



CITY OF BELLEVUE

In Partnership with the
University of Washington

PLANNING RECOMMENDATIONS FOR A SOUTH BELLEVUE MINI CITY HALL

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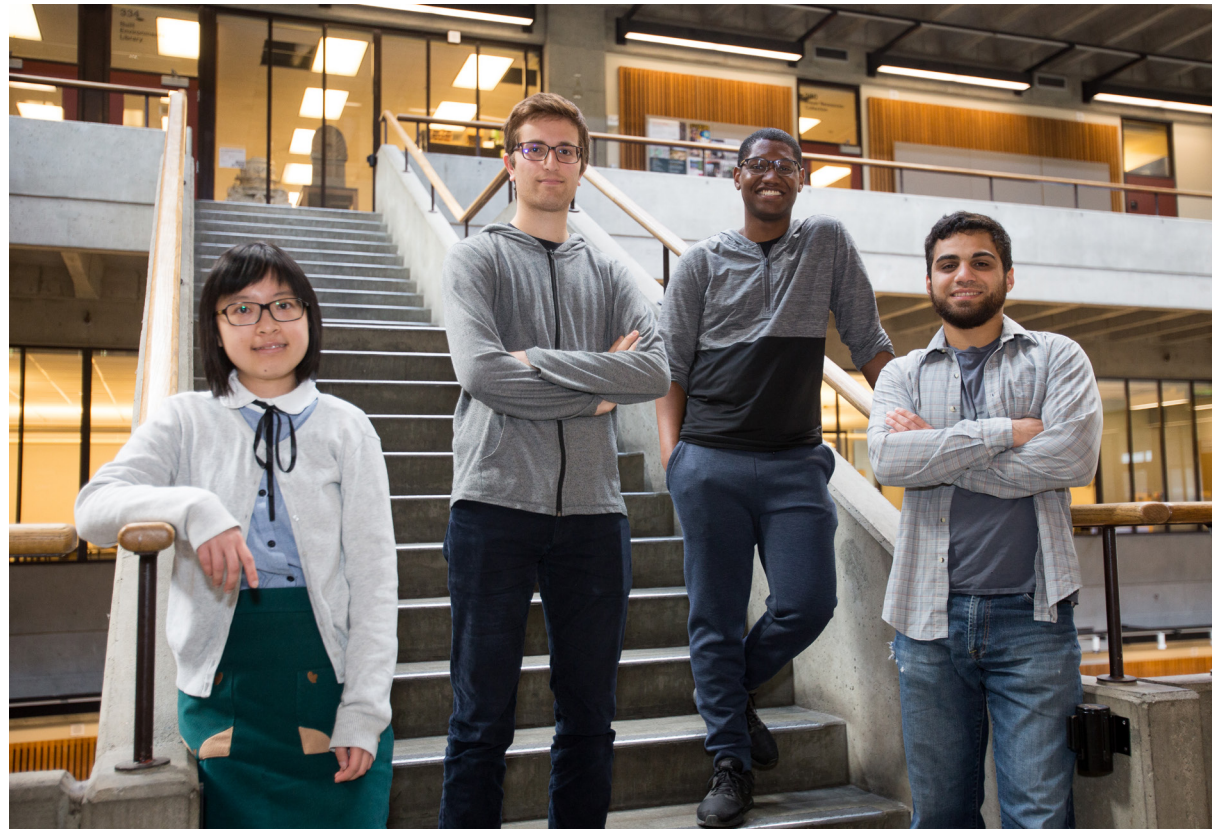
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Livable City Year 2018–2019
in partnership with
City of Bellevue
www.washington.edu/livable-city-year/



The LCY student team in Gould Hall, from left to right: Vivian Chan, Oskar Abian, Nyles Green, and Emmanuel Salinas (not pictured: Iliana Gutierrez) TERI THOMSON RANDALL

ACKNOWLEDGMENTS

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ABOUT LIVABLE CITY YEAR

The University of Washington's Livable City Year (LCY) initiative is a partnership between the university and one local government for one academic year. The program engages UW faculty and students across a broad range of disciplines to work on city-defined projects that promote local sustainability and livability goals. Each year hundreds of students work on high-priority projects, creating momentum on real-world challenges while serving and learning from communities. Partner cities benefit directly from bold and applied ideas that propel fresh thinking, improve livability for residents, and invigorate city staff. Focus areas include environmental sustainability; economic viability; population health; and social equity, inclusion and access. The program's 2018–2019 partner is the City of Bellevue; this follows partnerships with the City of Tacoma (2017–2018) and the City of Auburn (2016–2017).

LCY is modeled after the University of Oregon's Sustainable City Year Program, and is a member of the Educational Partnerships for Innovation in Communities Network (EPIC-N), an international network of institutions that have successfully adopted this new model for community innovation and change. For more information, contact the program at uwlcyl@uw.edu.



ABOUT CITY OF BELLEVUE

Bellevue is the fifth largest city in Washington, with a population of more than 140,000. It's the high-tech and retail center of King County's Eastside, with more than 150,000 jobs and a skyline of gleaming high-rises. While business booms downtown, much of Bellevue retains a small-town feel, with thriving, woodsy neighborhoods and a vast network of green spaces, miles and miles of nature trails, public parks, and swim beaches. The community is known for its beautiful parks, top schools, and a vibrant economy. Bellevue is routinely ranked among the best mid-sized cities in the country.

The city spans more than 33 square miles between Lake Washington and Lake Sammamish and is a short drive from the Cascade Mountains. Bellevue prides itself on its diversity. Thirty-seven percent of its residents were born outside of the US and more than 50 percent of residents are people of color, making the city one of the most diverse in Washington state.

Bellevue is an emerging global city, home to some of the world's most innovative technology companies. It attracts top talent makers such as the University of Washington-Tsinghua University Global Innovation Exchange. Retail options abound in Bellevue and artists from around the country enter striking new works in the Bellwether arts festival. Bellevue's agrarian traditions are celebrated at popular seasonal fairs at the Kelsey Creek Farm Park.

Bellevue 2035, the City Council's 20-year vision for the city, outlines the city's commitment to its vision: "Bellevue welcomes the world. Our diversity is our strength. We embrace the future while respecting our past." Each project completed under the Livable City Year partnership ties to one of the plan's strategic areas and many directly support the three-year priorities identified by the council in 2018.



**BELLEVUE 2035:
THE CITY WHERE YOU WANT TO BE**

Planning Recommendations for a South Bellevue Mini City Hall supports the High-Performance Government target area of the Bellevue City Council Vision Priorities and was sponsored by the Community Development Department.



HIGH PERFORMANCE GOVERNMENT

Bellevue is characterized by high performance government. Our residents live in a safe, clean city that promotes healthy living. The perception of safety contributes to the success of businesses and neighborhoods. Police, fire and emergency personnel are seen by citizens every day, and we ensure that these services reflect high standards and pride.

People are attracted to live here because they see that city government is well managed. Our high quality of customer service ensures that residents realize a direct link between their tax dollar investments and the services they receive. We make public investments wisely, assuring taxpayers that we are living within our means, while also ensuring that we have superb infrastructure to support growing businesses and desirable residential opportunities. We have beautiful public buildings that residents point to with pride. Government plays its role in supporting the careful balance of neighborhoods, commercial and retail growth, diverse residential living opportunities, and amenities that characterize Bellevue. City leadership fosters careful, long-term planning, responsible financial policy, and thoughtful partnerships with businesses, the nonprofit sector, and the region.

We seek input from our residents and businesses, and this input informs city decision-making. We make decisions in a transparent manner. We support public engagement and connectivity. Bellevue does its business through cutting-edge technology. City government uses technology to connect with its residents, giving them voice in their community. Our boards, commissions, and other citizen advisory groups assist the City Council in providing superior leadership by representing the diverse interests of the city and providing thoughtful and creative ideas that assure sound policy direction and decisions.

Our residents care for Bellevue. They speak up and collectively work to address our mutual needs. In Bellevue, our commitment to public service is paramount. Our residents know that their local government listens, cares about, and responds to them.

**BELLEVUE 2035:
THE CITY WHERE YOU WANT TO BE**

*Bellevue welcomes the world. Our diversity is our strength.
We embrace the future while respecting our past.*

The seven strategic target areas identified in the Bellevue City Council Vision Priorities are:



ECONOMIC DEVELOPMENT

Bellevue business is global and local.



TRANSPORTATION AND MOBILITY

Transportation is both reliable and predictable. Mode choices are abundant and safe.



HIGH QUALITY BUILT AND NATURAL ENVIRONMENT

From a livable high-rise urban environment to large wooded lots in an equestrian setting, people can find exactly where they want to live and work.



BELLEVUE: GREAT PLACES WHERE YOU WANT TO BE

Bellevue is a place to be inspired by culture, entertainment, and nature.



REGIONAL LEADERSHIP AND INFLUENCE

Bellevue will lead, catalyze, and partner with our neighbors throughout the region.



ACHIEVING HUMAN POTENTIAL

Bellevue is caring community where all residents enjoy a high quality life.



HIGH PERFORMANCE GOVERNMENT

People are attracted to live here because they see that city government is well managed.

For more information please visit: <https://bellevuewa.gov/city-government/city-council/council-vision>

EXECUTIVE SUMMARY

Livable City Year (LCY) is program operated out of the University of Washington (UW). The program partners with cities from across the Puget Sound region, contracting with one each year and coordinating a host of projects, bringing together faculty and students from diverse departments and programs of the UW and various project leads from the city-partner. Students address problems and goals as they are pronounced by city-partners and as they relate to livability themes. During the 2018-2019 Academic Year, the UW is partnering with the City of Bellevue. This final report represents the work of students from the UW Community, Environment, and Planning (CEP) major. Students pursuing this major were tasked with different LCY projects, whose themes ranged from trail oriented development to neighborhood planning and walkability. This particular project grapples with the proposed new Mini City Hall for South Bellevue.

The City tasked our team of five students with finding a location and determining a set of services for an new Mini City Hall to serve the residents of South Bellevue. This new Mini City Hall would not replace the existing one, but rather supplement it, offering the same services, as well as new ones tailored to the South Bellevue community. The current Mini City Hall, located at the Crossroads Shopping Mall, has existed for more than 20 years and has helped those who are less familiar with how government works. Mini City Hall at Crossroads currently provides information and referral services in multiple languages, utilities payment services, and legal assistance referrals. Bellevue’s existing Mini City Hall partners with a variety of community organizations, like International Community Health Services (ICHS), that provide culturally and linguistically appropriate health services.



Bellevue’s existing Mini City Hall at the Crossroads Shopping Center primarily serves residents of Northeast Bellevue. CITY OF BELLEVUE

As a preliminary step in our work, we reviewed case studies from across the country. This enabled us to view what makes other satellite city halls successful, as well as pitfalls to avoid. We also researched the demographics of South Bellevue. This allowed us to tailor recommendations to the area. Next, we distributed a pair of surveys, one to the Mini City Hall staff and another to South Bellevue residents. We hoped to learn from staff respondents: how they learned about Mini City Hall, how they commuted to work there, if they had any concerns about the site’s location, about the demographics of volunteers, and what advice they would offer creators of a new Mini City Hall in South Bellevue. We used the residential survey to gauge interests and desires of residents related to forming a new Mini City Hall in South Bellevue.

In order to find the best location in South Bellevue, we needed to identify key characteristics of a good location. To do this, we created a location matrix. One of the most important assets we considered was whether a site functioned as a social gathering space, or third place, and its accessibility from an array of transportation modes (walking, bicycling, and riding the bus). After creating and reviewing the location matrix, we visited seven sites around South Bellevue: Bellevue College, Eastgate Park and Ride, Eastgate Plaza, Factoria Mall, Newport Hills Shopping Center, Newport Way Library, and South Bellevue Community Center. After conducting interviews with staff from these locations, we made a final decision about where to recommend the City of Bellevue locate its new facility.

SUMMARY OF FINAL RECOMMENDATIONS

We recommend that the City select one of the several vacant storefronts inside the Factoria Mall. The location functions as a third place and is easy to access via all modes of transportation. Furthermore, we recommend that a new Mini City Hall have a private room for residents to receive assistance on personal and sensitive matters out of view of others, and that it provide multilingual and health services like the existing Mini City Hall does. Based on the results of the resident survey, parks and recreation information (e.g., information about YMCA programs), and a permitting center that offers the same services as the Permit Center at the main City Hall (e.g., assistance completing permit applications, information related to zoning) could also be offered out of a new Mini City Hall.



Factoria Mall poised amidst urban surroundings in South Bellevue. CITY OF BELLEVUE

INTRODUCTION

WHAT CAN MINI CITY HALL MEAN FOR HISTORICALLY DISADVANTAGED COMMUNITY MEMBERS?

Have you ever wondered how a city can guarantee that all community members— including historically disadvantaged community members, like immigrants with limited English language skills— actually benefit from equal access to local government agencies and community-based organizations? Imagine an undocumented immigrant trying to leave an abusive relationship, with a status likely to leave her vulnerable to persecution and deportation. She may be hesitant to reach out to authorities and request help in escaping from a potentially life-threatening situation. Bellevue’s Mini City Hall was there for Maria in 1996 as she tried to leave an abusive relationship. Maria shared that Mini City Hall empowered her to fight for her life. Mini City Hall could be there for many others who feel like they have no other place to go to.



A view of Bellevue, Washington with Mount Rainier in the background CITY OF BELLEVUE

THIS PROJECT

Bellevue is the largest minority-majority city in the State of Washington, and it is trying to exemplify what a city can become when it considers and responds to the needs of all residents, including those from historically marginalized and underrepresented groups (Balk 2016). Specifically, Bellevue wants to expand the success and reach of Mini City Hall into South Bellevue. Our team of five students was tasked to look into how Bellevue Mini City Hall functions, what makes it so successful, and how its features could be applied to a new location in South Bellevue.

