

Lake Harriet CAC: Work Plan and Stakeholder Engagement Plan

Current to: October 2009

This combined Work Plan and Stakeholder Engagement Plan is based on efforts by several CAC Task Forces and the CAC as a whole (see previous CAC documentation for additional process information). Information gathered and input received from stakeholders these efforts will help the CAC prepare thoughtful recommendations for the Park Board that align with the CAC's defined Project Objectives and Operating Assumptions (see that document for more information). This Plan will continue to be regularly updated and modified to reflect CAC decisions and input results. Format notes: The activities are listed in chronological order and are numbered for convenient reference. The "IAP2 Engagement Category" refers to the International Association for Public Participation's Spectrum of Public Participation; see more information at www.iap2.org. Contacts and especially "proxies" are the key individuals or organizations who can help the CAC connect with these identified stakeholders. For more information on stakeholder engagement or the work of this CAC, contact CAC Chair Matt Perry at mattp@pobox.com, and please visit the CAC's Ning site to view the CAC's most current draft documents and discussions at <http://lakeharrietcac.ning.com/>

Per our charge and the CAC's adopted project objectives and operating assumptions, we seek to answer the following questions:

1. Should food concession options be expanded at the Lake Harriet pavilion area, and if so, for what purpose and to what end?
2. If they are expanded or changed, what are the impacts and how are they best addressed?
3. If more food options are offered, what structural and/or physical layout changes to the pavilion area would be necessary (if any).

According to the CAC's adopted project objectives and operating assumptions,, the CAC is framing its work using the goals from the Board's vision theme 3, *dynamic parks that shape city character and meet diverse community needs*, and the following goals:

- Goal: Parks shape an evolving city
- Goal: Park facility renewal and development respects history and focuses on sustainability, accessibility, flexibility, and beauty
- Goal: Focused land management supports current and future generations
- Goal: Financially independent and sustainable parks prosper
- Goal: Through outreach and research, park and recreation services are relevant today and tomorrow
- Goal: Easily accessible information supports enjoyment and use of the park and recreation system

	Week of...	Stakeholder (SH), IAP2 Engagement Category, "Stake"	Purpose of Engagement	Tools, Techniques, Activities	Contacts, Proxies	Responsibility	Question # that Results Answer + Status
1.	06/15/09	Church service providers, attendees <i>IAP2 Engagement Category: Inform, consult</i> <ul style="list-style-type: none"> • They are directly affected by the physical layout decisions • Note: This is a different group every summer Sunday 	<ul style="list-style-type: none"> • Inform them of the CAC's process and activities • Help us understand any concerns, preferences, priorities you have re: potential changes to concessions in this area 	<ul style="list-style-type: none"> • E-letter • E-survey 	<ul style="list-style-type: none"> • Lake Harriet church association leader 	<ul style="list-style-type: none"> • Staff provides contact information • Chair and Elizabeth Larson draft letter • Staff sends out 	<ul style="list-style-type: none"> • Status: Done 6/22 <div style="text-align: center;"><input checked="" type="checkbox"/></div>
2.	06/15/09	Trolley operators <i>IAP2 Engagement Category: Inform, consult</i>	<ul style="list-style-type: none"> • Inform them of the CAC's process and activities • Help us understand any concerns, pref- 	<ul style="list-style-type: none"> • E-letter • E-survey 		<ul style="list-style-type: none"> • Staff provides contact information • Chair and Eliza- 	<ul style="list-style-type: none"> • Status: Done 6/22 <div style="text-align: center;"><input checked="" type="checkbox"/></div>

