



## 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 are conducting roughly 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

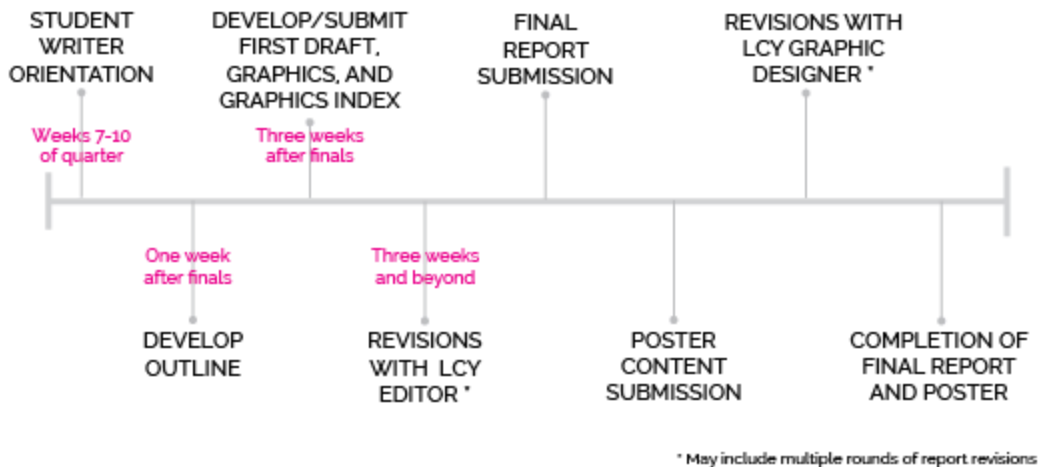
You, your editor, graphic designer, and LCY Program Manager make up a collaborative team that together moves your report from concept to a polished deliverable for our city partner. Each person plays an essential role. As such, it is expected that each member of the report production team will invest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

# TABLE OF CONTENTS

<b>Timeline</b>	<b>p. 3</b>
<b>Logistics</b>	<b>p. 5</b>
<i>Payroll</i>	
<i>Google Drive</i>	
<i>Formatting</i>	
<i>File Backup</i>	
<i>Intellectual Property</i>	
<b>LCY Report Structure</b>	<b>p. 6-7</b>
<i>Cover Page</i>	
<i>Acknowledgements</i>	
<i>Table of Contents</i>	
<i>Permission to Use and Recommended Citation</i>	
<i>About Livable City Year and About the City</i>	
<i>Executive Summary</i>	
<i>Introduction</i>	
<i>Methods</i>	
<i>Body</i>	
<i>Conclusion</i>	
<i>References</i>	
<i>Appendix/Appendices</i>	
<b>Format</b>	<b>p. 8</b>
<i>Page Count</i>	
<i>Line Spacing and Page Breaks</i>	
<i>Headings</i>	
<i>Citations</i>	
<b>Graphic Elements</b>	<b>p. 8-9</b>
<i>Pull Quotes</i>	
<i>Sidebars</i>	
<i>Figures</i>	
<i>Photos</i>	
<i>Captions</i>	
<b>The Writing Process</b>	<b>p. 10</b>
<b>The Editing Process</b>	<b>p. 11</b>
<i>Exchanging Drafts with Your Editor</i>	
<i>File Naming Convention</i>	
<i>How to Deliver Your Drafts to LCY</i>	
<b>Style Guidelines</b>	<b>p. 12-14</b>
<i>Tone/Orientation/Language</i>	
<i>Punctuation</i>	
<i>Text</i>	

## 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.



### Expected Workflow

Weeks 7-10:

- Receive the Report Guidelines (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
- Create poster content for year-end celebration

Wednesday, May 15: Submit poster text and graphics to editors

Friday, June 21 (one week after finals): Submit outline to editors

Sunday, July 7 (three weeks after finals):

- Submit first draft, graphics index, and **ALL images, tables, diagrams, charts, and maps** with headings and captions (via Drive folder)

