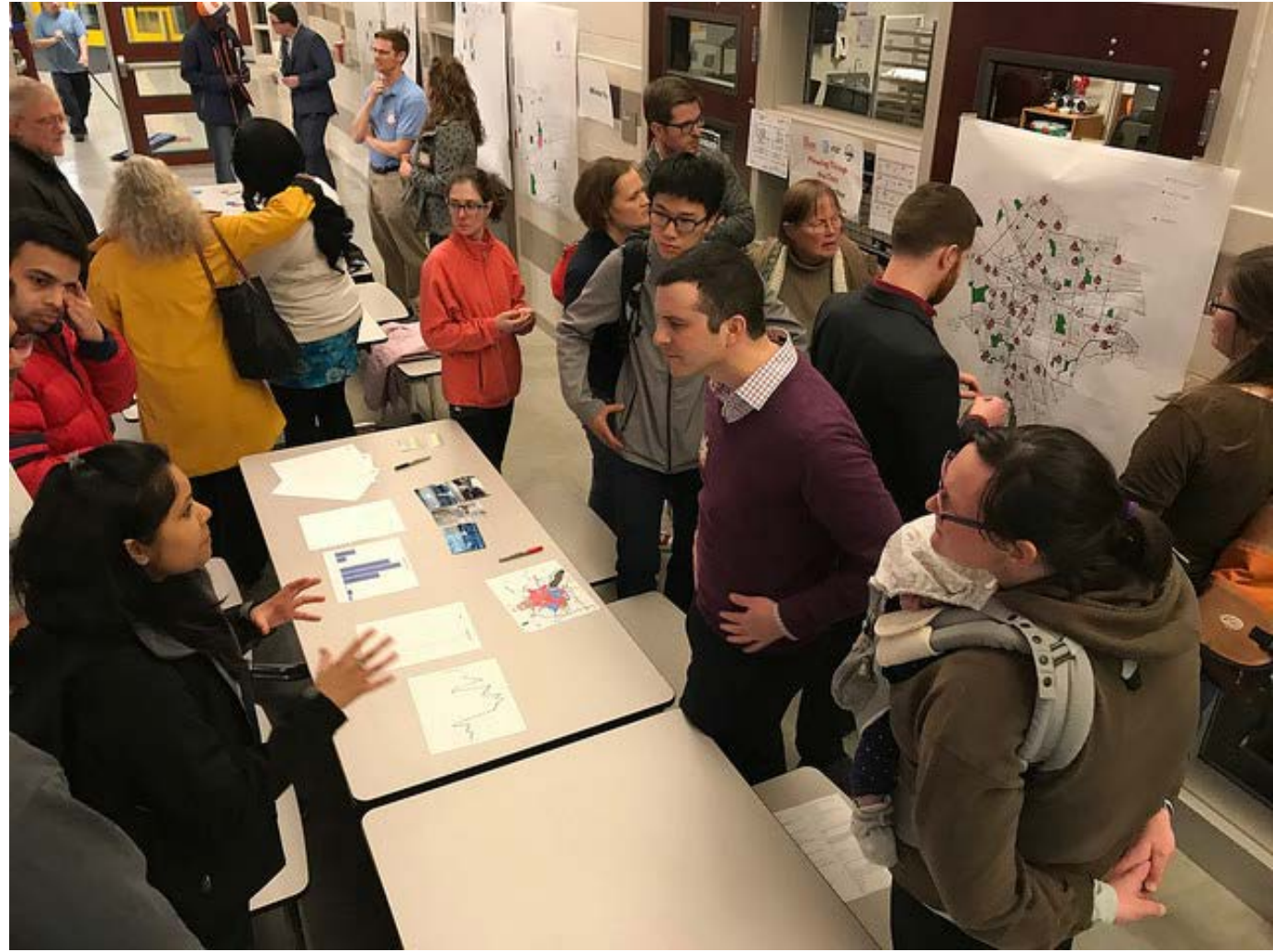


Reinventing the Public Meeting