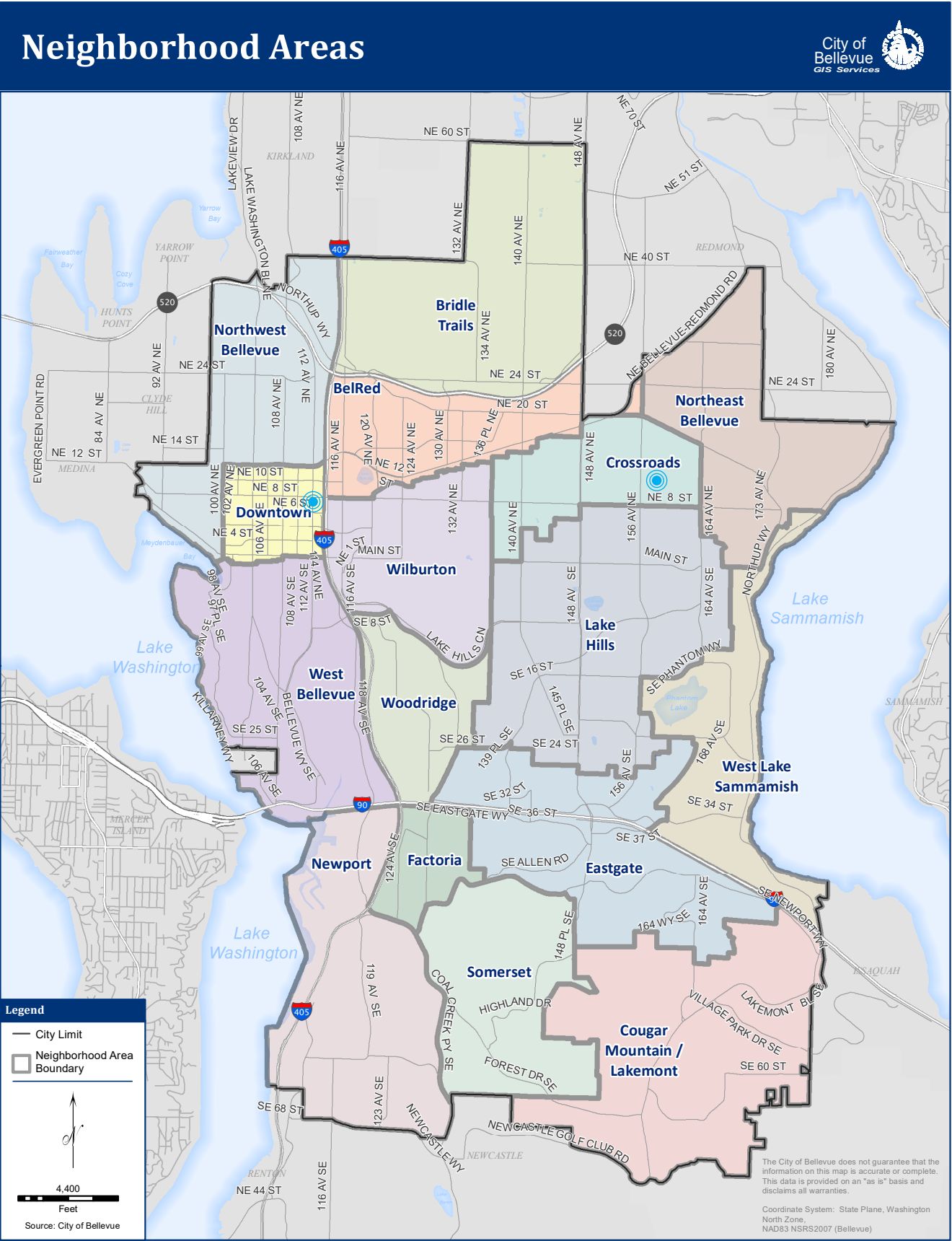
Bellevue is trying to exemplify what a city can become when it considers and responds to the needs of all residents.



Bellevue's Mini City Hall at Crossroads Shopping Center CITY OF BELLEVUE

To learn about how Mini City Hall works, we visited the Crossroads Mall and spoke with Ying Carlson, the Community Service Supervisor of the Mini City Hall. We learned that Mini City Hall opened in 1995, with the intended purpose of extending government and community services to residents of East Bellevue. Its location has been the key to its success. The Crossroads Mall functions as a third place, or community gathering space, for the surrounding neighborhoods. There are flags in the mall that represent many different countries (possibly the countries of origin to many of the area's immigrants). The restaurants at the mall cater to diverse crowds and feature cuisines from many different regions of the world. The surrounding neighborhood's foreign-born population makes up 57% of its population (American Community Survey 2016).

After developing understandings of how Bellevue's Mini City Hall functions, we were tasked with identifying a location, services, and staff assignments for a new Mini City Hall in South Bellevue. As mentioned before, the City's current Mini City Hall serves East Bellevue residents. While the main City Hall serves all of Bellevue, it is located in the northwest part of the city (downtown), leaving South Bellevue residents the farthest away from any City Hall.



This map shows Bellevue's neighborhoods and the locations of the main City Hall and the current Mini City Hall (blue dots). Students were tasked with identifying a location in South Bellevue for a new Mini City Hall. Students generally defined South Bellevue as the portion of the city south of I-90, including all of the Eastgate neighborhood (which extends north and south of I-90). CITY OF BELLEVUE

METHODS

MULTI-FACETED APPROACH

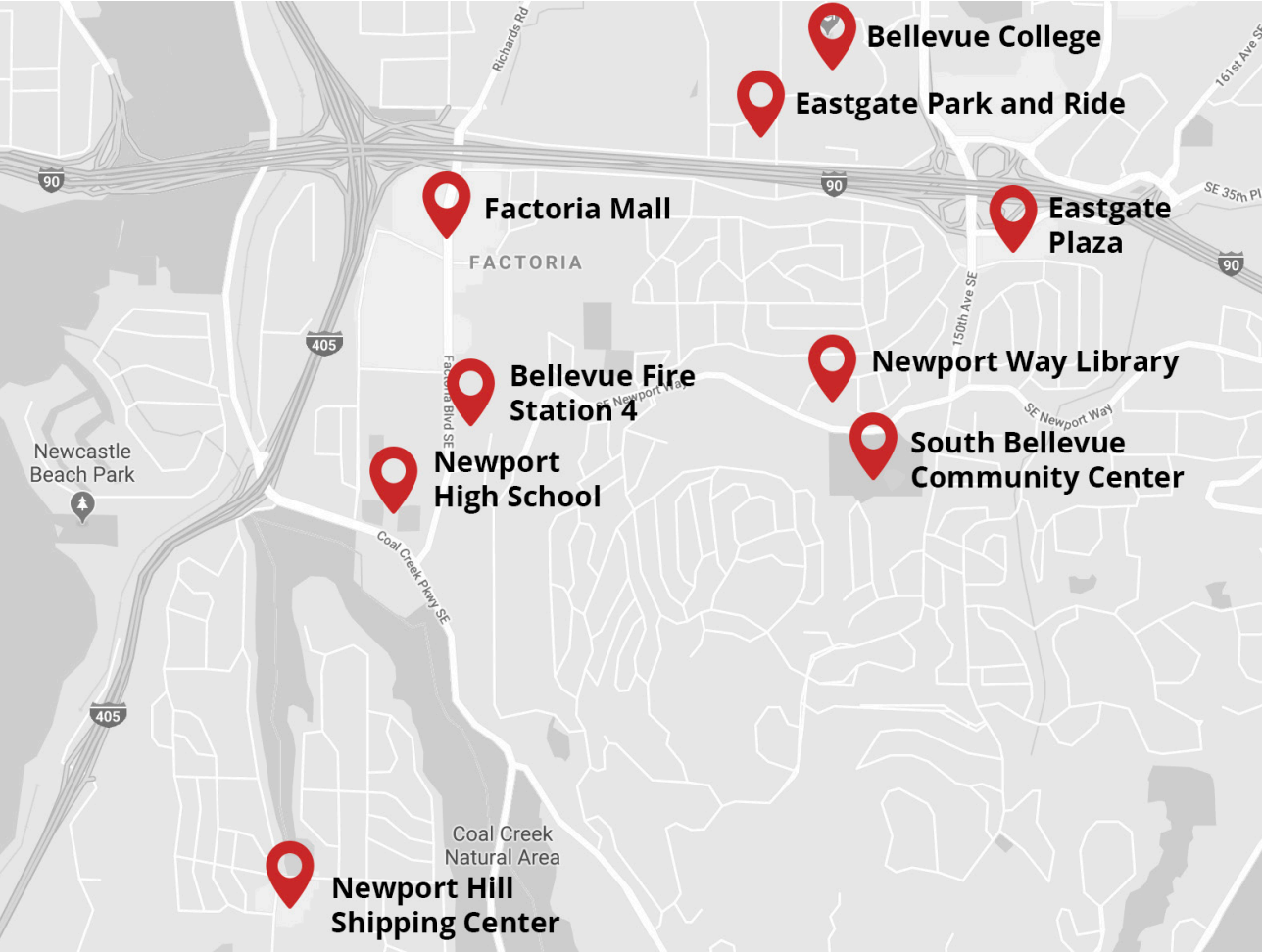
We devised a multi-faceted approach to this project since we were responding to two questions: 1) What location best suits a new Mini City Hall to serve South Bellevue communities? 2) What services should operate out of the new Mini City Hall? First, we visited the current Mini City Hall at the Crossroads Mall to experience the site firsthand and learn about its location and the services it provides residents. During our site visit, we interviewed Ying Carlson, the Community Service Supervisor. Our goal for meeting with Ying was to learn what makes Mini City Hall successful and how its successes could be transferred over to a new facility in South Bellevue. Next, we investigated case studies that involved satellite city halls or government services from other parts of the country: Coral Springs City Hall in the Mall in Florida, the Westfield Southcenter Library in Washington, and the Philadelphia Northeast Municipal Services Center in Pennsylvania. Next, we researched the demographics of South Bellevue so that our group could identify any potential services that would serve the residents of South Bellevue.

OUTREACH

Our approach also involved surveying staff and volunteers from Bellevue’s existing Mini City Hall and residents of South Bellevue. In surveying both groups, we asked what could be improved upon in the creation of a new Mini City Hall. We reached out to businesses and organizations that could potentially partner with the City to in forming a new Mini City Hall in South Bellevue. Our outreach to volunteers, staff, residents, and potential helped us provide answers to the City about where to locate a new Mini City Hall and about what kind of services it should offer.

SITE VISITS

To identify a location for a South Bellevue Mini City Hall, we conducted a series of site visits. However, before we visited any sites, we made decisions about what we were looking for as this would help us to evaluate and compare sites. We created a criteria matrix and evaluated the following assets: locational context, age/condition, educational and commercial opportunities, community gathering potential, existing development, general character, development potential, multimodal transportation accessibility, personal vehicle access, programs available, availability of space, and any additional factors. We visited the following seven sites: Newport Library, South Bellevue Community Center (SBCC), Eastgate Park and Ride, Bellevue College, Eastgate Plaza, Factoria Mall, and Newport Hills Shopping Center. We interviewed staff at the Newport Way Library and SBCC to gauge their interest in becoming the site for a new Mini City Hall.



Student researchers visited seven sites to evaluate potential locations for a South Bellevue Mini City Hall. JENNY DIENG

BELLEVUE'S MINI CITY HALL

To experience how the current Bellevue's Mini City Hall functions, we visited the site, accompanied by our instructor, Rachel Berney. Our first impression was that the Crossroads Mall is not a traditional mall. While the tenants of most malls are retail giants like Macy's, Nordstrom, and JC Penny, the tenants of Bellevue's are QFC and Joann Fabrics and Crafts. We also noted the variety of restaurants featuring diverse ethnic cuisines, and we were surprised by a display of more than a dozen flags hanging from the wall near the food court. We considered this demonstration a gesture of welcome to culturally diverse communities of the area.

During our visit to the Crossroads Mall we interviewed Ying Carlson, the Community Service Supervisor of the Mini City Hall. We learned about the importance of the site as a third place, referring to a space where people feel comfortable convening for social purposes. Cafes, libraries, bookstores, and gyms may all be referred to as third places because they fall third on the list of places where we spend our time, with home being first and work/school being second (see Appendix C to view a map of third places in Bellevue). It is important to place a Mini City Hall in a third place where community members already feel comfortable. It is also useful to locate Mini City Halls in a third place because people are able to do multiple things during one visit (e.g., eating, shopping, recreating). We learned that the Mini City Hall at Crossroads presents a "soft face" of local government, offering services in a less formal setting to accommodate residents who may be less familiar with government practices and/or less comfortable at the main City Hall in downtown Bellevue. Many of the clients Bellevue's existing Mini City Hall serves have limited English language skills, are low income, and are seniors with low incomes. Some of the services that Mini City Hall provides to serve these populations include multilingual services eight hours a day, Monday-Saturday; Medicare enrollment help; and childcare resources.

We envision a new Mini City Hall to serve as a gateway between residents and organizations that provide healthcare, legal assistance, and educational opportunities.

In our evaluation of Bellevue's existing Mini City Hall, we sought to identify successful practices already in place and encourage their continued use at the Mini City Hall in South Bellevue. We envision a new Mini City Hall to serve as a gateway between residents and agencies and organizations that provide healthcare, legal assistance, and educational opportunities that historically marginalized communities need and often struggle to access.



Students learned about Bellevue's existing Mini City Hall to gain a sense of the services it offers residents. CLAUDE IOSSO

We recognized that a new Mini City Hall should not be a duplicate of the current Mini City Hall. Rather, it should serve the unique interests of South Bellevue communities. In addition to visiting Bellevue's Mini City Hall at Crossroads Mall, it was essential for our team to conduct research to develop a more complete understanding of the importance of access to more open and less formal civic institutions where diverse communities feel welcome. To gain more knowledge of how satellite city halls functioned, we reviewed three case studies from different parts of the country.