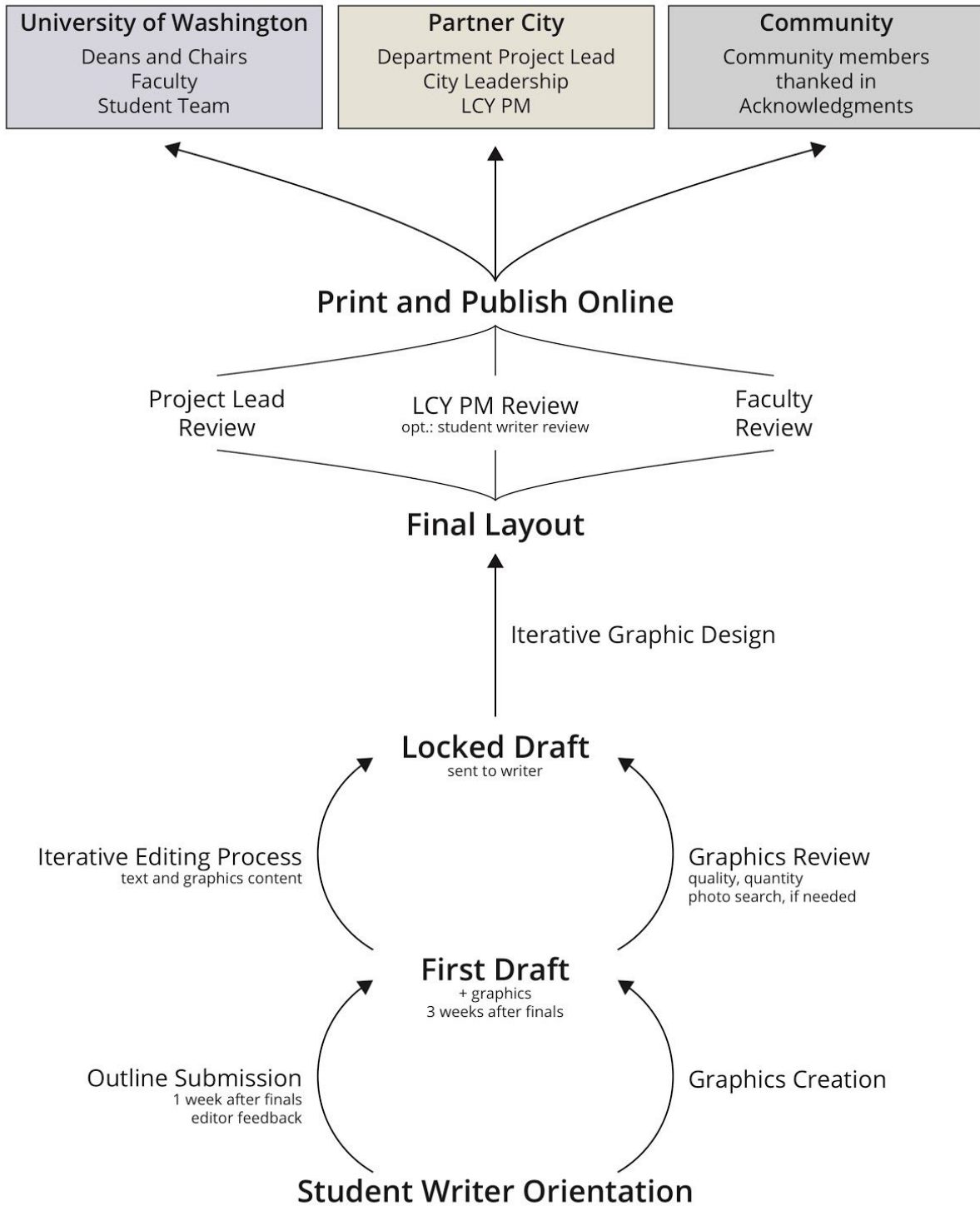
July 7 and beyond:

- Iterative process begins with your editor
- Respond to your editor's comments within one to two weeks (as agreed upon with your editor, and 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

# LCY REPORT PRODUCTION PROCESS



## LOGISTICS

**Payroll:** Work with LCY Program Manager Teri Thomson Randall ([terir@uw.edu](mailto:terir@uw.edu)) to confirm that you are on the payroll; provide Teri with your contact info. Since your compensation comes in the form of a stipend there is no need to report your hours; your responsibility is to do 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 as 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, figures, and other graphics 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 to five images and 2) no more than 600 words of text pulled from your overall report to create a poster that showcases your project. This will be shared at the LCY year-end celebration.

**Word Processing Software:** Use Microsoft Word, not Google Docs or other word processing programs. While editing we will use the Track Changes feature in Word.

**File Backup:** During the report writing and editing process, be sure to follow best practices for file backup. Methods include: backing up on the cloud, printing hard copies in case of technical failure, storing your files on your own hard drives, or using your email as a repository for drafts.

**Intellectual Property:** Although you will not own the intellectual rights to the final report, LCY encourages you to use this report in your resume and/or portfolio. A hard copy of the final report will be shared with our city partner; it will also be published online. If you reference the report, we ask that you acknowledge Livable City Year, the University of Washington, and the city partner, by using the Recommended Citation provided on the Table of Contents page of your final report.