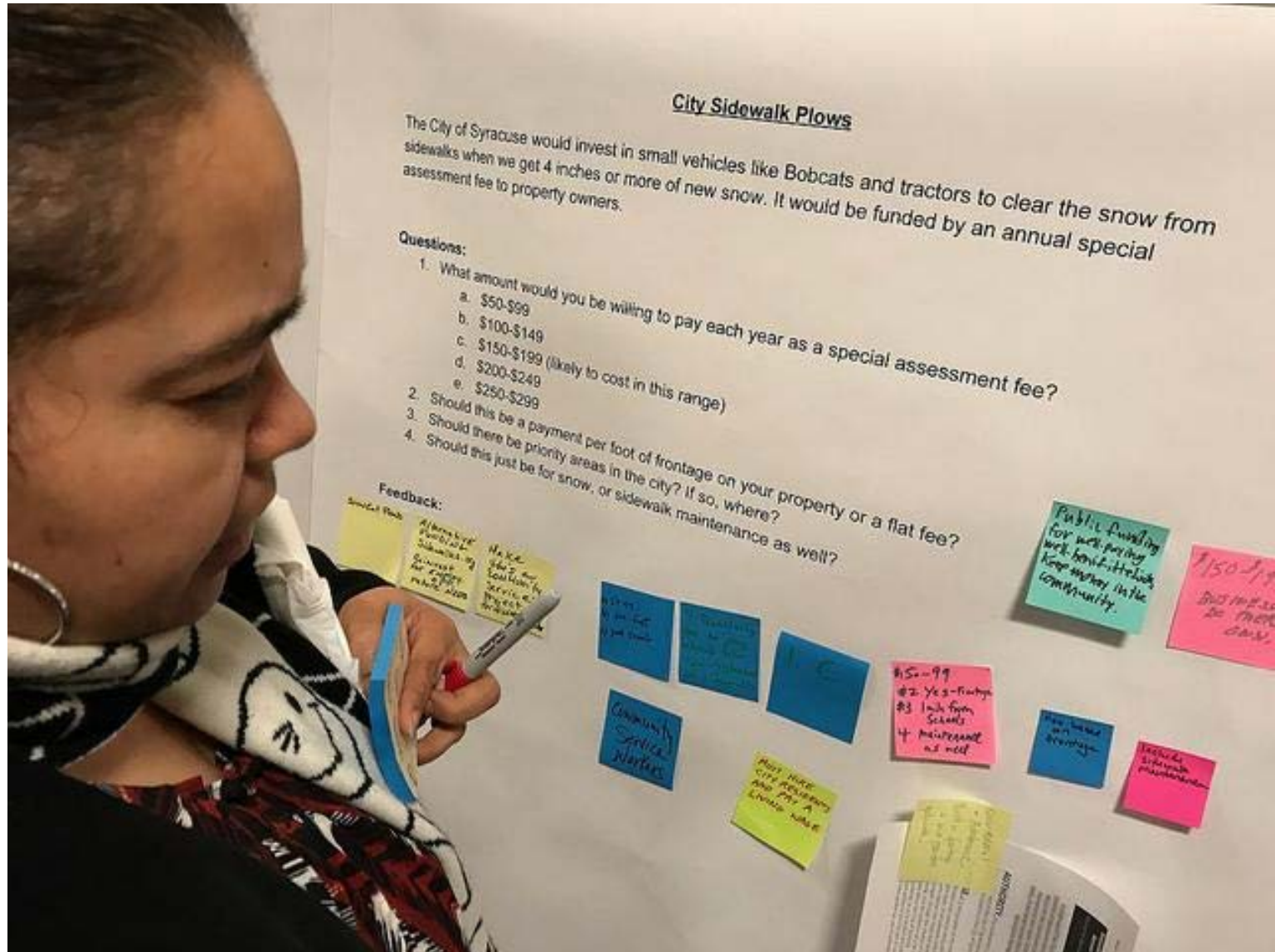
Adria Finch
City of Syracuse
Director of Innovation

Why?