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	<ul style="list-style-type: none"> Concession decisions may have an effect on their operations and revenues 	erences, priorities you have re: potential changes to concessions in this area			<ul style="list-style-type: none"> beth Larson draft letter Staff sends out 	
3.	06/15/09 Donors <i>IAP2 Engagement Category: Inform, consult</i> <ul style="list-style-type: none"> Active users or supporters who have taken the additional step of being contributors 	<ul style="list-style-type: none"> Inform them of the CAC's process and activities Help us understand any concerns, preferences, priorities you have re: concessions in this area 	<ul style="list-style-type: none"> E-letter E-survey 	<ul style="list-style-type: none"> People for Parks 	<ul style="list-style-type: none"> Staff provides contact information Chair and Elizabeth Larson draft letter Staff sends out 	<ul style="list-style-type: none"> Status: Done 6/30 <input checked="" type="checkbox"/>
4.	06/15/09 Lakes District Council <i>IAP2 Engagement Category: Inform, consult</i> <ul style="list-style-type: none"> Their constituencies are the neighborhood organizations that are in the MPRB's Lakes District 	<ul style="list-style-type: none"> Inform them of the process Help us understand any concerns, preferences, priorities you have re: concessions in this area 	<ul style="list-style-type: none"> E-letter E-survey 		<ul style="list-style-type: none"> Staff provides contact information Chair and Elizabeth Larson draft letter Staff sends out 	<ul style="list-style-type: none"> Status: Done 6/30 <input checked="" type="checkbox"/>
5.	06/15/09 Lake Harriet Yacht Club Buoy permit holders Canoe rack permit holders <i>IAP2 Engagement Category: Inform, consult</i> <ul style="list-style-type: none"> They pay for access to/are heavy users of the water area abutting the concession areas 	<ul style="list-style-type: none"> Inform them of the process Help us understand any concerns, preferences, priorities you have re: concessions in this area 	<ul style="list-style-type: none"> E-letter E-survey 		<ul style="list-style-type: none"> Staff provides contact information Chair and Elizabeth Larson draft letter Staff sends out 	<ul style="list-style-type: none"> Status: Done 6/22 <input checked="" type="checkbox"/>
6.	06/15/09 Linden Hills Business Assn. Morningside Business Assn. Nicollet East Harriet Business Assn. 50th & France Business Assn. <i>IAP2 Engagement Category: Inform, consult</i> <ul style="list-style-type: none"> They represent businesses who directly or indirectly benefit from or are hurt by the concession choices that are made at Lake Harriet 	<ul style="list-style-type: none"> Inform them of the process Help us understand any concerns, preferences, priorities you have re: concessions in this area 	<ul style="list-style-type: none"> E-letter E-survey 	<ul style="list-style-type: none"> Designated contact from City list 	<ul style="list-style-type: none"> Staff provides contact information Chair and Elizabeth Larson draft letter Staff sends out 	<ul style="list-style-type: none"> Status: Linden Hills, Nicollet East Harriet and 50th & France have been completed. Unable to contact Morningside. <input checked="" type="checkbox"/>
7.	06/15/09 Event Operators <i>IAP2 Engagement Category: Inform</i> <ul style="list-style-type: none"> Concession decisions may have affect their decisions 	<ul style="list-style-type: none"> Inform them of the CAC's process and activities Provide web page link 	<ul style="list-style-type: none"> E-letter E-survey 		<ul style="list-style-type: none"> Staff provides contact information Chair and Elizabeth Larson draft; Staff sends out 	<ul style="list-style-type: none"> Status: Done <input checked="" type="checkbox"/>

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8.	06/22/09	CAC Meeting #3	•	•		•	<input checked="" type="checkbox"/>
9.	06/22/09	Park Board Foundation IAP2 Engagement Category: <i>Inform, consult</i> • Active supporters, advocates, and fundraisers for the Minneapolis park system	• Help us understand any concerns, preferences, priorities you have re: potential changes to concessions in this area	• Conference call with Foundation president with a CAC representative	• Foundation president Cecily Hines, 612-822-3403	• Chair • CAC volunteer • Anne Carroll to facilitate	• Status: Done <input checked="" type="checkbox"/>
10	06/22/09	Park Police/Law Enforcement for Lake Harriet Support Services Lakes District Manager Lakes District Maintenance Foreman IAP2 Engagement Category: <i>Involve</i> • They have information the CAC needs to help inform their decisions	• To gather information on the intersection between concessions, uses, and impacts; questions include but are not limited to the following: • Environmental: • People feeding people-food to fish, birds; signage? • Litter harming animals • Seating: • Would more be needed and if so what kind and where • How to prevent excess litter from people sitting and eating outside • Facilities • Capacity for existing or new concessions • Meeting code requirements • Costs to bring equipment and facility up to code and to meet future needs • Safety/Enforcement • People staying on the right paths • Littering • Feeding the animals • Parking enforcement	• Solicit questions from CAC by June 12 • Chair and Anne Carroll will convene a conference call with them and any CAC members who wish to participate the week of June 15		• Staff • Chair • CAC members • Anne Carroll	• Status: Done <input checked="" type="checkbox"/>
11	06/17/09 Due end of day Wed June 17 to CAC via email and Ning; to be discussed at June 22 meeting	MPRB finance (information) IAP2 Engagement Category: <i>NA</i>	• Gather information to support CAC decisions; questions/issues will include but are not limited to the following: • Relationship between enterprise revenues and what those monies fund • How the funding works for concessions; who pays for what; what level of public subsidy exists • Actual revenues over time by site; annotated with notes about why certain things happened • What's a reasonable payback period for the vendor's rehab and equipment in-	• Staff report • CAC discussion		• Staff	• Status: Done <input checked="" type="checkbox"/>