## 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, full names of your instructor(s) and city project lead(s), and your name.
2. **Acknowledgements**: The point of this section is to sincerely and graciously thank those who directly interacted with your class 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 individuals from 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). Do not thank your instructor, LCY staff, family, or friends in this section.
3. **Table of Contents\***: You can include one in your draft if it helps you organize your report, but it is not required. Your graphic designer will create this once the layout is final.
4. **Permission to Use and Recommended Citation\***
5. **About Livable City Year and About the City\***
6. **How Project Supports the City's Priorities\***
7. **Executive Summary: *A summary of the entire report.*** Everything that appears in the Executive Summary should appear somewhere in the report. It should describe 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 complete.
8. **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.) For background, the LCY program will provide in your google folder the city's original project description as well as the Scope of Work developed by your instructor and project lead.

9. **Methods: *How you conducted your project and arrived at your findings.*** 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.
10. **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. (We discuss the Body paragraphs in more detail in the Writing Process section.)
11. **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.
12. **References (if applicable):** 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.
  - [Easy Bib](#) is a software tool that can automatically generate your References section.
  - Don't worry about adding information to the references (e.g., 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 APA format for the References section. Please still use Chicago Style (Author Year) for the in-text citations.
13. **Appendix/Appendices (if applicable): *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).

\* These sections are automatically generated and you are not responsible for providing their content.

## FORMAT

**Page count:** Five hundred words is about the maximum that can fit on one page with no images. Reports will range from 10 to 70 pages of material, including Appendices. If your report is longer, some cutting will be necessary. We are here to help with making those decisions.

**Line Spacing and Page Breaks:** Double-space your drafts and use page breaks to separate sections, i.e., Introduction, Methods, and Body sections.

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

**In-Text Citations:** 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

Chicago Style calls for short, parenthetical in-text citations, e.g., (Smith 2007). No comma. No page numbers. For examples of parenthetical references, visit the “Author-Date” tab in the [Chicago Manual of Style](#).

## GRAPHIC ELEMENTS

LCY reports strive to engage and inform the reader using rich visuals. This section will introduce you to the graphic elements in your toolkit, and instruct how to incorporate them into 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, like this: [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.

**Sidebar:** 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, e.g., [use the following paragraph as a sidebar], please highlight all text you would like formatted as a sidebar.

**Figures:** Please note within the text where you would like figures inserted, using the figure’s file name. Use highlighted text in square brackets: [Insert image from Group-1-Report.pdf], or: [Insert Jane Doe First Floor Plan.jpg]. Please also insert the actual figure, and the caption if there is one. Do not number



your actual figures, or refer to them by numbers in your text (e.g., “see Figure 10”), or refer to their location on the page (e.g., “as shown in the figure on the left.”) This is because figures may be added or deleted during design, wreaking havoc with your numbering system. The graphic designer may not be able to meet your exact placement suggestions, but will make every effort to present the flow of your information accurately.

Provide a heading for figures such as graphs, charts, and tables. Provide this heading in the text and in your Graphics Index; we will add the heading in design. In other words, do not put the heading on the actual graphic. Captions for figures are optional; provide a caption only if further explanation is necessary.

**Photos:** You may use photographs created by students in your class, photos provided by the city, or other stock photos. We will acknowledge the source for every photograph in your report; please provide source information in your project’s Graphics Index for every image. Stock photos must be 1) licensed for re-use and 2) of sufficient quality for print. Aim for file sizes of at least 1M.

Make sure the file name 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.

**Captions:** Use highlighted brackets, e.g., **[caption]**, to indicate your captions.

**Important note: In addition to submitting high resolution graphics in your Graphics folder, please copy/paste all graphic elements and captions directly into the report draft to enable your editor to easily view images, figures, and captions in the context of your report.**

For more information on creating high-quality graphics, please review the *LCY Graphics Requirements* document.

# 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, Big Effect

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, guide on writing style, 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 — **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 several 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,” has the same denigrating undertones of saying “the Blacks” or “the Mexicans.” 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 used only 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 ambiguous verbs, such as “impacted,” “changed,” or “affected,” unless qualified with a more specific 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 to racial identities, but authors should be consistent with their use, either capitalizing both or not. Choose a convention and stick to it.

- **Fact check ALL proper nouns.** Always verify the accuracy and correct spelling of the names of people, job titles, institutions, organizations, programs, and published documents. Do not assume that others have recorded proper nouns precisely.

## 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 double 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 quotation 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:** Do not refer to your figures by number. We’ll do this when we lay out the document. (We refer to every non-text item, including tables, 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. Use lower case if you are

referring to the city in general (not the government), e.g., “The city’s population is diverse.” Don’t say “Bellevue City” or “COB.”

- **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 shorthand: “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.
- **“internet” not “Internet”:** Do not capitalize internet unless the word begins a sentence.
- **Numbers:** Spell out numbers one to nine, use numerals for numbers 10 and above. An exception: for **numbered streets**, always use the number. Do not use superscripts for numbered street names: 1st St, not 1<sup>st</sup> 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 postal 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.”
- **911, not 9-1-1:** for the number to call in case of emergency

# # # #