Workshops Stations Co-Design Facilitation



Targeted Questions

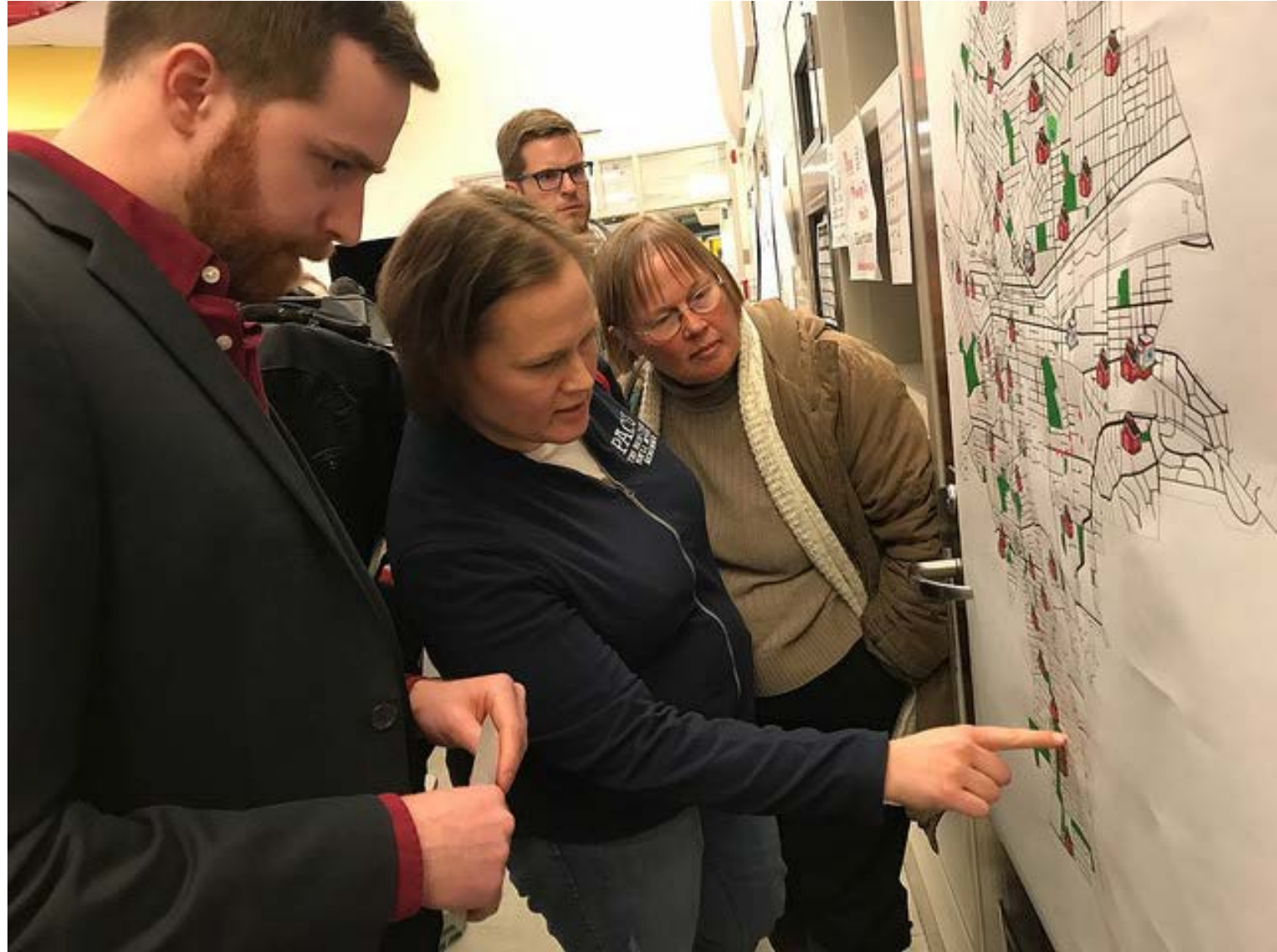


Solutions

Dot Voting








Spatial Feedback

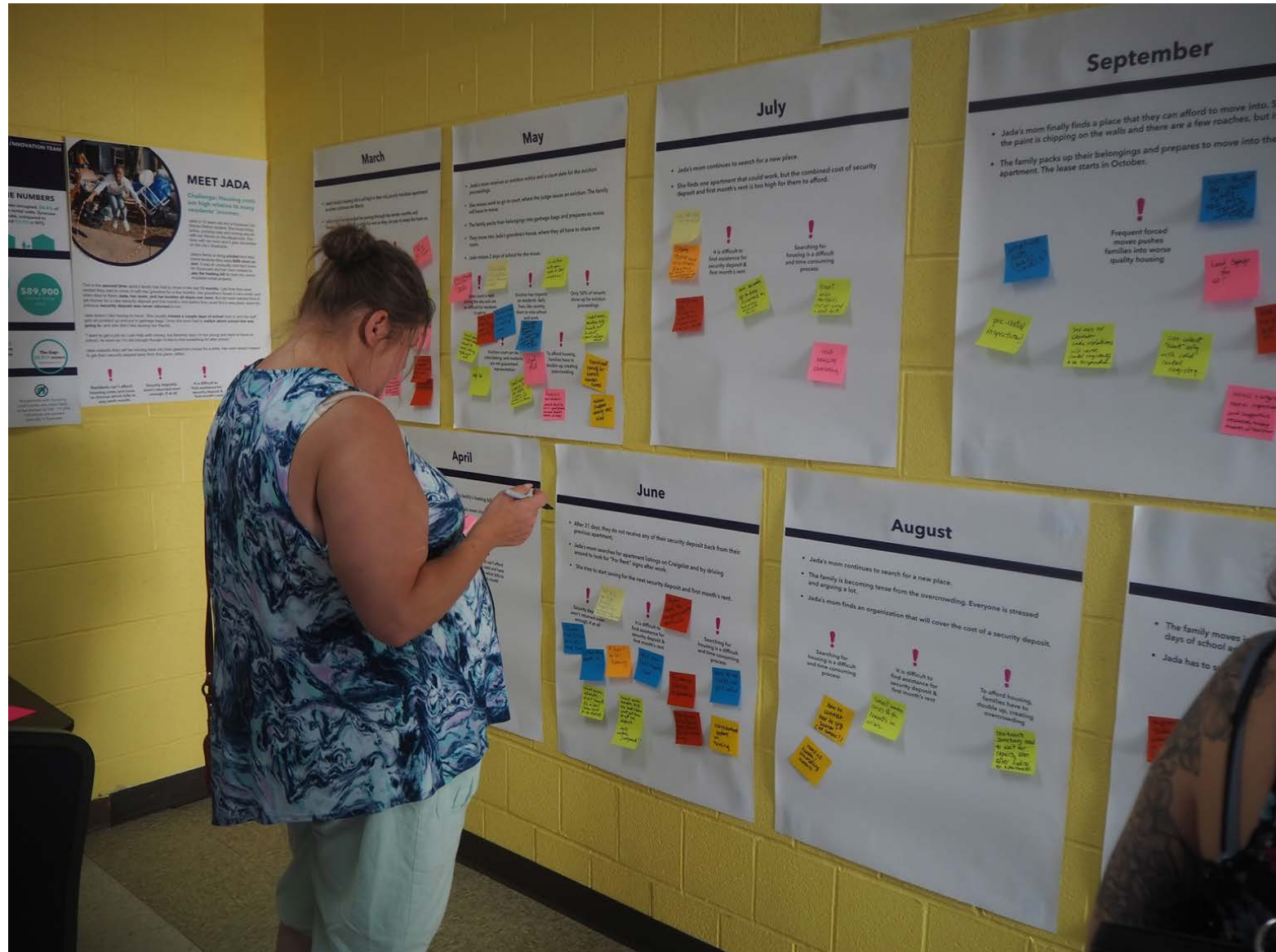


Journey Mapping

Housing Stability: User Experience Map

 Steps							
 Emotions							
 Touch Points							
 Challenges							
 Pain Points							

Timeline



Personas



MEET JADA

Challenge: Housing costs are high relative to many residents' incomes.

Jada is 10 years old and a Syracuse City School District student. She loves being active, jumping rope and running around with her friends on the playground. She lives with her mom and 5 year old brother on the city's Southside.

Jada's family is being **evicted** from their home because they were **\$200 short on rent**. It was an unusually cold April (even for Syracuse) and her mom needed to **pay the heating bill** for their old, poorly insulated rental property.

This is the **second time** Jada's family has had to move in the last **12 months**. Last time they were evicted they had to move in with her grandma for a few months. Her grandma's house is very small, and when they're there **Jada, her mom, and her brother all share one room**. But her mom needed time to get money for a new security deposit and first month's rent before they could find a new place, since the previous **security deposit was never returned** to her.