Week of...	Stakeholder (SH), IAP2 Engagement Category, "Stake"	Purpose of Engagement	Tools, Techniques, Activities	Contacts, Proxies	Responsibility	Question # that Results Answer + Status
		<ul style="list-style-type: none"> vestment How much is "enough" money from concessions, which ones, and for what purpose The underlying reasons for having concessions at all, anywhere; what's the purpose, intent, value, impacts, benefits, etc. (tied to Comprehensive Plan, Board priorities/decisions, cost and revenue information, what revenues fund, etc.) Questions from Ning site 				
12	06/22/09 Due end of day Wed June 17 to CAC via email and Ning; to be discussed at June 22 meeting Current Concession Operators <i>IAP2 Engagement Category: Consult</i> <ul style="list-style-type: none"> They may have information that the CAC needs to help inform their decisions 	<ul style="list-style-type: none"> Gather information to support CAC decisions; questions/issues will include but are not limited to the following: <ul style="list-style-type: none"> Split between alcohol and food and what regulations currently do and could apply (how the alcohol licensing process works) Average time to deliver an order Most profitable items, and not What works well Challenges of existing layout, equipment Sales volume over time, related to events, etc. Service levels at existing operations relative to fluctuating demands Concession revenues and changes as a result of changing services, vendors, etc. Mobile concession revenues, issues 	<ul style="list-style-type: none"> Staff report Interviews with operators 		<ul style="list-style-type: none"> Staff CAC volunteers 	<ul style="list-style-type: none"> Status: Done <input checked="" type="checkbox"/>
13	06/17/09 Due end of day Wed June 17 to CAC via email and Ning; to be discussed at June 22 meeting MPRB operations/ concessions (information) <i>IAP2 Engagement Category: NA</i>	<ul style="list-style-type: none"> Gather information about why change food options at Lake Harriet at all and address various factors, including but not limited to: <ul style="list-style-type: none"> Provide more options for customers Increase revenue How this relates to service levels and how people are thinking about event-based demand changes When did concession changes occur (per the revenue spreadsheet), and what were the resulting changes in user volumes? What were your expectations for user changes resulting from the 	<ul style="list-style-type: none"> Staff report on background information Staff and CAC volunteers to interview current concession operators CAC discussion 		<ul style="list-style-type: none"> Staff 	<ul style="list-style-type: none"> Status: Done <input checked="" type="checkbox"/>