CASE STUDIES

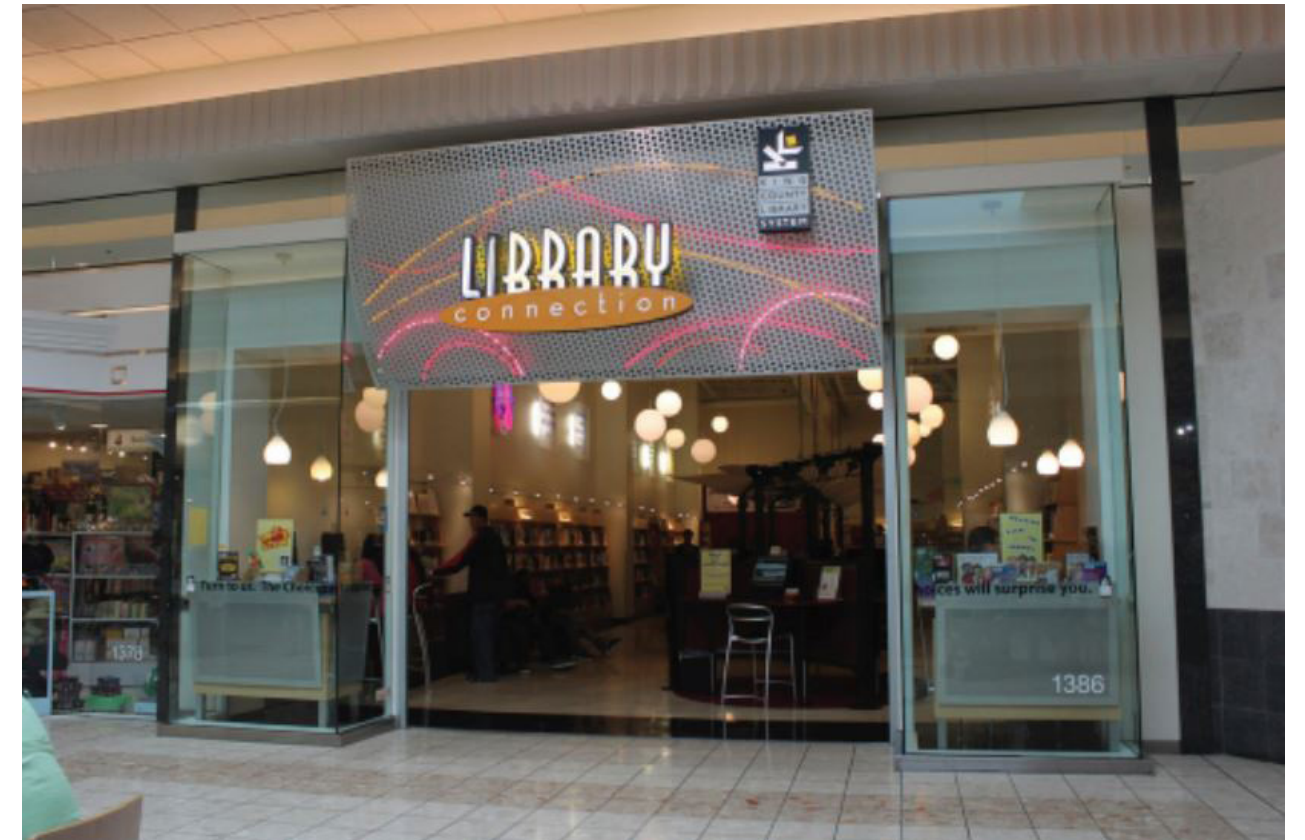
We believed it was in our interest to review satellite city halls from across the country in order to learn more about the common attributes that make satellite city halls successful in their communities. We narrowed our investigation to three examples: Southcenter Library in Tukwila, Washington, the Coral Springs City Hall in the Mall in Coral Springs, Florida, and the Philadelphia Northeast Municipal Services Center in Philadelphia, Pennsylvania. Taken together, the three cases studies offer a diverse set of satellite civic centers located in unique settings and regions, and offering different services in their communities.

TUKWILA, WASHINGTON: SOUTHCENTER LIBRARY

Our first case study is local to the Puget Sound, Southcenter Library located at the Southcenter Mall. Southcenter Mall is the largest mall in the Pacific Northwest; it is located in Tukwila, an extremely diverse city to the south of Seattle. The mall functions as a third place for communities of the greater south King County area. A survey indicated that south King County was in need of more library services, and on May 8, 2004, the Southcenter Library opened.

The services offered at Southcenter Library include: help conducting job searches, assistance with career advancement, support developing computer skills, help accessing materials in different languages, and tutoring to improve reading competencies. Resources such as printers, scanners, and copiers are also available to the public. Story time for toddlers is another program offered at no cost to community members.

The Southcenter Library has received positive reviews. Out of nine reviews on Yelp, ranging from 2007 to 2018, the library has earned 5/5 stars. Reviewers comment on the library's cleanliness, safe atmosphere, and friendly staff, and make note of the free programs for children and adults, as well as the diverse selection of books.



Southcenter Library operates out of the Southcenter Mall and serves residents of south King County. ORAN VIRIYINCY

CORAL SPRINGS, FLORIDA: CORAL SPRINGS CITY HALL IN THE MALL

Coral Springs City Hall in the Mall is located in Coral Square Mall in Coral Springs, Florida. Similar to the existing Bellevue Mini City Hall, the Coral Springs City Hall in the Mall operates out of a third place. It opened in 1995 through a partnership with the United States Department of State, Passport Division. The site offers fingerprinting, garbage and recycling information, fax and photocopy services, notary assistance, and voter registration help. The passport services are the most utilized of all. Its location is accessible not just to people who use single occupancy vehicles but also to those who rely on public transportation, with three bus lines serving the mall.

Overall the Coral Springs City Hall in the Mall receives positive reviews on Yelp, earning 4.5/5 stars, based on 10 reviews. Many people comment on the friendly staff and convenient location, and many reviewers note the quick and easy process of obtaining a passport.

PHILADELPHIA, PENNSYLVANIA: PHILADELPHIA NORTHEAST MUNICIPAL SERVICES CENTER

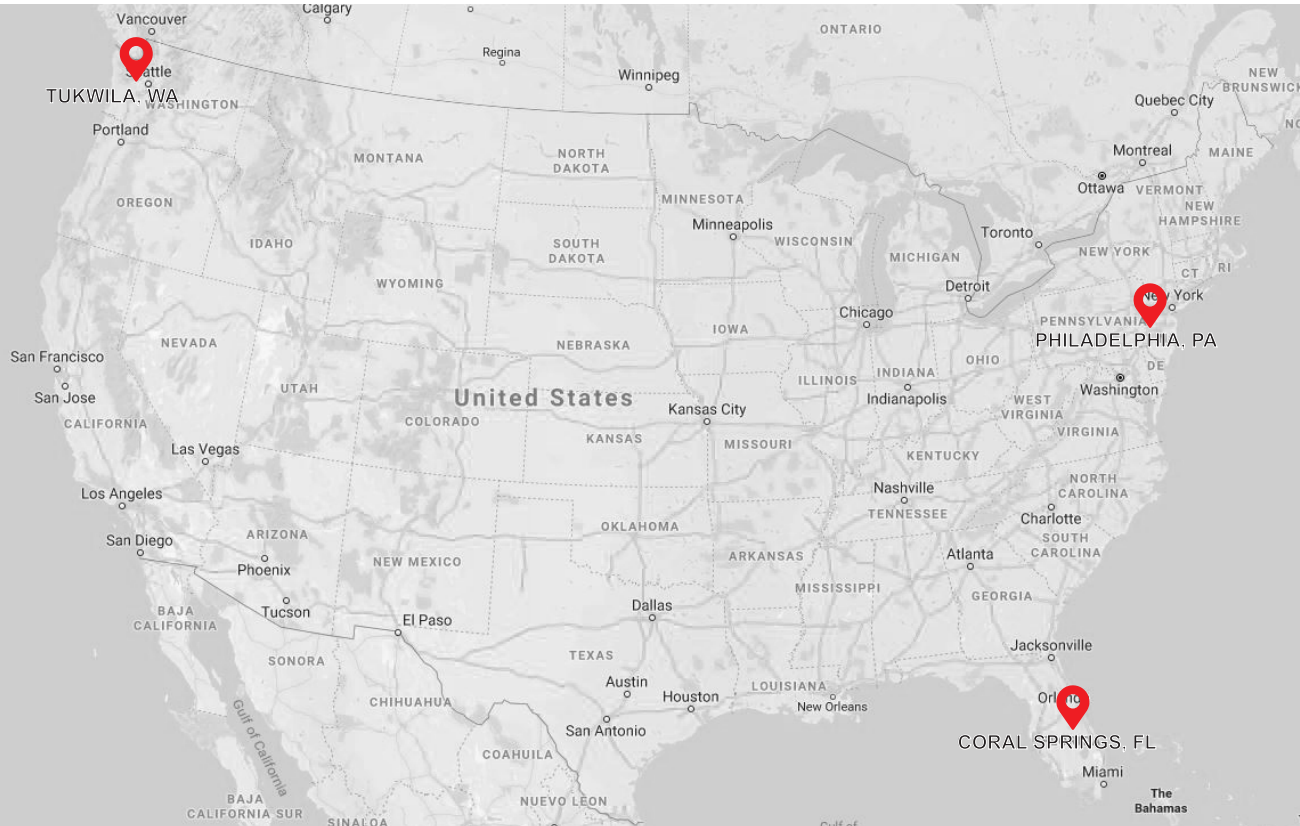
The Philadelphia Northeast Municipal Services Center is a satellite city hall in Philadelphia's far northeast neighborhood. The facility recently relocated to a larger space. The center is now located in a plaza that includes an outlet store, a restaurant, and a Police and Fire Federal Credit Union Branch. Two bus lines run within a block of the site, making it accessible to people who rely on public transportation.

The services offered at the center include: assistance for tax filing and utility payments, consultations with government representatives, and permitting services. There are satellite offices for the Department of Revenue, Licenses and Inspections, and for Councilman Brian O'Neil.

Despite the multitude of services offered at the center, public reviews have been mixed. Many reviewers complain about limited parking available nearby the plaza, long waits to receive help, and unfriendly staff. The center serves approximately 30,000 residents a year, so this might explain the long waits. Google gives the center 3.4/5 stars, based on 14 reviews.

FINDINGS FROM CASE STUDIES

Our findings from the case studies confirm several of the points made by Ying Carlson: location, services, and staff are all important to the success of a mini city hall. The two satellite offices (Southcenter Library and Coral Springs City Hall in the Mall), which both received good reviews on the internet, are located in areas that are easy to access by personal vehicle and mass transit. Both facilities offer services that respond to the surrounding community's needs and are staffed by helpful and friendly staff. Meanwhile, the Philadelphia Northeast Municipal Services Center lacks adequate parking for people who attempt to access it by car and employs staff that clients describe as unfriendly. Despite the mixed reviews of the latter mini city hall, it does offer a multitude of important services to community members. In particular, we find the assistance programs and the satellite office of the local representative to be important resources for community members.



Students selected sites from across the country to broaden their understandings of satellite city hall operations. JENNY DIENG

SOUTH BELLEVUE DEMOGRAPHICS

Satellite city halls can aid in extending city services throughout a town or city, bridging the gap between bureaucracy and residents. They can also support historically marginalized populations which may not easily access a main City Hall.

Satellite city halls can aid in extending city services throughout a town or city, bridging the gap between bureaucracy and residents.

It was important for our team to learn about what makes a mini city hall successful and how a mini city hall can be integrated optimally in the neighborhoods it serves. We asked ourselves, what would a South Bellevue Mini City Hall look like? What services would it offer residents? We knew that some of the services offered at the current Mini City Hall could also be provided at a South Bellevue site, but we needed to identify additional services residents of South Bellevue would need or desire that might be different. We decided to create a demographic profile of South Bellevue so that we could start to assess some of the likely interests and needs of residents of the area. This also helped us identify partners that specialize in serving communities of South Bellevue satellite city halls can aid in extending city services throughout a town or city, bridging the gap between bureaucracy and residents, and offering support to historically marginalized populations.

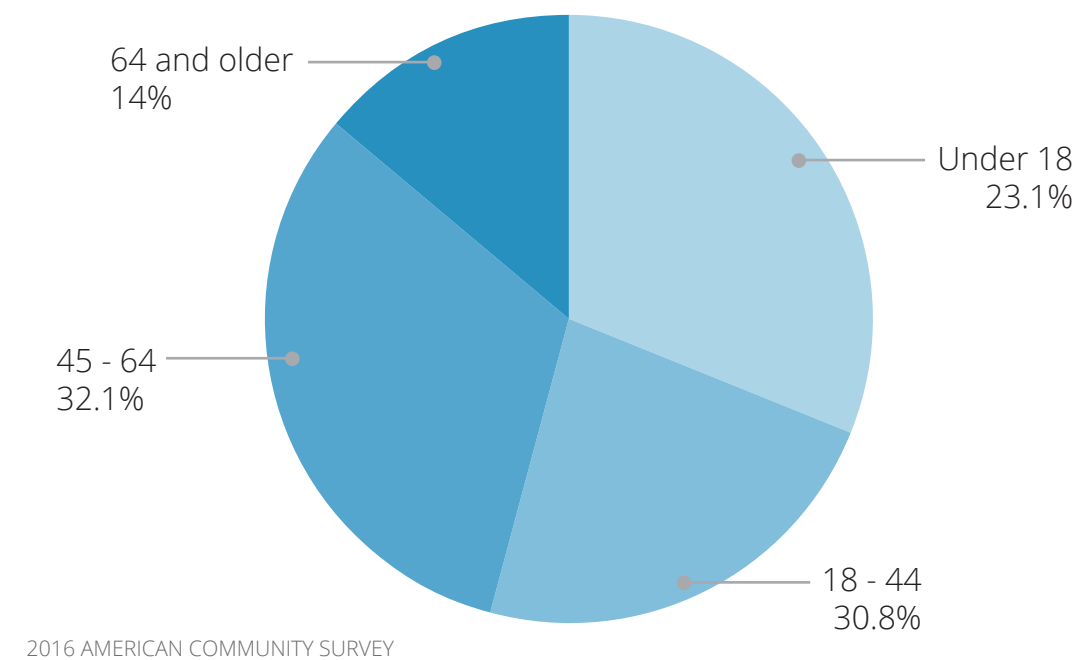
DEMOGRAPHICS

Researching the demographics of South Bellevue helped our group identify who a South Bellevue Mini City Hall would serve. This phase of our process aided us in forming recommendations for the City of Bellevue about the kinds of services a new Mini City Hall should offer.

We reached out to Gwen Rousseau, an associate planner and demographer for the City of Bellevue, to obtain demographics data. We received data on race/ethnicity, household income, age, and educational attainment. This information was available for each neighborhood in Bellevue and based on data compiled from the 2016 American Community Survey. Since we wanted to narrow our scope to the demographics of South Bellevue, we only considered data for the neighborhoods of Cougar Mountain/Lakemont, Eastgate, Factoria, Newport, and Somerset. All of these neighborhoods are south of I-90, with the exception of Eastgate which extends north and south of I-90.

We found that South Bellevue has similar demographic characteristics to the Eastside of the Seattle Metropolitan Area. The total population of South Bellevue is 40,006, 28.5% of the city's total population. Overall, South Bellevue's residents are higher-income, highly educated, and diverse — with representation from all over the world, with especially high numbers of foreign-born and immigrant populations from East and South Asia. Following are some of the demographic features that stood out to us during our review of data.

