-10:
- Receive the Report Framework (this document) and Graphics Requirements
- Participate in student writer orientation
- Begin to think about synthesis of class work as you observe final projects
- Collect graphic material, including photographs, charts, maps, diagrams, and logos

December 21 (one week after finals): Submit outline to editors

January 4 (three weeks after finals):
- Submit first draft, graphics index, and **ALL images, tables, diagrams, charts, and maps** with headings and captions (via Drive folder)

January 5 and beyond:
- Iterative process begins with your editor
- Respond to your editor's comments within one to two weeks (depending on the extent of the changes requested)

After iterative editing process is complete:
- Design and layout begins
- Respond to questions from graphic designer within 24 hours
- LCY staff, city staff, and faculty review your final draft
- Reports are printed and delivered to the city, published online, and archived internally with LCY

LOGISTICS

Payroll: Work with LCY Program Manager Teri Thomson Randall (terir@uw.edu) to confirm that you are on the payroll; provide Teri with your contact info. Since your compensation will come in the form of a stipend there is no need to report your hours; your responsibility will be to provide your best work in the time given.

Google Drive: You will be granted access to a Google Drive folder for your project. Within that folder you will find three folders, which represent the overall project deliverables:

1. **Written Drafts Folder** – this is where you will store your up-to-date drafts and final report; this serves a drop box for you and your editor to exchange iterations of your report. Please do not send report drafts to your editor as email attachments. Only use the Draft folder.

2. **Graphics Folder** – this is where you will store all photographs, graphics, graphs, diagrams, and any image you would like to use in your report. Use easy-to-read and uncomplicated file names.
   a. *Graphic Index* – it is your responsibility to log and identify all graphic material in the Graphic Index. It is critical you keep this up-to-date and accurate; failure to do so will cause the graphic designer unnecessary confusion and delay the project. Make sure all fields in the Excel spreadsheet are filled out for each item.

3. **Poster Folder** – after the rest of the report is done, this is where you will upload 1) three images and 2) 200-300 words of text pulled from your overall report to create a cohesive poster that showcases your project. This will be shared at the LCY year-end celebration.

A Few Notes on Formatting/Style
- Use Microsoft Word, not Google Docs or other word processing programs. We will use track changes in Word, which has its own formatting.
- Double space your drafts and use page breaks to separate sections, i.e., Introduction, Methods, and Body sections.

File Backup: As you are preparing the documentation, be sure to follow best practices for file backup. Methods to do so include: printing hard copies in case of technical failure, storing your files locally on your own hard drives, or using your email as a repository for drafts.

Intellectual Property: LCY encourages you to use this experience for your resume and/or portfolio. However, you will not own the intellectual rights to the final product. The final report will be published online and you are welcome keep a copy for your portfolio and share links to it. We ask that you acknowledge Livable City Year, the University of Washington, and the city partner, in the same manner you would credit a Creative Commons photo.

LCY REPORT STRUCTURE

Please follow this Livable City Year report structure — it serves to maintain consistency across all reports, and ensures that each section of your report builds upon prior sections, following a logical order.

1. **Cover Page**: This includes the title of your report, academic department, course number and title, full name of your instructor, the full names of your city project leads, and your name.

2. **Acknowledgements**: The point of this section is to sincerely and graciously thank those who interacted with your class directly and helped you with your project. Be specific about how these individuals contributed to the success of the project and your educational experience. Be sure to acknowledge by name all participating city staff, organizations, and community partners who you interviewed or interacted with, as well as faculty who participated in reviews of student work (not your class instructor). You do not need to thank your instructor or LCY staff.

3. **Table of Contents**: This will be generated automatically; you do not have to include it. You can include one in your draft if it helps you organize, but don't worry about the formatting.

4. **Permission to Use and Recommended Citation**: This will be generated automatically; you do not have to include it.

5. **About Livable City Year and About the City:** This will be generated automatically; you do not have to include it.