Week of...	Stakeholder (SH), IAP2 Engagement Category, "Stake"	Purpose of Engagement	Tools, Techniques, Activities	Contacts, Proxies	Responsibility	Question # that Results Answer + Status
		originally proposed LH concession change? What were your anticipated revenue changes?				
14 06/22/09-07/12/09	Heavy concession users Concert goers Active park users <i>IAP2 Engagement Category: Involve</i> <ul style="list-style-type: none"> They are the most directly affected by concession and physical layout decisions 	<ul style="list-style-type: none"> To gather their specific opinions to better inform CAC decisions 	<ul style="list-style-type: none"> Intercept surveys at locations TBD by the CAC; examples include: <ul style="list-style-type: none"> North point, where come down the hill (after turn) off William Berry Pkwy. Area east of boat launch where skaters slow down because they have to cross road twice Near existing concession area and bandstand 		<ul style="list-style-type: none"> CAC CAC volunteers Anne Carroll 	<ul style="list-style-type: none"> Status: <input checked="" type="checkbox"/>
15 07/13/09	CAC Meeting #4	•	•		•	<input checked="" type="checkbox"/>
16 07/20/09? (based on their availability)	Neighbors/neighborhood associations <i>IAP2 Engagement Category: Involve</i> <ul style="list-style-type: none"> Their constituencies border Lake Harriet and they are the City/Park Board recognized entities They include: <ul style="list-style-type: none"> East Harriet Neighborhood Association Fulton Neighborhood Association Linden Hills Neighborhood Coun. Lynnhurst Neighborhood Assn. 	<ul style="list-style-type: none"> Ask them to host an event where people can come get information and give input Ask them to point to CAC's Survey Monkey survey, CAC webpage and Ning website 	<ul style="list-style-type: none"> Community forum CAC/consultant help with design MPRB may need to supplement associations' promotion with mailings E-survey + people can provide phone input by leaving voicemail at MPRB phone number 	<ul style="list-style-type: none"> Organization's designated representative 	<ul style="list-style-type: none"> Chair CAC volunteers Anne Carroll 	<ul style="list-style-type: none"> Status: Done <input checked="" type="checkbox"/>
17 August	CAC Meeting #5	•	•		•	<input checked="" type="checkbox"/>
18 Sept	CAC Meeting #6	•	•		•	<input checked="" type="checkbox"/>

The following elected officials were kept informed periodically throughout the CAC's entire process

	Week of...	Stakeholder (SH), IAP2 Engagement Category, "Stake"	Purpose of Engagement	Tools, Techniques, Activities	Contacts, Proxies	Responsibility	Question # that Results Answer + Status
19	Periodically	Park Board Commissioners bordering the lake and at-large Commissioners with high interest <i>IAP2 Engagement Category: Inform, consult</i> <ul style="list-style-type: none"> • They make the decisions • They represent constituents around Lake Harriet and/or have expressed particular interest in this project 	<ul style="list-style-type: none"> • Inform them of the CAC's process and activities and invite their thoughts. 	<ul style="list-style-type: none"> • Provide Fine and Nordstrom with periodic short written updates to present to Board. • Provide At-Large Commissioners with high interest written email updates • Phone conversations 		<ul style="list-style-type: none"> • Chair 	<ul style="list-style-type: none"> • Status: Done <input checked="" type="checkbox"/>
20	Periodically	City Council <i>IAP2 Engagement Category: Inform</i> <ul style="list-style-type: none"> • Their work intersects with that of the MPRB 	<ul style="list-style-type: none"> • Inform them of the CAC's process and activities 	<ul style="list-style-type: none"> • Provide periodic short written updates 	<ul style="list-style-type: none"> • Appropriate committee chair 	<ul style="list-style-type: none"> • Chair 	<ul style="list-style-type: none"> • Status: Done as needed/requested <input checked="" type="checkbox"/>
21	Periodically	City Council members representing area around Lake Harriet, and the Mayor <i>IAP2 Engagement Category: Inform</i> <ul style="list-style-type: none"> • They live near/represent constituents around the Lake 	<ul style="list-style-type: none"> • Inform them of the CAC's process and activities 	<ul style="list-style-type: none"> • E-mail 	<ul style="list-style-type: none"> • CAC members 	<ul style="list-style-type: none"> • CAC members for their appointers • CAC chair for Remington 	<ul style="list-style-type: none"> • Status: Done as needed or requested <input checked="" type="checkbox"/>
22	Optional	Regulatory and permitting bodies <ul style="list-style-type: none"> • Fire Department • Board of estimate taxation • Minnehaha Watershed District • PCA • CLIC 	<ul style="list-style-type: none"> • Note: Staff will determine extent to which any of these organizations are relevant to the work of this CAC, and report back to the Chair 	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • TBD 	<ul style="list-style-type: none"> • Initially staff and chair 	<ul style="list-style-type: none"> • Status: Determined to be not necessary to fulfill charge