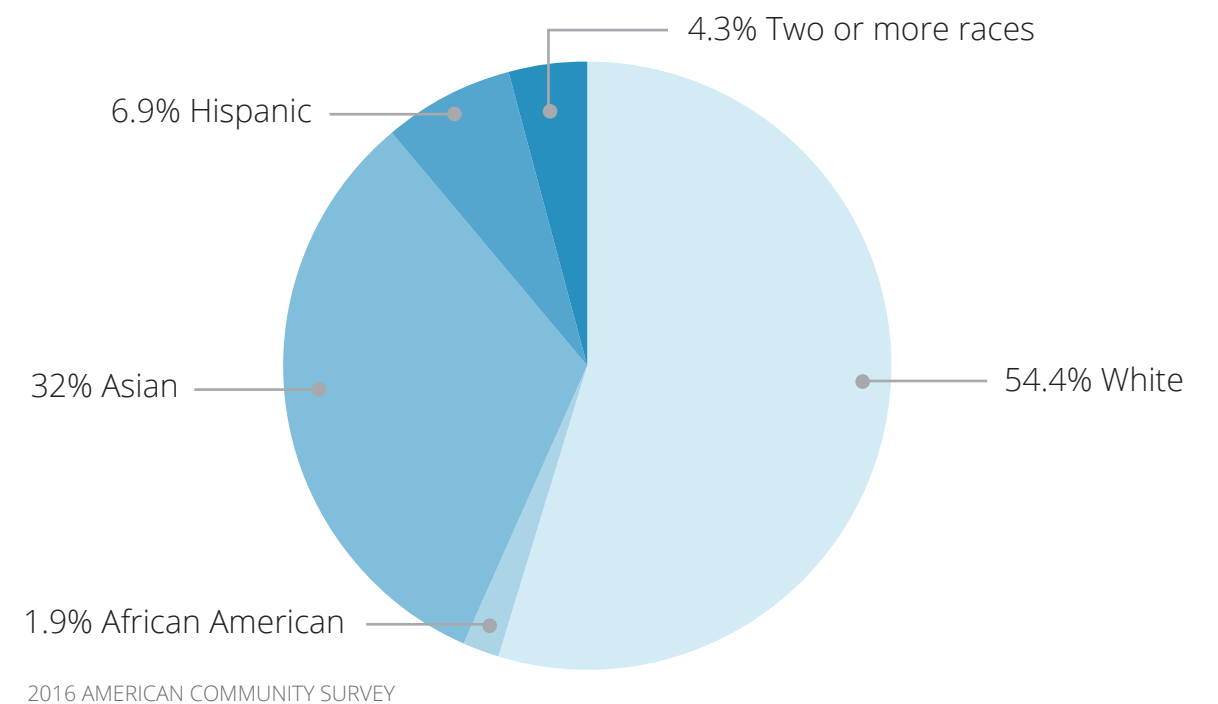
AGE OF SOUTH BELLEVUE RESIDENTS



DIVERSITY

The neighborhoods of South Bellevue are composed of diverse communities. According to the 2016 American Community Survey, just over half the population identifies as white (54.4%). People of Asian origin are by far the largest minority group, representing 32% of the population. Almost 7% of the population identifies as Hispanic. A notable portion of South Bellevue residents identify with two or more races (4.3%). A smaller percentage of the population is African American (1.9%).

RACIAL COMPOSITION OF SOUTH BELLEVUE



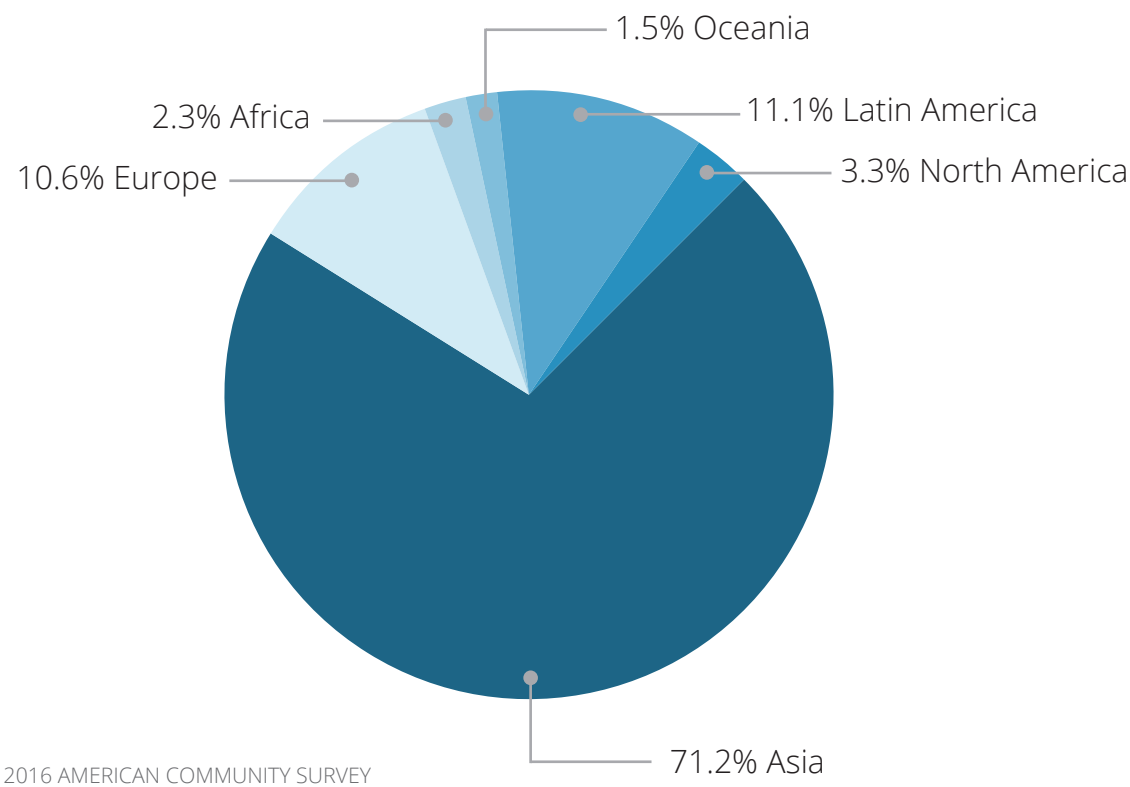
TRANSIENT AND IMMIGRANT POPULATION

- 28.81% are foreign born.
- 71.2% of immigrants are from Asia.
- 33.4% are from other US states or territories.
- 33% can speak a language other than English.

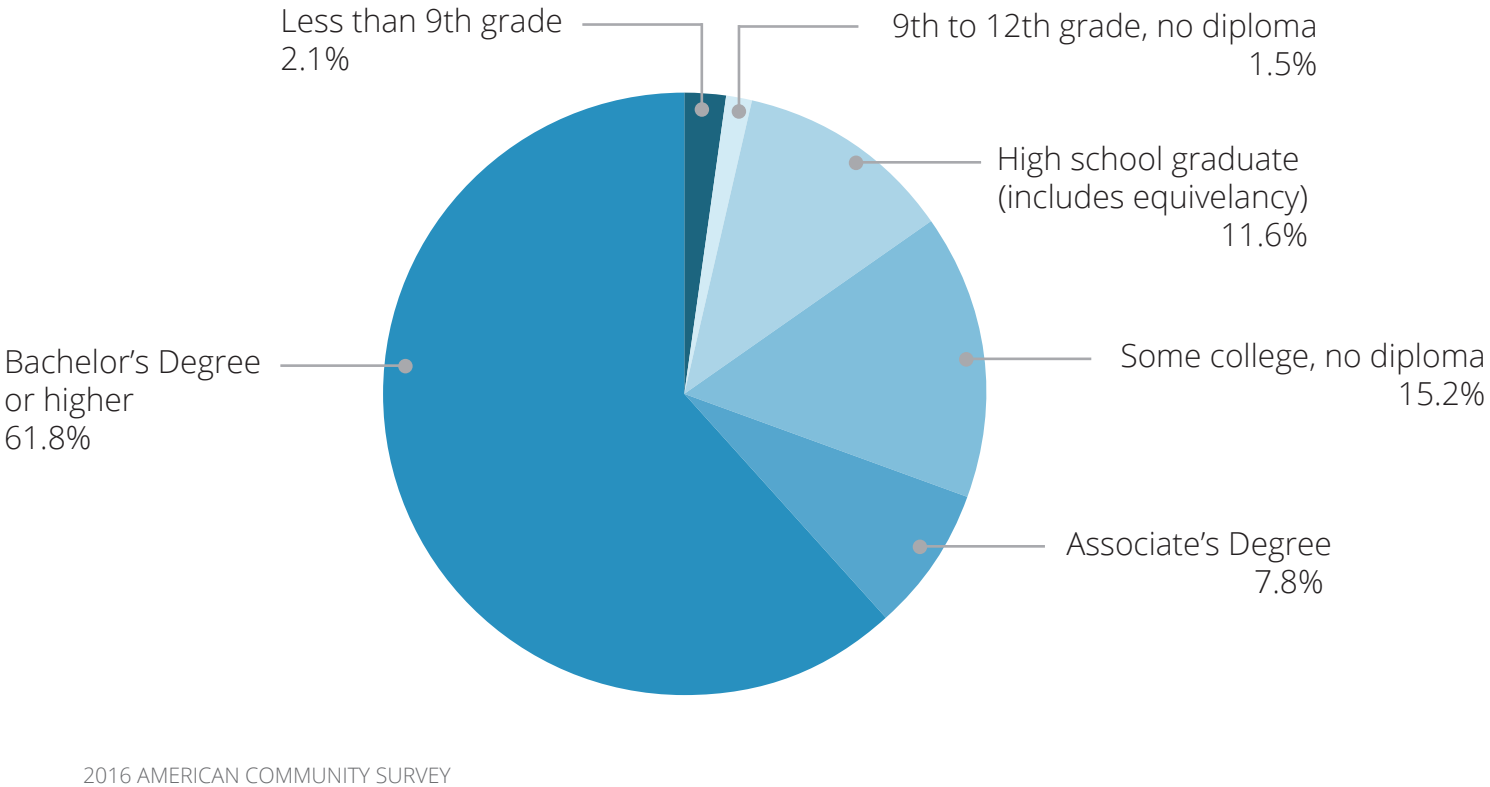
EDUCATION AND WEALTH

- 61.8% of adults aged 25 and older hold a bachelor’s degree.
- 57% of households have an annual income of \$100,000 or more.
- 22.6% of households generate annual incomes of \$200,000 or more.
- The homeownership rate is 76.4%.

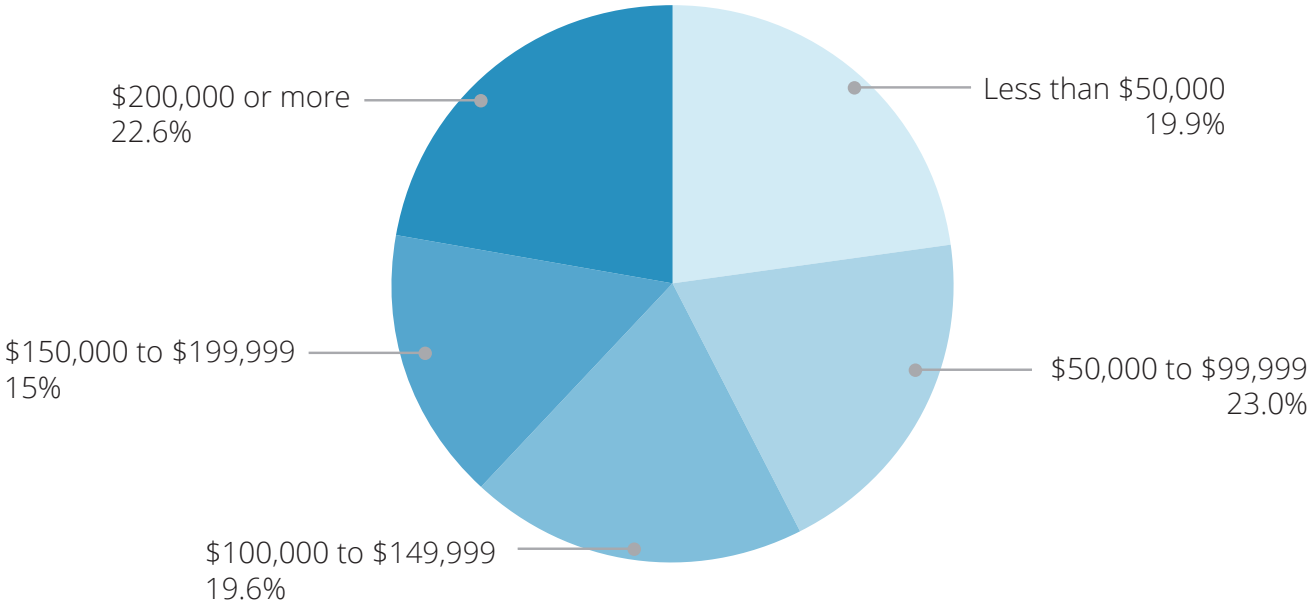
FOREIGN BORN POPULATION ORIGIN



EDUCATIONAL ATTAINMENT IN SOUTH BELLEVUE



ANNUAL HOUSEHOLD INCOME



2016 AMERICAN COMMUNITY SURVEY



Bellevue residents at a local arts fair on a sunny afternoon CITY OF BELLEVUE

OUTREACH AND SURVEYS

THE VOLUNTEER/STAFF SURVEY

In order to glean an inside perspective about the inner workings of Bellevue’s Mini City Hall, we created a survey for volunteers and staff. We wanted to understand what brought them to their stations as volunteers originally, what they do as volunteers, and what impact they have had on the community. Questions about how Mini City Hall could be improved were included so that we could detect problems or barriers which may impede the success of Mini City Hall. We also wanted to gauge their interest in a new Mini City Hall coming to South Bellevue. Lastly, we asked questions that targeted demographics like gender, race, and age. *To view the Volunteer/Staff Survey, see Appendix A.*

Our group felt it was important to ask volunteers and staff why they chose to volunteer or work at Mini City Hall. Two respondents wrote that they wanted to learn more about city government and gain experience working within a governmental institution. Two others wrote that they wanted to contribute to their community. Out of 11 respondents, three wrote that they were currently volunteers and an additional respondent (currently a part-time staff member) wrote that they started out as a volunteer. Learning about what inspires current volunteers and staff to work at Bellevue’s Mini City Hall helped us identify important traits of staff for a new Mini City Hall.