6. **Executive Summary**: *A short (about 300-500 words) summary of the entire report*. Everything that appears in the Executive Summary should appear somewhere in the report. It should have a statement describing the city's goals for the project, how the class addressed the goals, and a brief set of findings and recommendations that emerged from the class' research. Some writers prefer to write a very rough draft in the beginning and write the final version of this section last, after the rest of the report is done.

7. **Introduction**: *Why your project is important.* The Introduction helps to frame the rationale and importance of your report for your reader, and summarize city goals. Many successful report Introductions contain the following elements:
   i.   "Hook" that makes the reader want to learn more about the project
   ii.   Background information on your project site, topic, or issue that you are tackling
   iii. Data (quotes, statistics, maps) that helps to illustrate why your report is needed
   iv.   Summary of key academic literature related to your topic (optional, but often helpful)
   v.   The city's initial goals and/or problem statement
   The most successful Introductions subtly build the argument about why it was important to conduct the project. (Any original work completed by your class — including findings and recommendations — should be left to the Body section.) If you do not have the city's original goals and problem statement in a written form, the LCY program office can share the original Scope of Work.

8. **Methods**: *How you conducted your project and arrived at your findings (about 300-500 words).* This section explains the process and tools you used to arrive at your findings and conclusions. While some of this information will come out in other sections, it is essential to present a comprehensive overview of the resources, tools, and methods your team used. For instance, if you used a survey and conducted interviews, or if you did primarily policy research, explain that here.

9. **Body**: *The central* **findings** *that lead you to your* **recommendations.** The Body comprises two to five sections that will vary depending on the nature of your project and the city's request of your class. You do not need to recapitulate everything that occurred during the quarter. Focus on the city's questions and present findings and recommendations most pertinent to addressing their concerns and interests. (More detail on Body paragraphs in the Writing Process section)

10. **Conclusion**: *A brief synopsis of your report.* The Conclusion should return to common themes, findings, and recommendations. It should not include any new information or recommendations. Suggest (not tell or direct) next steps for the city to take. Work for brevity and clarity, and do not wax poetic about possibilities or circumstances.

11. **References**: Follow the rules of the [Chicago Manual of Style](#). Keep track of all bibliographic references in as full a citation format as possible. The bibliography will go at the end of the report — not at the end of each section, and not in footnotes. Organize references alphabetically.
    - In the text, use parenthetical references according to the Author-Date style: (Smith 2007). Do not insert commas. You may omit page numbers in the parenthetical references.
    - For examples of parenthetical references and formatting for the References section of your report, visit the "Author-Date" tab in the Chicago Manual.
    - [Easy Bib](#) is a software tool that can automatically generate your References section.
    - Don't worry about adding information to the references (like page numbers, or "date accessed" for URLs) unless you already have them.
    - *Note:* Some disciplines primarily use APA formatting. If this applies to your field, it's acceptable to use in-text APA citations and APA format for the References section.

12. **Appendix/Appendices**: *Working documents or results that support your findings.* Appendix materials should be referenced in the Body of your report. If an appendix is not referenced in the report, it is likely not useful to the reader. If you have multiple appendices, use letters to denote them (e.g. Appendix A).

OTHER REPORT ELEMENTS

As you envision the final version of your report, keep the following report elements in mind. The image provided at the end of this section illustrates what these report elements look like in a final LCY design layout.

Page count: 500 words is about the maximum that can fit on one page with no images. Reports will range from 20 to 70 pages of material, including Appendices. This means that image-rich reports could be as short as 6,000-8,000 words, and text-rich reports could be as long as 20,000-25,000 words. If your report is longer, some cutting will be necessary. We are here to help with making those decisions.

Headings: Please use highlighted brackets [] to indicate main headings and subheadings throughout your report.

Pull quotes: You've seen pull quotes in magazines and newspaper articles — check Wikipedia for a definition if you're unfamiliar. If you come across short pieces of text that would be good to highlight as pull quotes, make a highlighted and bracketed note in the body of your text, e.g., [use the previous sentence as a pull quote]. Pull quotes should be text that appears in the text of your report. These are a great design element that help your audience track your report's main themes.