Jada doesn't like having to move. She usually **misses a couple days of school** from it, and her stuff gets all jumbled up and put in garbage bags. Once she even had to **switch which school she was going to**, and she didn't like leaving her friends.

"I want to get a job so I can help with money, but Momma says I'm too young and need to focus on school. As soon as I'm old enough though I'd like to find something for after school."

Jada expects they will be moving back into their grandma's house for a while. Her mom doesn't expect to get their security deposit back from this place, either.



Residents can't afford housing costs and have to choose which bills to pay each month



Security deposits aren't returned soon enough, if at all



It is difficult to find assistance for security deposit & first month's rent



To afford housing, families have to double up, creating overcrowding

Kids' Activities



Venting



More Voices
Better Feedback
Fewer Distractions
Improved Dialogue
Fun Atmosphere



Thank you!

Adria Finch
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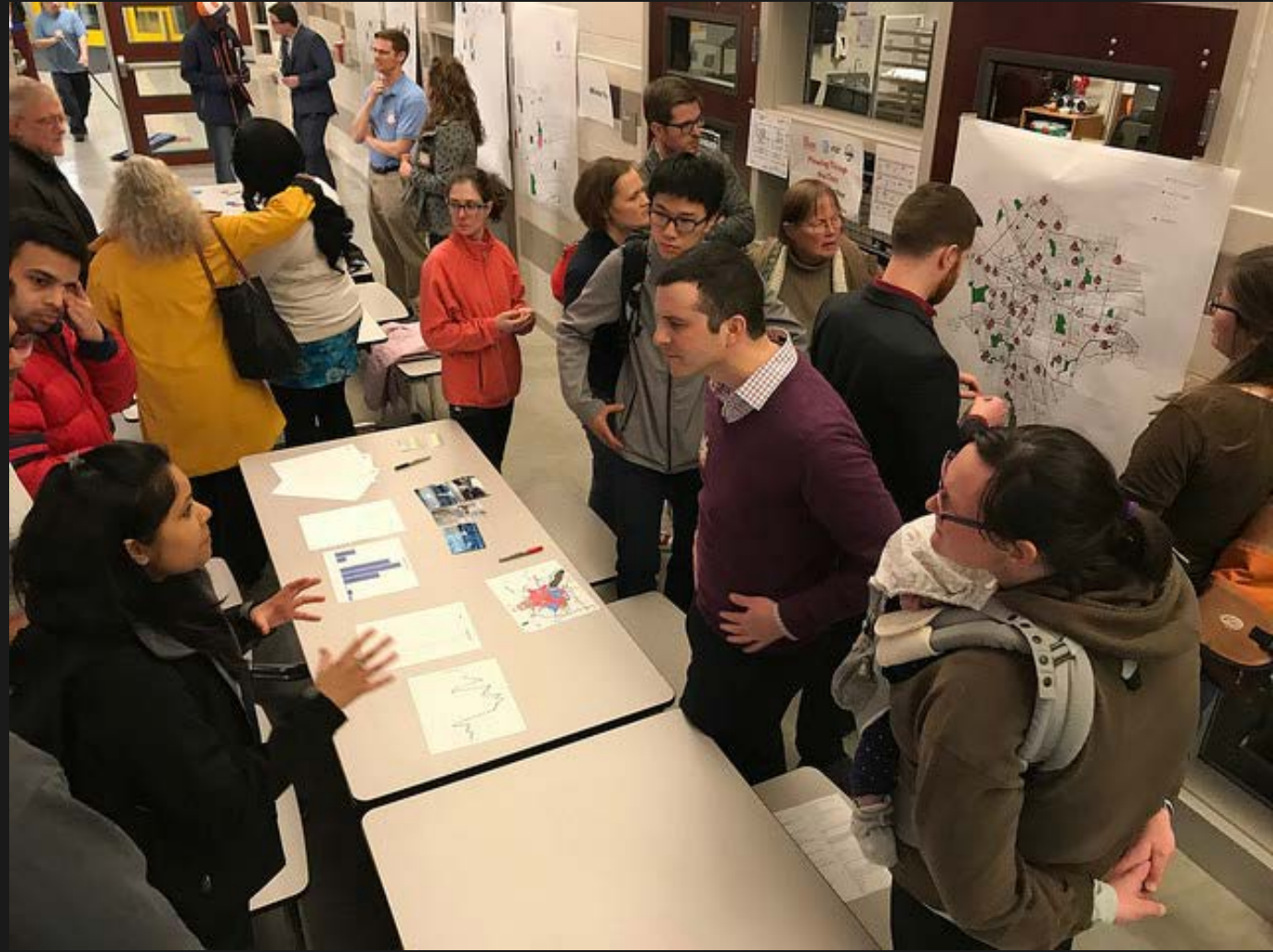
Reinventing the Public Meeting