One of the biggest issues raised by the volunteers and staff is the physical capacity of the existing Mini City Hall. Volunteers and staff engage in conversations with clients over highly private matters and, for lack of access to a private room, residents must have these conversations publicly. A site equipped with more space and an extra room would not only protect clients’ privacy but offer space for more people to be helped at once. Other recommendations that came out of interviews with volunteers and staff include:

- Offering legal counsel
- Translating all information in multiple languages
- Forming a partnership with a local school and offering internships to students
- Integrating services with the non-profit organization Cultural Navigators which offers immigration resources and interpretation services

We also asked volunteers and staff about how they commute to work, how long their travel takes them, and whether they live in Bellevue. By learning about how people who work at Mini City Hall commute, we could gauge how important transportation access by all modes would be for volunteers and staff of a new Mini City Hall. We found that most volunteers and staff reside in Bellevue (eight out of 11 surveyed) and most drive to Mini City Hall (seven out of 11 surveyed).

Sending our survey to the volunteers and staff helped us conceive of opportunities to improve the current Mini City Hall. By far, the greatest area of concern to Mini City Hall volunteers and staff is client privacy. This is why we recommend that a new Mini City Hall come equipped with a private room.

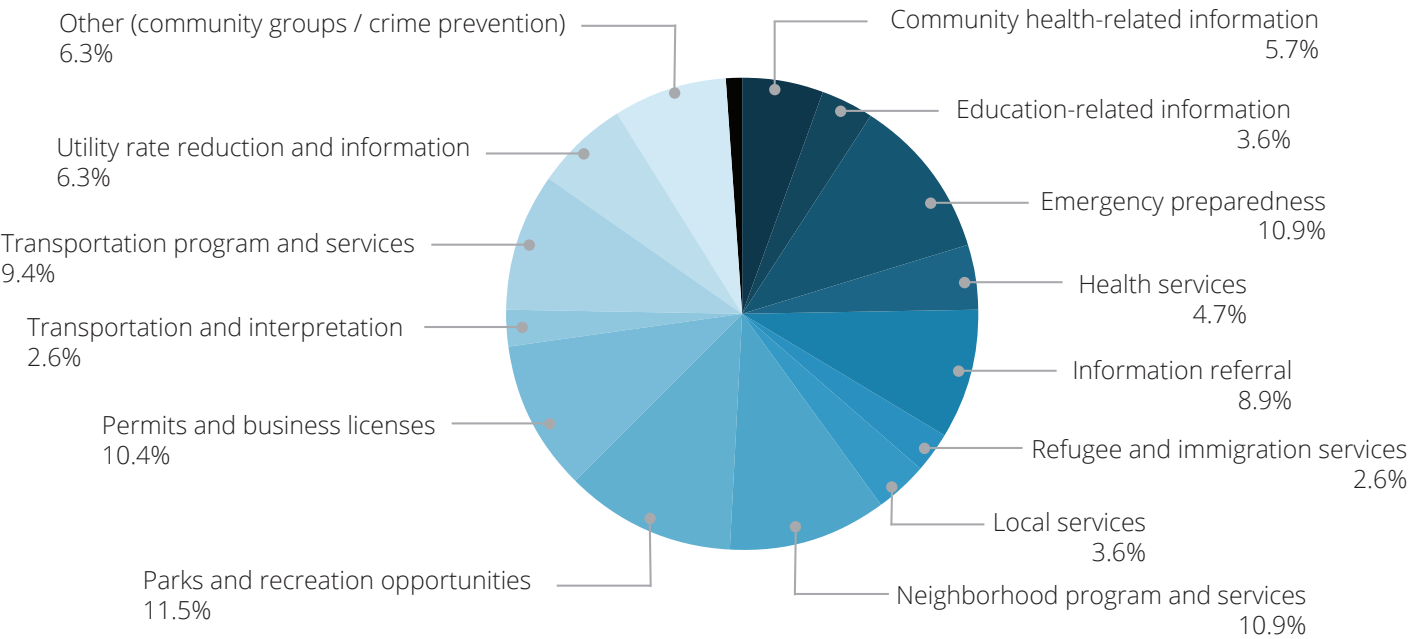
THE RESIDENT SURVEY

After receiving feedback from the two City of Bellevue staff, Ying Carlson (of Mini City Hall) and Mike McCormick-Huentleman (Assistant Director of Neighborhood Services for the City of Bellevue), our team created a resident survey. City staff encouraged us to include questions about the potential services that should be housed at a South Bellevue Mini City Hall. Ying Carlson distributed the survey we created to South Bellevue residents electronically, via Nextdoor. Some of the questions in the survey included:

- Do you know about Mini City Hall?
- If a new Mini City Hall was established, would you visit it? If so, how often?
- What type of services would you like to see offered by a new Mini City Hall?
- Is there anything else you would like us to know?

In total, we received 38 responses to our resident survey. The most requested services were parks and recreation, emergency preparedness, and neighborhood programs (11.5%, 10.9%, and 10.9%, respectively). Of all our findings, this proved to be the most useful piece of information as it helped us identify current Mini City Hall services that should be continued in addition to new services that should be offered at a South Bellevue Mini City Hall. *To view the Resident Survey see Appendix B.*

WHAT TYPE OF SERVICES DO YOU THINK YOU, YOUR FAMILY, OR NEIGHBORS WOULD BE INTERESTED IN?



LCY STUDENT TEAM

OUTREACH TO POTENTIAL PARTNERS

The final phase of our community outreach process involved creating a master contact list of existing and potential Mini City Hall partners and contacting each entity to gauge their interest in working with Mini City Hall.

List of prospective partners we contacted:

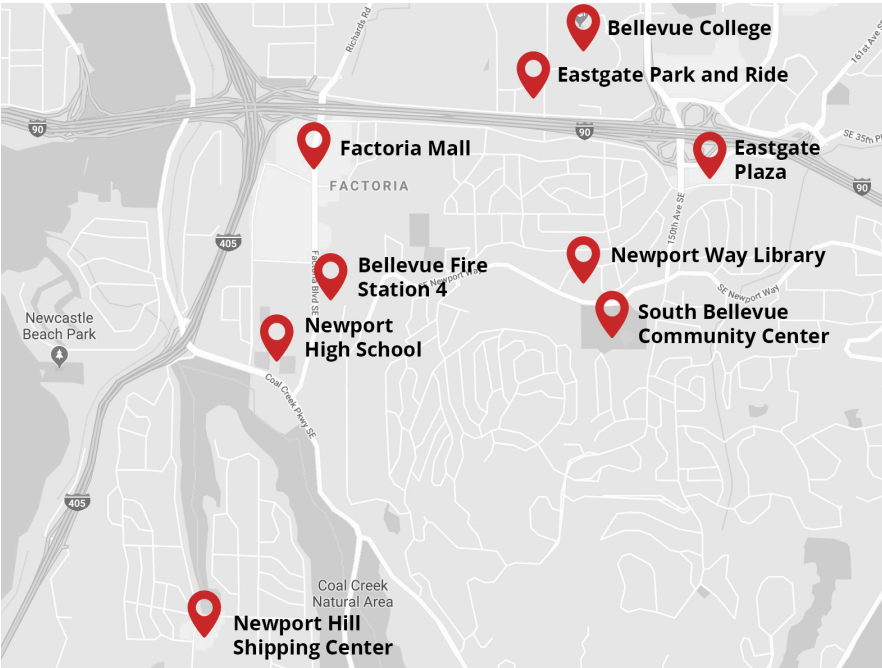
- Eastside Cultural Navigator Program (ECNP)
- Newport Hills Community Club
- Newport High School
- South Bellevue Community Center (SBCC)
- Newport Way Library (NWL)
- Bellevue Fire Department - Station 4
- Factoria Mall
- Bellevue College (BC)
- International Community Health Services (ICHS)
- Eastside Refugee and Immigrant Coalition (ERIC)

We were able to schedule interviews with some of the organizations we contacted (ECNP, SBCC, NWL, ERIC). Before our interviews, we created a set of questions that pertained to their work and to concerns they may have about forming a partnership with Mini City Hall.

SITE SELECTION FOR SOUTH BELLEVUE MINI CITY HALL

SITE VISITS

To help us evaluate a specific area’s potential for hosting a South Bellevue Mini City Hall, we conducted site visits throughout the area. We received a map from Ying Carlson with potential locations indicated and visited seven out of nine of those sites: Bellevue College, Eastgate Park and Ride, Eastgate Plaza, Factoria Mall, Newport Hills Shopping Center, Newport Way Library, and South Bellevue Community Center. We did not visit Bellevue Fire Station 4 or Newport High School. The primary reason we chose not to consider the Bellevue Fire Station was the noise level of the location. We chose not to visit Newport High School because we thought there was potential for students to tease and hassle their peers whose parents may visit Mini City Hall.



The seven potential Mini City Hall host sites students visited in South Bellevue JENNY DIENG

Before we visited any of the sites, we decided on 14 factors that would make a location successful. The location matrix we devised and used to carry out this portion of our study can be found in Appendix D.

- 1. Personal Vehicle Access:** How accessible is the location to drivers or passengers of motor vehicles?
- 2. Multimodal Transportation Accessibility:** Does the site offer convenient access to all modes of transportation (e.g., public transit, bicyclists, and pedestrians)?
- 3. Practical Accessibility:** Can people of all abilities safely access the site? Is there difficult topography?
- 4. Age/Condition:** Is the infrastructure (e.g., roads, sidewalks, and buildings) well maintained or dilapidated?
- 5. Educational Opportunity:** Are there educational institutions nearby that could partner with Mini City Hall?
- 6. Commercial Opportunity:** Is the location nearby any commercial development?
- 7. Third Place Potential:** Does the location attract people for leisure, recreation, or other non-work activities?
- 8. Existing Development:** Is the location near a lot of existing development, or is it in a standalone facility?
- 9. Locational Context:** How central is the location to the rest of South Bellevue?
- 10. General Character:** Is the location mostly residential, mostly commercial, or a mix of both?
- 11. Development Potential:** Is there any potential to up-zone the area?
- 12. Programs/Partnerships Available:** Is the area in close proximity to other civic services or organizations that might partner with Mini City Hall?
- 13. Availability of Space:** Is there a room or vacant storefront that could house a future Mini City Hall?
- 14. Additional Factors:** Are there other unique factors that should be considered for this location?

BUDGET CONSTRAINTS

Bellevue’s budget will devote \$250,000 to the development of a new Mini City Hall to serve South Bellevue. Working under this constraint, we realized we could not reasonably ask the City to build a new building, so it was essential that the Mini City Hall be located within an existing building, similar to the Crossroads Mall site. Bearing this in mind, when we visited each site, we looked for every possible vacant storefront. At sites without vacant storefronts, we spoke with staff about forming a partnership with Mini City Hall and serving as a host. We discussed the possibility of such a partnership with staff from the Newport Way Library (NWL) and South Bellevue Community Center (SBCC).

SITE EVALUATIONS

After visiting each of the sites, we debriefed as a team and decided whether to continue to pursue the site as a potential host for a South Bellevue Mini City Hall. The following offers a brief view of the results of our seven site visits.

BELLEVUE COLLEGE

Bellevue College presented a unique opportunity for Mini City Hall to provide educational resources to anyone. This community college represents the third largest public institution of higher learning in Washington. A new student success building is currently under construction, to open in 2020. Despite these positive factors, after visiting the campus on two occasions, we felt the campus was not welcoming to those who do not work or attend classes at the site. Moreover, the location is located closest to the current Mini City Hall, prompting concerns about service overlap.



Students walking to class at Bellevue College BELLEVUE DOWNTOWN ASSOCIATION

EASTGATE PARK AND RIDE

The Eastgate Park and Ride stands out as having the best transportation access out of all seven sites we visited. The site is well served as a park and ride, with access to Downtown Seattle and Bellevue via more than a dozen different bus routes. There is also a King County Health building adjacent to the site. However, we observed that this location did not act as a third place at all, surrounded only by offices and light industrial uses.



Cars parked at the Eastgate Park and Ride VIVIAN CHAN

EASTGATE PLAZA

Eastgate Plaza is located right off I-90 and 150th Avenue SE. The site is served by a few bus routes and is near restaurants and stores, including Safeway. The site is not located in the center of South Bellevue, but it is highly accessible to major north-south and east-west arterials. There are vacant storefronts in the plaza that could potentially serve as a site for a South Bellevue Mini City Hall. Our greatest concerns about this site are lack of development opportunity in the surrounding area and the fact that it does not function as a third place.

FACTORIA MALL

Located next to the I-90 and I-405 interchange, Factoria Mall is highly accessible by car. The mall is also served by many bus routes and has sidewalks with adequate street crossings for pedestrians. The location is near T-Mobile headquarters, in addition to a host of other businesses. This site represents a third place, more so than any of the other sites we visited. Once inside, one encounters plenty of vacant storefronts with the approximate square footage needed for a Mini City Hall (800-1,200 square feet). Our greatest concern for this site ties to the high traffic volumes that surround it. This concern was also noted by some of the residents who responded to our Resident Survey.



A person strolls through Factoria Mall. VIVIAN CHAN

NEWPORT HILLS SHOPPING CENTER

The Newport Hills Shopping Center (NHSC) is a local retail district in the heart of Newport Hills. The site is near bus stops, a church, stores, and restaurants. However, the plaza and parking lot are in need of repair. Furthermore, the site is not very accessible since it is located far from the geographic center of South Bellevue.



A view of the parking lot and a few shops at the Newport Hills Shopping Center VIVIAN CHAN

NEWPORT WAY LIBRARY

Newport Way Library's building is very modern and clean. The site is surrounded by a residential neighborhood off Newport Way, with limited pedestrian and public transit access. Although not easily accessed by non-SOV means, the library's proximity to the rest of South Bellevue without difficult topography in its surrounding area are positive features. Ultimately, staff notified us that they had no space to host a Mini City Hall, and so we did not pursue this site further.



Newport Way Library's surroundings are suburban-residential, with limited access via bus lines. VIVIAN CHAN

SOUTH BELLEVUE COMMUNITY CENTER

This facility is located on the same road as Newport Way Library in a similar residential setting. The site is near the center of South Bellevue, but lacks sidewalks and access to public transit. Furthermore, the facility is not visible from the road, and it is located on a steep hill. Some of these negative aspects were outweighed by the fact that it acts as a vibrant third place to community members, offering a ropes course, basketball courts, and other fitness facilities. After speaking with staff about the site's potential for hosting a Mini City Hall, we were notified that the site lacked the necessary space.