Sidebars: Similarly, if there is a section of text (usually explanatory text, or an example or case study) that doesn't fit well with the flow of your text, we can format it as a sidebar. Make a note in your text where you have paragraphs or sections that might fit this model. An example of this: A report is recommending affordable housing in a neighborhood and explaining how it might work. The authors of the report have a case study example of similar housing in another city. You, the writer, may decide to create a sidebar containing the case study. That way, it's in the right location within the report without interrupting the flow of the text. In addition to leaving a note for the graphic designer, please highlight all text you would like formatted as a sidebar: [use the previous paragraph as sidebar]. Or: [use the following paragraph as a sidebar].

Figures: Note within the text where you would like figures inserted, using the image's file name. Indicate approximately how large you think the image should be, e.g., "full page," "half page," "three images in a single row." This will help the graphic designer lay out images in a way that makes sense for your report. When providing instructions to the graphic designer, use highlighted text in square brackets: [Insert image from Group-1-Report.pdf, bottom of page 7. Image should be half page]. Or: [Insert Jane Doe First Floor Plan.jpg, place on left hand side with text wrap]. The graphic designer may not be able to meet your exact suggestions, but will make every effort to represent LCY and your work.

Figures such as graphs, charts, and tables should have a heading. Write a caption only if further explanation is necessary.

Photos: If you wish to include images in your report that were not generated by students in your class, make sure to provide source information for these images in your project's Graphics Index. It is important to provide proper credit for all images used in the reports. Try to find images that are high-quality enough to look good in a printed report. Aim for at least 800 pixels in any direction.

Make sure the file names of each graphic in the Graphics folder matches the file name that you use in the Word document and the Graphics Index, and make sure that all images and graphics you would like to use are in the folder. Fill out every applicable column in the Graphics Index for every entry.

Note: For more information on working with graphics, please review the LCY Graphics Guidelines and Requirements document.

Captions: Use highlighted brackets [] to indicate captions for photos where you'd like to include them in your report. You may also copy/paste your images directly into the report draft to enable your editor to easily view images in the context of your report.

Citations: Please use in-text citations whenever you:
- include a direct quote
- paraphrase someone else's work
- refer to a fact or to data that is not generally known

Note about Endnotes/Footnotes: Do *not* use Endnotes or Footnotes in your report. Rather, use short, parenthetical citations in the text, e.g., (Higbee-Robinson 2016) and include all references in your References section.

We follow the Chicago Style, which looks like this: (Higbee-Robinson 2016)

Below is a sample spread of the interior of an LCY report page. Note the use of pull quotes, side bar, chart, visual elements, and the captions and source acknowledgments accompanying each photo.

THE WRITING PROCESS

The Big Picture

- **Maintain a manageable scope:** Your task is to synthesize and report your class' work—you do not need to archive the work of the entire quarter! Instead, distill the primary themes, findings, and recommendations of your class; identify the most essential elements to be shared with your client.
- **Think about your audience:** It can be helpful to continually reflect on the city's original research questions and keep your final audience in mind as you decide what to keep and what to cut.
- **Professional report writing:** Professional writing differs in many ways from academic writing. Professional writing is more concise; it is common to frontload important conclusions, and summaries or bulleted lists of key findings are acceptable.
- **Make your argument:** Even though your report will not have a traditional "thesis statement," you are building an argument with each piece of information you include.

Body Sections

As report writer, you will be synthesizing all the work that was done in your course into two to five Body sections. You'll be making these decisions when you create your outline. We can assist you with thinking about how things might be structured, and you may also ask your professor. When you need clarity, please reach out!

Review the material: The first step is to read and review all the material that was generated in your course, including reports, posters, images, models, and presentations. Keep notes as you read regarding common themes and recommendations that emerge from the individual projects. Remember, you do not need to include everything that your classmates produced!

Break it down: The themes that you identify help to determine a structure for Body sections and sub-sections. They also provide key points for your Conclusions and Executive Summary sections.