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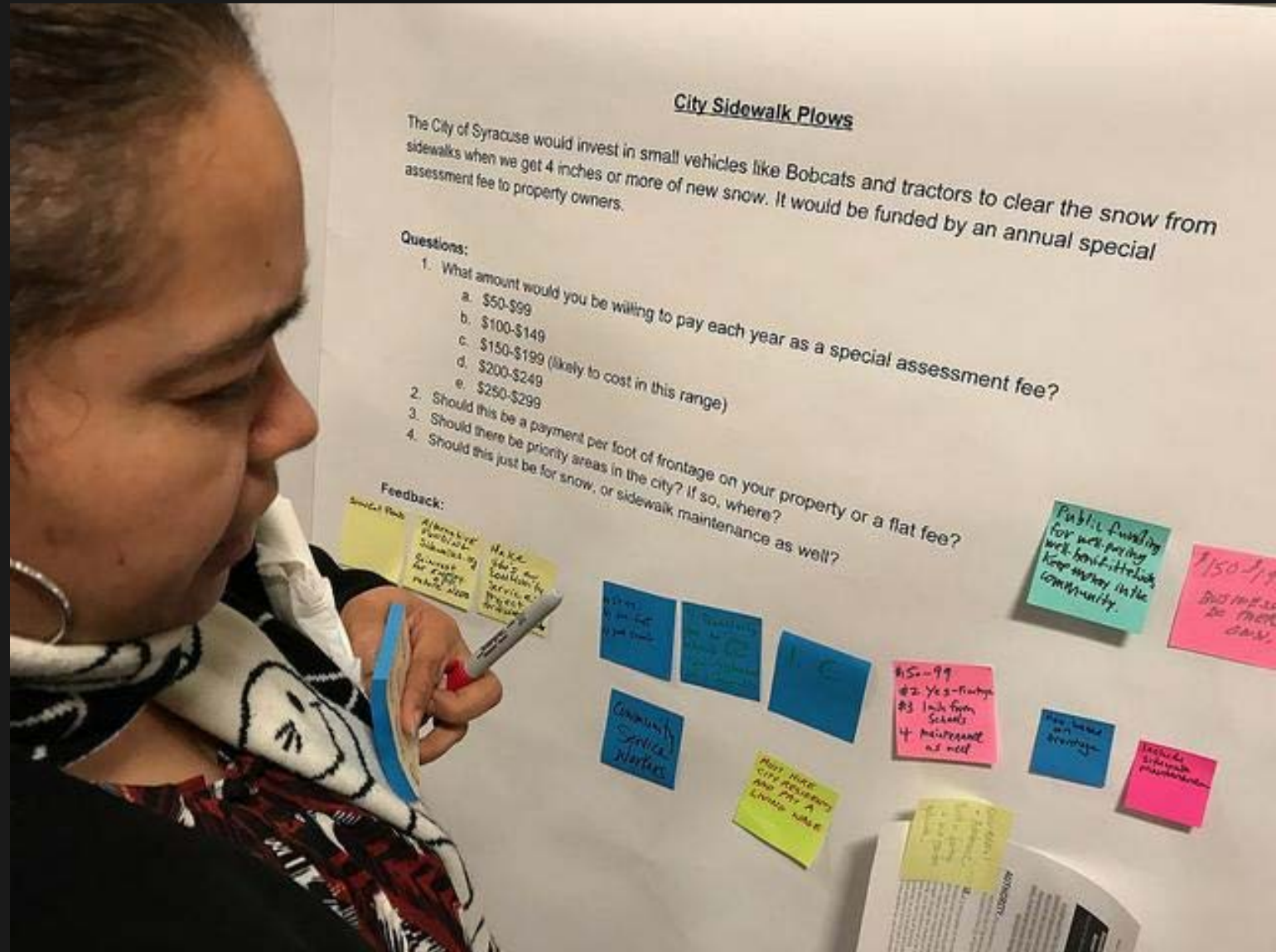
Why?