Entrance to South Bellevue Community Center VIVIAN CHAN

RECOMMENDATIONS

SITE EVALUATIONS

The success of Bellevue’s existing Mini City Hall at Crossroads is due in large part to the staff and volunteers who interface with clients there. Volunteers stated that they choose to work at Mini City Hall because they wanted to make a positive impact in their community. Staff and volunteers of a new Mini City Hall should share a similar desire to give back and to be of service to others. They must be able to work with historically marginalized communities, which requires cultural sensitivity and the ability to speak multiple languages. Moreover, staff and volunteers should be compassionate and professional towards clients and one another. By extending compassion to clients, staff and volunteers can effectively provide services or refer their clients to the right service providers. Likewise, staff must be able to separate their work and non-work lives; this is essential for them to help clients who may be in desperate situations.

SERVICES

We recommend that a new South Bellevue Mini City Hall continue to provide the services that the existing Mini City Hall offers, in addition to some new services. Some of those current services that a new MCH should offer are multilingual interpretive and translation services, a utility payment drop box, and legal assistance for all residents regardless of income. Some new services that we recommend are a permitting center, emergency preparedness information pamphlets, parks and recreation opportunities, and community programs. We encourage the City to provide a room for clients to meet in private to discuss personal and sensitive topics. We also recommend that a new Mini City Hall continue and expand on existing partnerships to offer the following resources and programs:

- 1. **Eastside Cultural Navigator Program:** Navigation and information assistance to early childhood education, youth development, family support, senior and disabled adult services, and healthcare.
- 2. **Statewide Health Insurance Benefit Advisors:** Information on eligibility for health care programs, enrollment help with Medicare, and referrals to other agencies and programs.
- 3. **King County Library System:** Holds events like Computer Coach, which provide adults with tech literacy and job searches online.

- 4. **King County Public Health:** Information and referrals to maternity support services, baby and child dentistry, support and health services for children with special needs, and emergency preparedness plans.
- 5. **International Community Health Services:** Culturally and linguistically appropriate health care services.
- 6. **King County Metro:** Provides ORCA lift cards, and bus route maps.
- 7. **Hopelink Diverse Food Program:** Provides families with access to one of five food banks twice a month.
- 8. **Overlake Hospital Spanish CPR Program:** Provides CPR training to people who speak Spanish only.



LOCATION

The location we recommend for a new Mini City Hall is Factoria Mall. Factoria Mall already functions as a third place to South Bellevue residents and attracts people from all over the region because of its proximity to two major freeways. It is nearby restaurants, retail shops, cinema, and other services that appeal to diverse community members. These businesses stand to complement a South Bellevue Mini City Hall. Furthermore, there is ample opportunity to up-zone the area due to its importance as a South Bellevue hub. Finally, there are several vacant storefronts that offer an appropriate amount of space and that fall within the City's budget.

CONCLUSION

The focus of this project has been to find an appropriate location and to recommend services for a new Mini City Hall in South Bellevue. We learned about desirable qualities of a Mini City Hall from investigating Bellevue's current Mini City Hall in East Bellevue as well as three other sites from across the country. Of the models we studied, we were most impressed with the example set by Bellevue's existing Mini City Hall. Thus, early on, we knew we would suggest that the City offer many of the services it currently provides at the Mini City Hall in East Bellevue. We researched the demographics of South Bellevue so that we could tailor potential new services to the area's residents. We found that South Bellevue's population is generally higher-income, highly educated, and ethnically diverse.

To gain additional insight about internal operations of Bellevue's existing Mini City Hall and to learn more about South Bellevue communities, we created and distributed two surveys, one for Mini City Hall volunteers and staff, and another for South Bellevue residents. Our hope was to learn more about what staff do at Mini City Hall and what residents want out of a new Mini City Hall.

To determine a location, we created a master contact list of potential and current partner organizations throughout South Bellevue; these ranged from schools to shopping plazas, and from public libraries to a park and ride. In order to select the best location, we made a list of criteria to aid us in evaluating prospective sites. Some of the more important criteria we considered included transportation access, whether the site functions as a third place, and the location's potential to partner with other organizations in the vicinity. With these criteria in mind, we visited seven different locations. We noted the benefits and disadvantages of each site. One site stood out for its ease of transportation access and appeal to community members as an existing third place.

Thus, we recommend that the City of Bellevue select Factoria Mall to host a new South Bellevue Mini City Hall. The site has vacant storefronts, is easily assessable by all modes of transportation, and supports community members as a third place. We also recommend that many of the services provided at the East Bellevue Mini City Hall be continued. In particular, we recommend continuing all multilingual services and partnerships. In addition, we recommend that a South Bellevue Mini City Hall incorporate parks and recreation opportunities, emergency preparedness services, and a permitting center; these reflect desires expressed by residents of South Bellevue. Finally, we recommend that a South Bellevue Mini City Hall offer a private room for community members and staff who may prefer to have certain conversations in private.



Aerial view over Factoria Mall in South Bellevue CITY OF BELLEVUE

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APPENDICES

APPENDIX A. MINI CITY HALL VOLUNTEER AND STAFF SURVEY

Mini City Hall Survey (p. 1)

Mini City Hall Volunteer/Staff Survey

As a partnership between Livable City Year and the University of Washington, students in CEP 460 are developing real-life projects with the City of Bellevue. The City of Bellevue is interested in possibly establishing a second Mini City Hall in South Bellevue. Students in CEP 460 have been tasked with generating the preparatory work to determine where a second MCH should be placed and what services and partnerships would it provide if a second MCH is viable. Your responses are anonymous.

Students would like to hear all that you can share with them and would like to thank you for participating in their survey!

What do you do at Mini City Hall?

Your answer

How did you first hear about Mini City Hall?

Your answer

For volunteers, why do you choose to volunteer at Mini City Hall?

Your answer

For non-profit organizations, why do you partner with Mini City Hall?

Your answer

What improvements would you make to the current functioning of Mini City Hall?

Your answer

If a second Mini City Hall were to be built, do you have any recommendations on what should be implemented or continued?

Your answer

If it existed, would you be interested in working at a South Bellevue Mini City Hall location?

☐ Yes

☐ No

Mini City Hall Survey (p. 2)

Who taught you about the workings of Mini City Hall?

Your answer

Are you interested in training new hires/volunteers?

☐ Yes

☐ No

Do you use Mini City Hall services?

☐ Often

☐ Sometimes

☐ Occasionally

☐ Never

☐ Prefer not to say

What types partnerships would you like to see at a Mini City Hall?

☐ Health

☐ Education

☐ Transportation

☐ Finances

☐ Cultural/ language

☐ Other:

Do you live within Bellevue's city limits?

☐ Yes

☐ No

How do you commute to and from Mini City Hall?

☐ Walk

☐ Bicycle

☐ Bike Share

☐ Public Transportation

☐ Personal Vehicle

☐ RideShares

☐ Other:

How long is your commute to Mini City Hall?

- ☐ 0 - 15 minutes
- ☐ 16 - 30 minutes
- ☐ 31 - 45 minutes
- ☐ 46 - 59 minutes
- ☐ Over 60 minutes

Are you employed?

- ☐ Full-time
- ☐ Part-time
- ☐ Seeking work
- ☐ Retired
- ☐ Volunteering for experience
- ☐ Other: _____

How many hours do you commit to Mini City Hall per week on average?

- ☐ 0 - 1 hours
- ☐ 2 - 3 hours
- ☐ 4 - 5 hours
- ☐ 6 - 7 hours
- ☐ 8 - 9 hours
- ☐ 10 hours or more

What's your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say
- ☐ Other: _____

What's your age?

- ☐ 20s
- ☐ 30s
- ☐ 40s
- ☐ 50s
- ☐ 60s and over
- ☐ Prefer not to say

What is your race/ ethnicity?

- ☐ Indigenous or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ White/ Caucasian
- ☐ Hispanic or Latino
- ☐ Two or more races
- ☐ Prefer not to say
- ☐ Other: _____

Is there anything else you would like us to know about Mini City Hall?

Your answer

SUBMIT

Never submit passwords through Google Forms.

This form was created inside of UW. [Report Abuse](#) - [Terms of Service](#)

Google Forms

APPENDIX B. SOUTH BELLEVUE RESIDENT SURVEY

South Bellevue Resident Survey (p. 1)

Mini City Hall Resident Survey

As a partnership between Livable City Year and the University of Washington, students are developing real-life projects with the City of Bellevue. The City of Bellevue is exploring the possibility of establishing a second Mini City Hall in South Bellevue. Students have been tasked with generating the preparatory work to determine where a second MCH should be placed and what services it should provide. The purpose of this survey is to determine which services a potential new South Bellevue Mini City Hall should provide. THIS SURVEY SHOULD TAKE LESS THAN 5 MINUTES TO COMPLETE AND YOUR RESPONSES ARE ANONYMOUS.

Students would like to hear all that you can share with them and would like to thank you for participating in their survey!

Is there anything we should consider for a Mini City Hall in South Bellevue?

Thank you for your input!

Have you heard of Mini City Hall?

☐ Yes

☐ No

If yes, how did you hear about it?

South Bellevue Resident Survey (p. 2)

Mini City Hall, located in the Crossroad Mall, is a satellite office of Bellevue's City Hall. It offers information and referral services ranging from city services to non-profit organizations that offer specialized expertise in health, education, transportation, and translation/ interpretation.

What type of services do you think you, your family or neighbors would be interested in?

☐ Community Health related information

☐ Education related information

☐ Emergency preparedness

☐ Health services

☐ Information referral

☐ Refugee and Immigration Services

☐ Legal services

☐ Neighborhood programs and services

☐ Parks and recreational opportunities

☐ Permits and business licenses

☐ Translation and interpretation

☐ Transportation program and services

☐ Utility rate reduction information

☐ Utility services and billing

☐ Other:

If it were in South Bellevue, how often would you go to a Mini City Hall?

☐ Often

☐ Sometimes

☐ Occasionally

☐ Not likely

Is there anything we should know as we plan for a new Mini City Hall?

SUBMIT

APPENDIX D. LOCATION MATRIX

Location Matrix (p. 1)

Criteria	Factoria Mall	Newport High School	Newport Way Library
Locational Context	Central location, close to downtown, near residential areas	Central location, South Factoria Area	Geographically central but lacks accessibility
Personal Vehicle Accessibility	High: easy access to I-90 and I-405, along Factoria Boulevard, ample parking at the mall and surrounding locations, traffic concerns	Moderate: Close to freeways, near major intersection, some parking available, traffic concerns	Moderate: along major road with light traffic, small amount of parking available
Multimodal Transportation Accessibility	High: Transfer location, served by 9 bus lines including one frequent route, moderate walkability	Moderate: Several bus lines, moderate walkability	Low: No bus access, no sidewalks, very low walkability, possible bus/sidewalk access in future
Practical Accessibility	Moderate: high traffic volume may impact accessibility, street crossings and sidewalks available	Low: difficult topography, those without ties to the school may be discouraged to use	Low: only partly visible from road, limited pedestrian access
Age/Condition	Mall building first built in 1977, renovated in 1999, mostly in good condition, surrounding commercial building are more recently developed	Established in 1964, current facility completed in 2008, in good condition	Opened August 10th 1970, in good condition but lacks available space
Educational Opportunity	Moderate: near Newport High School, no real opportunities in Factoria Mall area	High: located at high achieving academic institution, educational programs available	High: located at library, near several primary schools
Commercial Opportunity	High: Concentration of retail and office development	Moderate: Near commercial center of Factoria, some retail locations nearby	Low: located between Eastgate and Factoria
Existing Development	Largely developed	Mostly developed, some lower density residential	Mostly undeveloped, low density residential
Development Potential	Moderate, potential for upzoning the area, infill in land used for parking lots, introducing more mixed use development	Low, difficult topology, usable land taken up by school	Low: limited by topology
Community Gathering	Acts as a 3rd place for community, less so than Crossroads	High School/family community location, Research Needed, Potential for gathering	Yes, organization promotes community engagement, relative isolation lowers accessibility
Programs/Partnerships Available	Potential to partner with Police and Fire Department, major commercial activity center with large existing user base	Education programs, student body involvement	Library programs, community organizations, City of Bellevue, King County
Availability of Space	Yes	No	No
General Character	Primary commercial center of South Bellevue	Suburban High School, Residential	Single Family Residential, Service Location
Additional Factors		Student Safety	

Location Matrix (p. 2)

S Bellevue CC	Eastgate Plaza South	Eastgate Plaza North	Bellevue College	Newport Hills Shopping Center
Geographically central but lacks accessibility	Central location, south of I-90	Central location, but north of I-90	Central location, but north of I-90	Not central to South Bellevue overall but at the core of the Newport Hills neighborhood
Moderate: along major road with light traffic, small amount of parking available in two lots	High: access to I-90, along major intersection, some parking available	High: access to I-90, along major road with light traffic, parking space in lots and garages	Moderate: accessible to I-90, several reduced speed roads through campus, parking available but restricted	Moderate: along major street, parking available
Low: No bus access, no sidewalks, very low walkability, possible bus/sidewalk access in future	Moderate: 2 frequent bus routes, low walkability with few walking routes or street crossings, difficult to access from residential neighborhoods	High: Served by Eastgate Park and Ride, several major bus routes (3 ST and 9 Metro), medium walkability	High: several bus routes through and adjacent, connection to Eastgate Park and Ride, somewhat accessible to pedestrians, good walkability on campus	Moderate: Park and Ride, minor bus routes, medium walkability
Very low: not visible from road up long driveway, hilly terrain, no pedestrian access	High: sidewalks and curbcuts avaiable, disabled parking in front of site, barrier formed by I-90	High: wide sidewalks, disabled parking and curbcuts available, barrier formed by I-90	Moderate: somewhat closed campus, somewhat difficult terrain, accomodations available	Moderate: hilly terrain but disabled parking available
Renovated in 2005. well maintained athletic facilities	Built in 1956, renovated in 1986, adequate condition, recently renovated safeway	Good condition, mostly newer office buildings and transportation infrastructure	New Student Success Center planned for 2020 to host Mini City Hall, best facility option	Poor condition, mostly abandoned commercial structures
Moderate: located near library, several primary schools	Low: near but not accessible to Bellevue College	Low: is accessible to Bellevue College	High: located at a educational institution, educational and training programs offered	Moderate: several primary/secondary schools including private preparatory schools
Low: located between Eastgate and Factoria	Moderate: located in a secondary retail center	Moderate: medium office development, some retail nearby	Low: nearby small scale commercial development and offices	Moderate: Some retail existing, opportunity for expansion
Mostly undeveloped, low density residential	Moderate: low density commercial center	Moderate: mid rise office development, opportunity for mixed use	Moderate: moderate density of existing buildings on campus, development controlled by College administration	Moderate: low density commercial, surrounded by mixed density residential
Low: limited by topology/public space	Moderate: Potential for upzone but space limited by freeway/geography	High: area north of I-90 planned for transit-orientated mixed-use and upzoning	Moderate: major development planned by College	Moderate: residential upzoning possible, commercial spaces could use revitalization
Yes, organization promotes community engagement, relative isolation lowers accessibility	Low, only in the commercial sense	Very Low, only in the commercial sense	Low, somewhat closed campus but gathering center for student/faculty community	Moderate: near several churches, parks, schools, and other community gathering spaces, potential as a commercial third place
City of Bellevue, several community organizations and programs centered around recreation	Potential to connect services in Eastgate area such as SBCC, Newport Way Library, and Bellevue College	Potential partnership with Metro and Sound Transit, Eastgate Public Health Center	Partnership with Bellevue College programs, students and staff	Currently minimal but potential to partner with community assets nearby
No	Yes	No	Yes	Yes
Single Family Residential, Service Location	Low Density Commercial Setting	Medium Density Office Setting	Suburban College Campus	Neighborhood Commercial Center
Recreational opportunities		TOD, light rail potential	TOD, light rail potential, Bellevue College partnership and student involvement	Commercial Revitalization, High Income residential area