Be selective: For projects that include many proposed design scenarios or solutions to problems, pick the two to three best solutions for a given problem rather than including all examples.

Outline your key findings: Provide the critical pieces of information about what you learned to demonstrate the validity of your recommendations. In this style of report writing, it is perfectly acceptable to present these as bullet points or otherwise distinguish them graphically from the rest of the text. For example:

> *"Key finding: Tacoma values cultural diversity and vitality."*

Present your recommendations: Clearly outline your class' recommendations for your city client. Be clear, concise, and actionable.

THE EDITING PROCESS

Exchanging Drafts with Your Editor

We will be using Microsoft Word's "Track Changes" feature to exchange edits. Please ask if you aren't sure how to use this tool, as it is a critical part of our interactions.

- Continue to work in the same document, but "Save As" a new draft each time you work on it. Do not make the edits in a separate document.
- Please do not "Reject" any changes. If you disagree with anything, please highlight it and leave a comment so we can find the best solution. In the same vein, we do not generally "Accept" our own changes because we want you to see how we're working on your paper.
- Similarly, you don't have to Accept all your own changes either. It is helpful for us to see what you are changing.
- When replying to a comment, please select the comment and hit "Reply." *Do not* re-highlight the text and add a new comment.
- If substantial changes have been made, I — or you — may opt to Accept them

File Naming Convention

When sending your editor the latest version of your document, please "Save As" a new version and append your initials to the end of the filename so we know who worked on it last, e.g., "CEP450_v2_bc."

How to Deliver Your Drafts to LCY

- Upload via your project's Google Drive folder.
- Remember, only Microsoft Word documents, not Google docs, will be accepted.
- Catalogue images in your graphic index, filling out all applicable columns. Be sure to review the LCY Graphics Requirements document.
- Notify us via email once you have done all the above.

STYLE GUIDELINES – Small Stuff with Large Impacts

The LCY Style Guidelines are derived from the [Chicago Manual of Style](#) and should be followed in all reports. Adherence to the following conventions is obligatory.

For a classic, concise, writing style guide, read *The Elements of Style*, a.k.a. "Strunk & White."

Tone/Orientation/Language

- Regardless of the typical writing conventions of your discipline, remember that this is a public document for a city — so **write in an accessible way**. This *does not* mean you should distill things to the point of simplicity.

- **Soften recommendations**. Don't say "should," "needs to," "must," or "it is imperative that." Better options include: "We suggest," "we recommend," "city staff could," or "the city may choose to." Assume that your course's few weeks of work are not thorough enough to reveal the complexity underlying the situation you are examining. You're making suggestions to people who have worked full-time for years on the issues you have studied for a few weeks.

- **Avoid discipline/field-specific jargon**. Every discipline has words that are common within the discipline but that can be confusing to outsiders. Use synonyms for words like "ideation," "axon/axonometric," "isometric," "cost burden," "moves," and other words with special meanings to your discipline.

- **Don't default to Seattle as the best way to explain differences or similarities.** Work with your team to find corresponding examples of similar cities. If your coursework involved a Seattle agency, organization, or other partner, you may find it necessary to include some reference to programs, plans, and policies that operate in Seattle; this is acceptable.

- **Do not refer to marginalized populations in an objective fashion**. This is often an issue with those experiencing homelessness. We *do not* refer to people in an objective way: "the homeless," this has the same denigrating undertones of saying "the Blacks" or "the Mexicans." It is unethical and portrays peoples based on a condition that is often out of their immediate control. Some acceptable ways to talk about homelessness: those experiencing homelessness, the unsheltered, those without permanent shelter, the unhoused, or the homeless population. (This last one is best if only used in general terms, it mirrors ways we typically talk about subsets of a larger population and is okay).

- **Avoid the word "users."** Choose words like "pedestrians," "people," "visitors," or "residents." Also, avoid "citizens" — not all city residents are citizens.

- Avoid words like "great," "amazing," and "wonderful." **Use factual adjectives** instead, or leave out the modifier altogether.