- Combative
- Mic monopolies
- Same voices
- Get off topic

Workshops Stations Co-Design Facilitation



Targeted Questions



Solutions

Dot Voting








Spatial Feedback

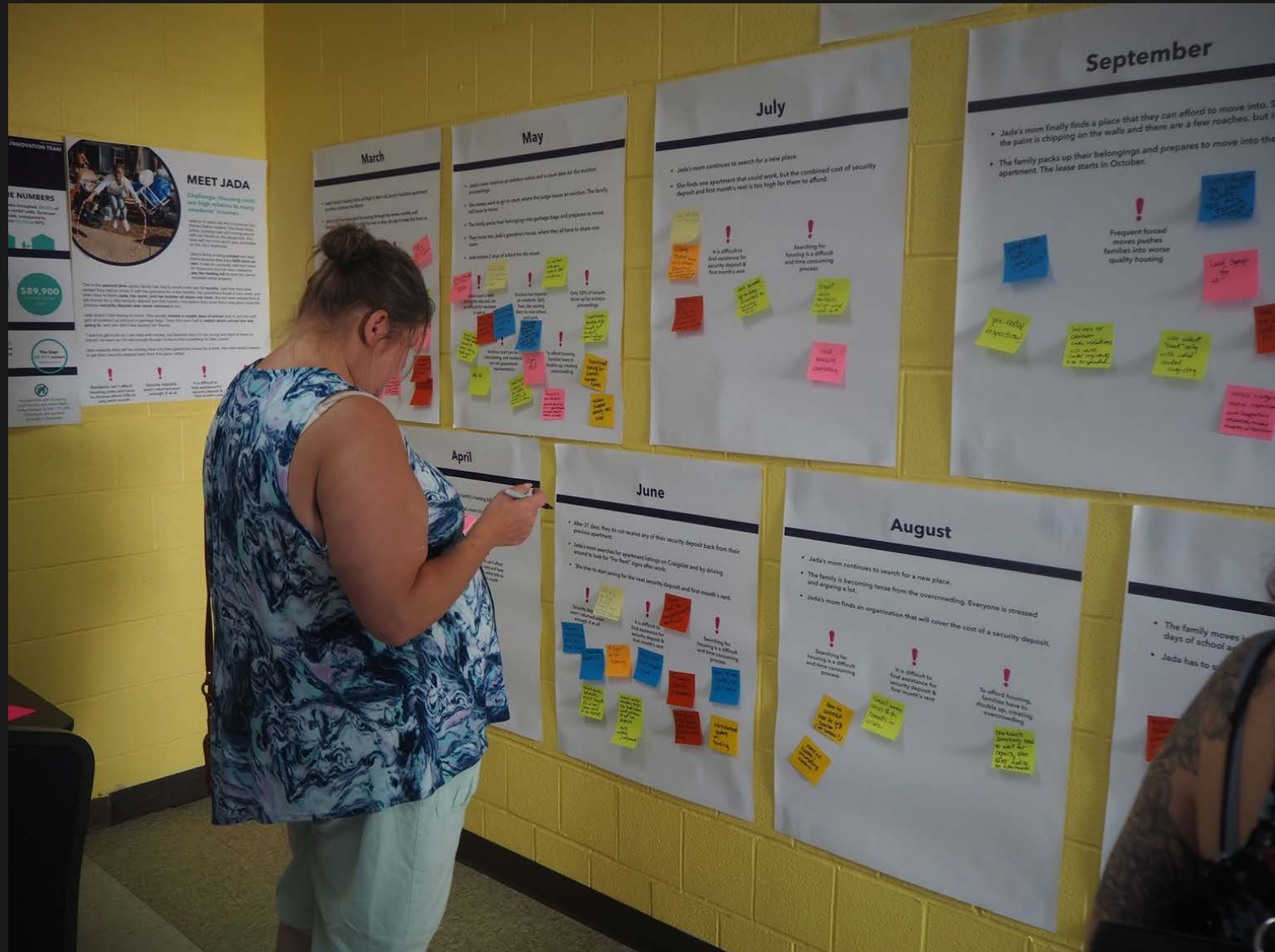


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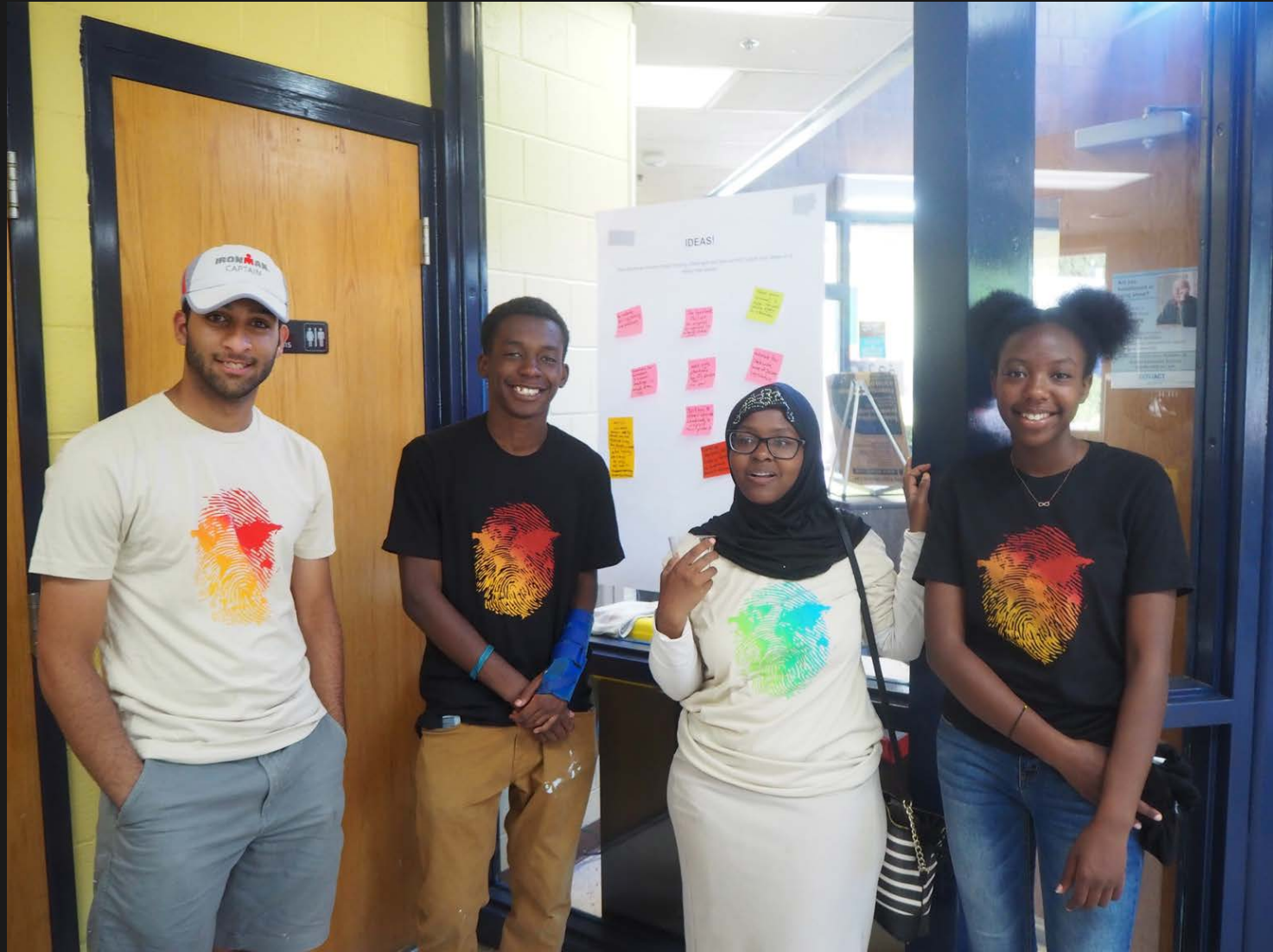
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