APPENDIX E. MINI CITY HALL VOLUNTEER AND STAFF SURVEY RESPONSES

Mini City Hall Volunteer and Staff Survey Responses (p. 1)

What do you do at Mini City Hall?
SHIBA volunteer
Spanish Navigator
Volunteer
“Provide meaningful assistance to city and community programs and services. Deal especially with low income programs.”
“We provide information and meaningful referral to appropriate City and Community programs and services. We also assist schools, business and human service organizations that work with immigrant and refugee communities. Provide in - house interpreters (8 languages) & the Language Line (150 languages). By providing assistance and referrals in multiple languages the MCH ensures that more our clients are able to access local services and receive help for their concerns. Provide forms for: naturalization, senior discounts, KC property tax relief, voter registration, utility rate relief programs, business startup licenses... Offer maps, brochures, publications & information. Ensure equal access to services & provide quick response to concerns. We also: Process City water bill payments Sell & renew KC pet licenses.”
provide cultural navigation services to clients
My tasks cover the whole gamut: customer service, buying/ordering, visual merchandising, outreach, info/referral to counselors, resources, sites...
Volunteer
Community outreach and healthcare education
Customer service and information referral
Computer literacy and information referral

Mini City Hall Volunteer and Staff Survey Responses (p. 2)

How did you first hear about Mini City Hall?
I live in the area and see it when I go to Crossroads Mall
5 years ago
via Cultural Conversations notice
From the police department
Through a friend
Bellevue community
“Walked past the space while shopping in Crossroads Shopping Center then perused their Volunteer opportunities binder”
Friend referral
I live nearby
My high school teacher
Thru our partnership with the city of Bellevue

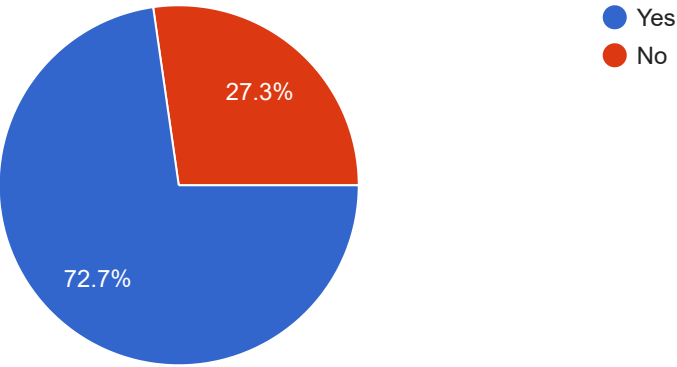
For volunteers, why do you choose to volunteer at Mini City Hall?
It’s my “duty station”.
to serve a diverse community and have more involvement in the city
I originally started as a volunteer...wanted to contribute to the community and have more social interaction with people
I wanted to practice my people skills and learn about city government
I want to gain experience working with city government

For non-profit organizations, why do you partner with Mini City Hall?
<i>It's a great location with ample free parking and we get the benefit of being on the mall events calendar. Also, MCH provides information with other services that my clients can use.</i>
<i>For the support City Of Bellevue provide to our program. Location is very convenient for our clients</i>
<i>CISC</i>
<i>Community outreach and healthcare education</i>
<i>It's a great place to make our services more accessible for people. The language assistance MCH provides is simply remarkable</i>

What improvements would you make to the current functioning of Mini City Hall?
<i>It's too small and cramped. My interactions with clients involve confidential information and the space is pretty open. Also, I've had clients complain about the noise level.</i>
<i>Take care of well been of employees. make sure employees dont get stress out and have microwave so they can bring food from home. Eating at local restaurants is expensive and not healthy.</i>
<i>Definitely need a large space</i>
<i>1. Partner with organisations that provide legal and health assistance like MCRC etc.</i>
<i>"I would like to see MCH partner with more organizations."</i>
<i>add/address challenges with confidential areas for clients</i>
<i>We need a bigger space to accommodate more conference tables for our partners and clients, a slightly wider front desk to create a comfortable space for two working stations. A semblance of privacy for our clients during appointments is essential - some of our partner counselors have to provide service on a table in the Mall in front of our space. We don't have adequate display walls/units to hold non-English literature. The descriptive "Mini" is very apropos.</i>
<i>Make it bigger, not enough space for programming and privacy issues for partnership programs</i>
<i>Make it bigger so we can sit inside instead of outside</i>
<i>Bigger and more partnership opportunities</i>
<i>Having a bigger space will be so helpful so we can serve customers better. It would also be great to have space with a door. Privacy is an issues right now while working with a customer.</i>

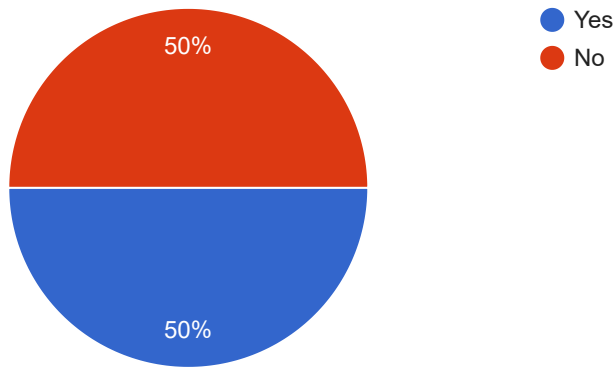
If a second Mini City Hall were to be built, do you have any recommendations on what should be implemented or continued?
<i>A room where privacy can be had. See comments above. Also, a community board where we could post free events from non-profits, gov't/civic forums, etc. would be nice. And definitely keep the wall of brochures where people can find out about community resources.</i>
<i>if planning on having Cultural navigators have a better work station with lock drawers to put paper work and clients files</i>
<i>"The hours should be 8:00am to 5:00pm to better reflect the timi8ngs of the vcity in case help is needed."</i>
<i>"Since South Bellevue is in a community center there is no natural flow of traffic like in a mall. There should be more advertisement from the city."</i>
<i>access Multilingual services</i>
<i>We are proud of what we do here. Providing a safe, friendly, welcoming atmosphere is essential. Customer service is second to none and our commitment to equal access to all is a requirement. A cadre of professional partners is a must and maintaining service to overcome all types of barriers is important. South Bellevue demographics should help steer us in the right direction but tracking numbers once in operation will help target our priorities.</i>
<i>Make the sign in multiple languages, make it bigger. Continue the partnerships with different organizations</i>
<i>More community partnership</i>
<i>More partnerships and perhaps have full time staff. It would be great to partner with the school district and with student interns</i>
<i>The languages and the diversity of staff, all the great partnerships with different organizations</i>

If it existed, would you be interested in working at a South Bellevue Mini City Hall location?
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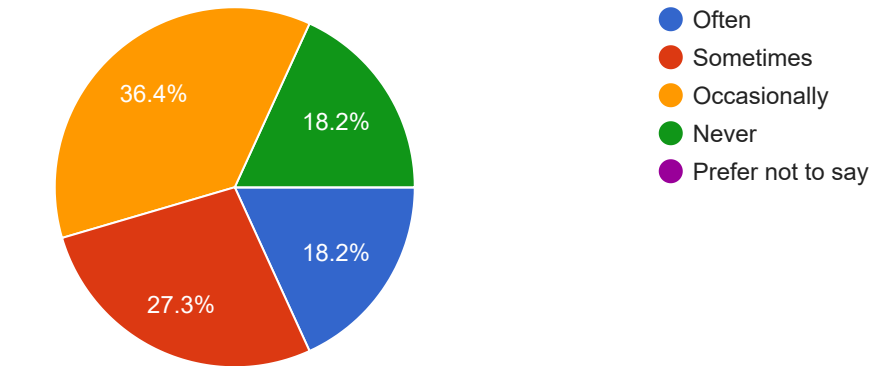


Who taught you about the workings of Mini City Hall?
<i>The people there.</i>
<i>Irina and Linda</i>
<i>Linda Sakamoto</i>
<i>Barb Tuininga</i>
<i>Ying Carlson</i>
<i>I learned from everyone - managers, staff and clients</i>
<i>Ying and Barb the old manager</i>
<i>Barb Tuininga, Ying Carlson and all the wonderful staff</i>
<i>Ying Carlson and Linda Sakamoto but also the wonderful partnership agency staff</i>
<i>Manager Ying Carlson</i>

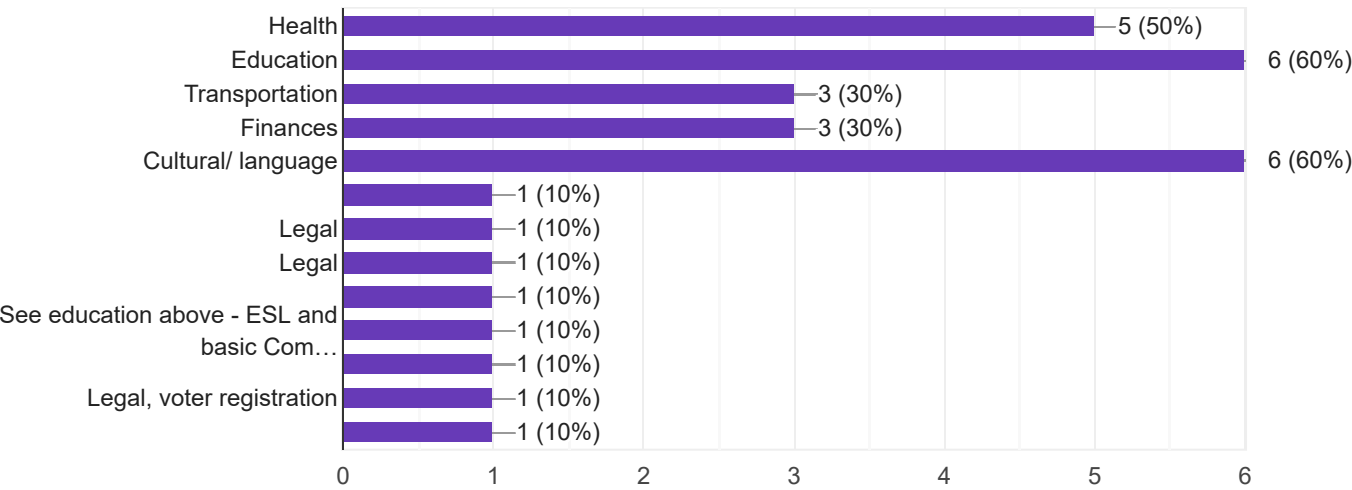
Are you interested in training new hires/volunteers?



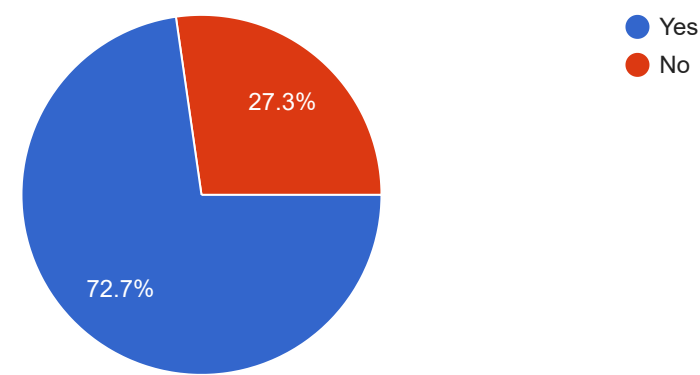
Do you use Mini City Hall services?



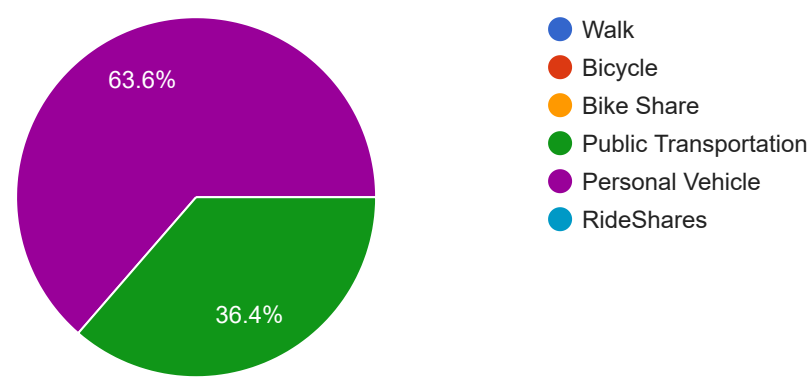
What types partnerships would you like to see at a Mini City Hall?



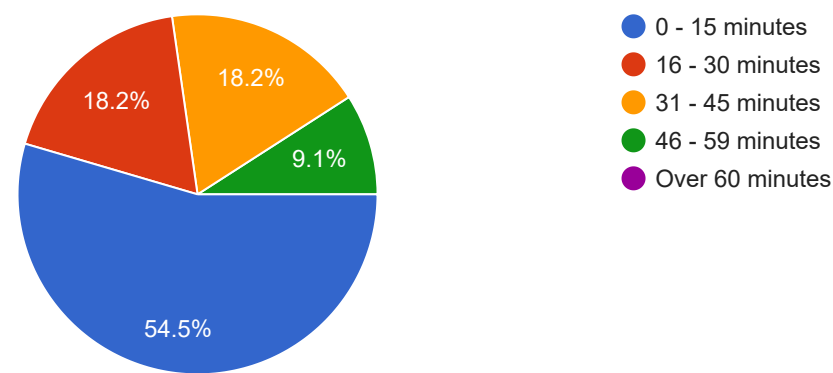
Do you live within Bellevue’s city limits?