- Avoid verbs that are ambiguous, such as "impacted," "changed," or "affected," unless qualified with a more particular description. **Use descriptive verbs** such as "improved" or "degraded" instead.

- **Racial identities**: Per the Chicago Manual of Style, authors may choose whether or not to capitalize "black" and "white" where they refer racial identities, but authors should be consistent with their use, either capitalizing both or not. Choose a convention and stick to it.

Punctuation

- **One space between sentences**, not two.

- Use the **serial comma** (the "Oxford comma"): this is the comma that lands between the last two items in a list of three or more. ("...apples, oranges, and bananas," not "...apples, oranges and bananas.")

- **e.g. and i.e.**: always follow with comma: e.g.,
  - e.g. means "for example."
  - i.e. means "in essence," "that is," or, "in other words."

- Use **"en" dashes,** not hyphens, with date ranges: 2018 – 2019

- Use **"em" dashes,** not hyphens, to convey a significant pause in a sentence: You've seen pull quotes in magazines and newspaper articles — check Wikipedia for a definition if you're unfamiliar.

- Per the Chicago Style format, **punctuation that comes at the end of a quotations lives inside the quote marks**; this includes commas, semicolons, and periods, e.g., City staff stated that their goal, "to meet residents where they are," motivates them to create new outreach practices.

- Per the Chicago Style format, **punctuation that follows parentheticals lives outside parentheses**; e.g., According to the results of surveys, 75% of residents lack awareness of the Neighborhood Council Program (City of Tacoma 2017).

- **References to figures**: Put in parentheses, e.g., (see Figure X). (Do not worry about numbering your figures. We'll do this when we lay out the document). Every non-text item, including tables, will be referred to as a "Figure."

Text

- **And vs &**: Use "and" instead of "&" unless the "&" is part of the official name of a proper noun (e.g., a law firm).

- **Acronyms**: Always spell out its first use, followed by the acronym in parentheses. Spell out in both the Executive Summary and the Body of the report. Don't make up acronyms that aren't commonly known or used by the city client.

- **Cardinal directions**: Capitalize "North" and other directions only when the word is part of a place name, like "North Bend" or "West Seattle." In other cases, use lower case, e.g., "on the north side of the street."

- **"City" vs "city"**: Capitalize "City" only if you are referring to city government. Include the full title, e.g., City of Tacoma, unless the city is evident in the context. If you're just saying "The city has…" then use lower case. Don't say "Tacoma City" or "COT."

- **City department titles**: When referring to a specific city or state department, introduce the full name of the department once in the executive summary and again in the body of the report:

"Planning and Development Services (PDS)" or "Washington State Department of Ecology." After this, the department can be referred to by its initials or abbreviation: "PDS" or "Ecology."

- **Contractions**: Avoid contractions like "don't" and "isn't." Use "do not" and "is not" instead.

- **Etc.**: Do not use "etc." at the end of a list. Lists should be limited to the items you know you'd like to include.

- **Numbers**: Spell out numbers one to nine, use numerals for anything above. An exception: for **numbered streets**, always use the number. Do not use superscripts for numbered street names: 1st St, not 1st St.

- **"Over" vs "more than"**: When referring to numbers, use "more than [a number], not "over" [a number]. For example, "More than 40 people responded to the survey."

- **Percentages**: Write as 50%, do not write out "50 percent." (This follows the Chicago style to use the % symbol for scientific or statistical copy.)

- **Spelling**: Reference merriam-webster.com or the Oxford English Dictionary. For example, you might need to determine whether a compound word should be a single word or two words, e.g., "green space," "timeline," "row house," "townhome," "right-of-way," "gray water."

- **Strategic planning documents**: Spell out fully, e.g., One Tacoma, Tacoma 2025. Do not abbreviate.

- **State names**: Do not use postals codes, e.g., CA, WA, for state names. Spell out the name of the state, unless it appears in an address.

- **US, not U.S.**

- **UW department titles**: Use lower case letters for the names of academic departments: architecture, business, law, journalism. Capitalize only if you are referring to the entire title of a department, e.g., "School of Social Work."