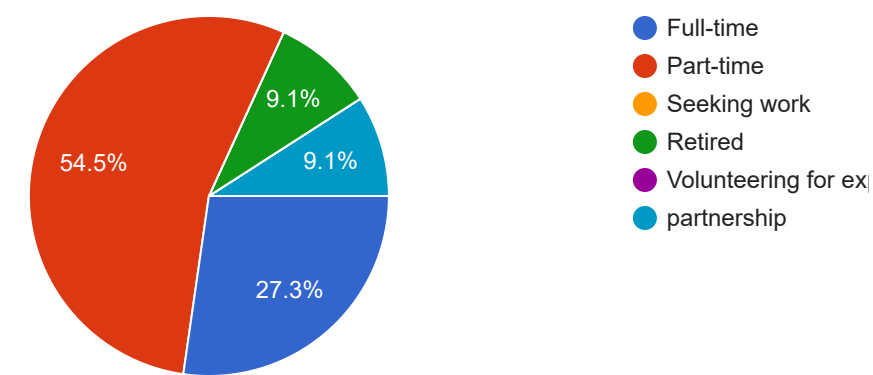
How do you commute to and from Mini City Hall?



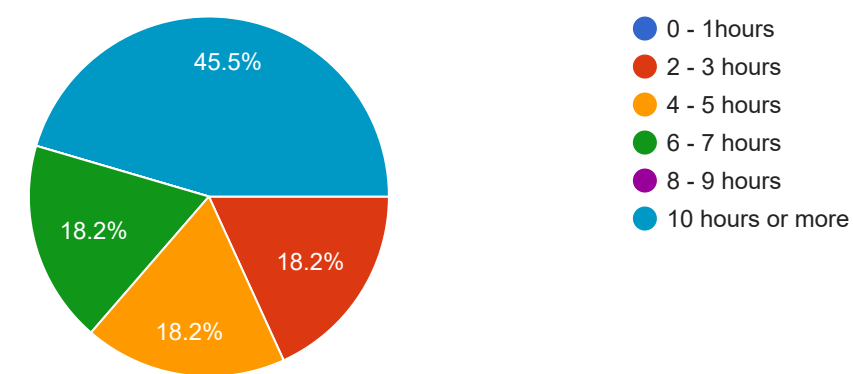
How long is your commute to Mini City Hall?



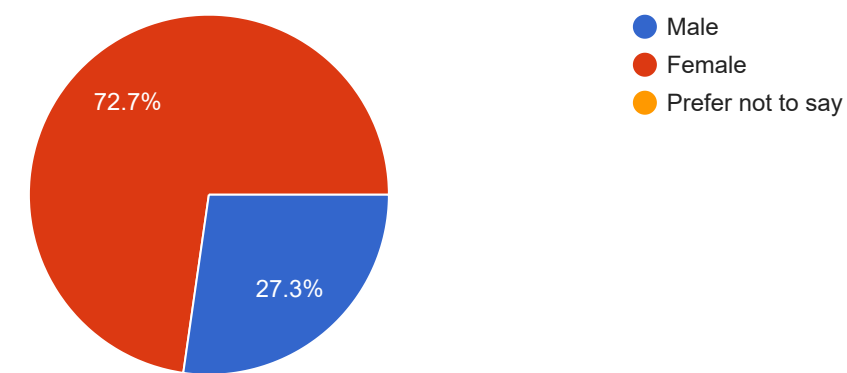
Are you employed?



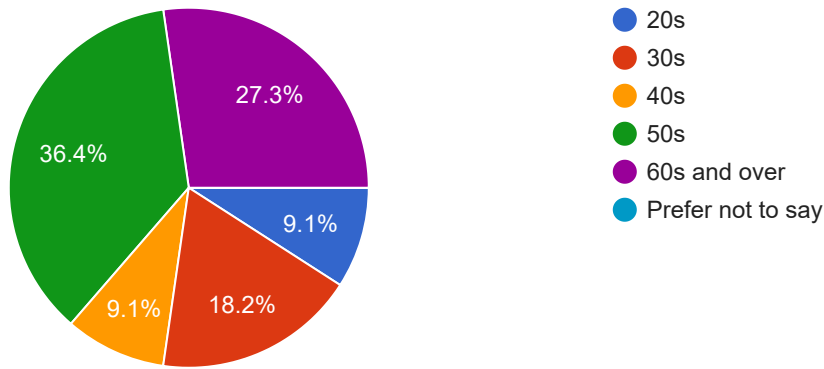
How many hours do you commit to Mini City Hall per week on average?



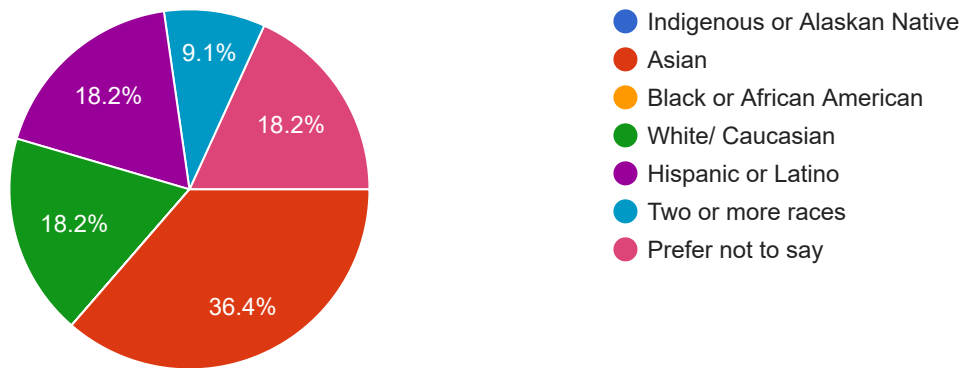
What’s your gender?



What's your age?

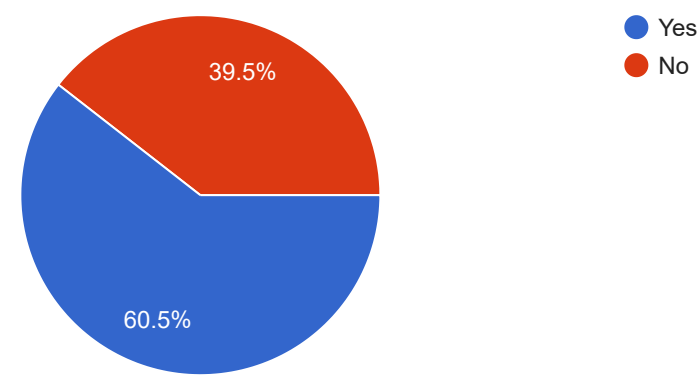


What is your race/ ethnicity?



Is there anything else you would like us to know about Mini City Hall?
<i>The location is great because it is right on the main mall and people can easily see it. Also, the volunteers are incredibly helpful.</i>
<i>It provides excellent service to the community both in terms of resources and attitudes.</i>
<i>CMCH - Great asset to the entire community.</i>
<i>Consider having Computers and printers for resident public use...</i>
<i>Mini City Hall rocks!</i>

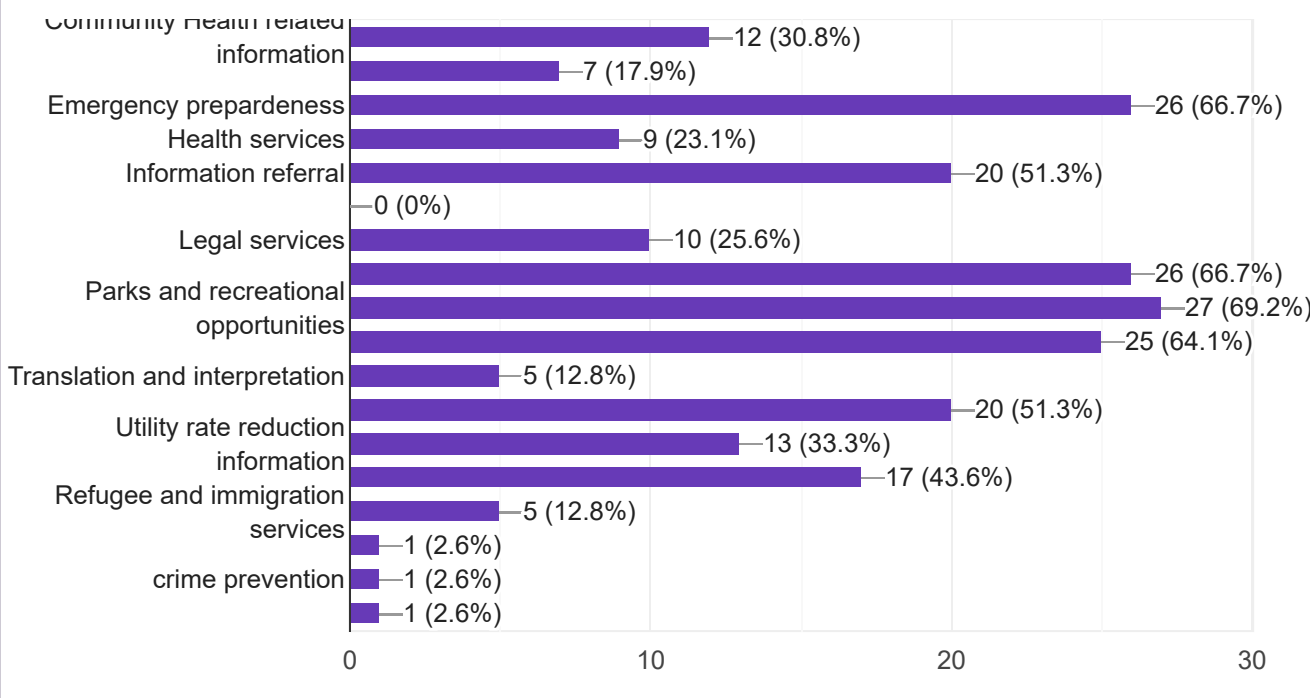
Have you heard of Mini City Hall?



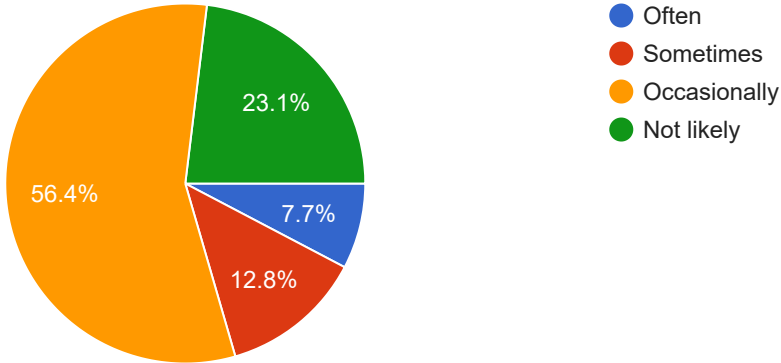
If yes, how did you hear about it?

I see the one in Crossroads Mall because I am a frequent visitor to that mall.
I used to work for COB
I am familiar with and have used the mini City hall at Crossroads .
Visited it
Nextdoor message
I have been there
Don't remember. I've known about it for many years. i've lived in Bellevue for 24.5 years
Nextdoor post by city of Bellevue
Visited it.
Been there
I've seen the one at Crossroads Mall and I believe there used to be one in Factoria Mall
Seen it driving by Crossroads Mall
Seen it
I've been to the one at Crossroads.
Our homeowners assoc.
President of Homeowners.
Homeowners association
Been to the crossroads mini city hall
Crossroads mall has one, HOA sent survey to me
Bellevue newsletter

What type of services do you think you, your family or neighbors would be interested in?



If it were in South Bellevue, how often would you go to a Mini City Hall?



Is there anything we should know as we plan for a new Mini City Hall?
<i>I live in Newport Hills, which has a central commercial area that would be a great spot for a new Mini City Hall/Community Center.</i>
<i>Can the mini city do class registrations for Parks?</i>
<i>If it is placed at Factoria, it should not be nestled inside the mall. It should be outward or street facing so people can easily see it and be aware of its day to day presence.</i>
<i>As a member of my HOA, we give new residents a packet of information when they move in. This includes pamphlets that we get from mini city hall. The Crossroads location is about 20 minutes away and it would be great to be able to get these pamphlets from a location closer to us like SBCC. Also Occasionally is misspelled above. I feel it would be helpful if the survey differentiated between the city hall having information available and actual services. Also, the demographics in South Bellevue are changing and we have many East Asian residents for whom English is a 2nd language. Having information in Mandarin and Cantonese and possibly other languages would be helpful. Also, look into services that local non profits already provide and think about avoiding overlaps. For example, Calvary Church on 164th already offers free ESL classes.</i>
<i>It's hard to answer these questions since "South Bellevue" is so ambiguous. Is it south of Main Street, or south of I-90? I can speak for my neighborhood, Newport Hills, but I am very certain we will not be a candidate to house a Mini City Hall.</i>
<i>I don't know what you mean by Education related services, or Information referral in your list above. Actually, many of the services are so nebulous. I checked some but I have no idea what that might actually look like in reality. Like, Legal services. could i come to mini city hall and speak to an attorney for free? Parks and recreational opportunities - what would be offered in this service beyond the emails I get or what's available on the Parks & Rec website? Same question for Neighborhood programs and services.</i>
<i>Might make sense to pair it with some other government office that people ten to frequent such as Factoria post office.</i>
<i>Consider location carefully. Traffic in the Factoria area is heavy all day long. I'd hate to see a new MCH underutilized because it's too difficult to get to.</i>
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<i>Consider location carefully. Traffic in the Factoria area is heavy all day long. I'd hate to see a new MCH underutilized because it's too difficult to get to.</i>
<i>Accessibility and parking are critical.</i>
<i>I would need ADA and parking ease. I would be interested in information to help seniors, either through the city's facilities or through non profits.</i>
<i>yes, Don't bother. All this does is add additional and unwanted employees and associated payroll and other burdens. Keep planning with an emphasis in an exit strategy so that your attempts continue as a study without any implementation.</i>
<i>No. I think you should move forward quickly!</i>
<i>Keep it away from factoria</i>
<i>City hall is well located and easy to access. Doubt a south Bellevue mini city hall could justify any expense.</i>
<i>easy access and parking. Downtown City Hall is too difficult to get to</i>
<i>I use factoria satellite facility</i>