



Crossing Over: A Collaborative Neighborhood Process

**Stakeholder Final Report
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Report Summary

In August of 2006 over 30 stakeholders met in a grass-root, collaborative process aimed at resolving problems created by Guemes Island ferry traffic and parking in the 6th Street neighborhood of Anacortes, Washington. This collaboration resulted in important commitments and agreements between ferry users and residents of Anacortes and between both communities and city and county officials. Some key commitments and agreements include:

- Installation of improved signage in the 6th Street area
- Installation of rumble strips for driveways accessed through the ferry holding lane
- Community Van service provided on Guemes Island by Skagit Transit
- An efficient protocol for responding to concerns directed to the city and county by community members
- Ensuring that all ferry users know where to correctly park and line up for the ferry

Through the collaborative process stakeholders gained a shared understanding of the problems in the 6th Street neighborhood, achieved a greater level of trust and respect for one another and formed working relationships with each other. There is a strong commitment by all stakeholders to implement the results of their work based upon this spirit of collaboration and a new shared sense of community.

As new issues arise from increased ferry traffic or service disruptions due to ferry maintenance, the work initiated in this process and the resulting relationships will form the foundation to address these future concerns. This process also serves as a model for efforts to address community concerns in areas other than those related to ferry issues.

Introduction

Crossing Over: A Collaborative Neighborhood Process was designed to address problems created by Guemes Island ferry traffic and parking in the 6th Street neighborhood of Anacortes, Washington. This report presents the findings of this two part process conducted in August of 2006 and outlines recommendations and action plans developed by the project participants.

The Guemes Island ferry terminal is located near the downtown area of Anacortes in the 6th Street neighborhood and is owned and operated by Skagit County. The ferry operated from this terminal provides ferry service to unincorporated Guemes Island. Many ferry users park their vehicles in the 6th Street neighborhood and walk aboard the vessel for the short crossing. The number of walk-on passengers leaving cars in Anacortes sharply increases during holidays and summer months and has increased significantly since car fares doubled in 2005. The volume of cars parked in Anacortes far exceeds the limits of available parking space during times when car ferry service is disrupted for maintenance and passenger-only service is substituted. These periods of disrupted service are referred to as 'haul-outs' when service is interrupted for planned maintenance and 'outages' when service is unexpectedly disrupted due to mechanical failure of the dock or vessel.

Past attempts to address the problem in the 6th Street neighborhood have included; increasing available parking by building a new public lot near the terminal, requests from 6th Street residents to zone parking for residents only, coordination by the ferry manager with the City of Anacortes during haul-outs and outages to allow parking at the nearby city park and a discussion between the island ferry committee and the city council to explore other parking options. While some of these attempts have resulted in some short term relief, no long term or sustainable solutions were achieved.

Unlike previous attempts to resolve the traffic and parking disputes, Crossing Over was specifically designed to bring residents of both communities together for opportunities to meet each other, to gain a shared understanding of the issues and to work together on solutions. This approach was intended to foster the formation of enduring relationships and a shared sense of community as the foundation upon which any resolutions would be built.

Previous research conducted within the two groups indicated that while each group had a strong individual sense of community there was a lack of inclusion of each other within that sense of community. This was more notable among Island residents who did not perceive the 6th Street neighborhood as members of their community in contrast to 6th Street area residents who were more likely to view Island residents inclusively (see Appendix A for a brief comparison of each area's sense of community). The process design of Crossing Over was deemed an instrumental component of potential outcomes which were projected to include both tangible agreements to resolve the issues and less tangible but equally important relational outcomes.

Participants

Crossing Over was convened by an island resident as her capstone project in Conflict Resolution at Antioch University. The project was sponsored by the Pilgrim Congregational Church located in Anacortes and the Guemes Island Church located on the Island. These 'sister' churches are currently seeking to broaden their relationship by collaborating on more projects. Members of the congregations provided support in design and facilitation of the process, logistical support, transportation and publicity. A project liaison was appointed from each of the church councils and reports were made directly to the councils by the liaison and the convener.

The process was open to anyone wishing to participate. Participants were invited to attend the meetings through a variety of methods. Notices were published in the church bulletins, on the island web site, and an article was published in the Anacortes newspaper. The meetings were announced at island events and flyers were distributed at events and door to door in the Anacortes neighborhood. Participants were also invited through email lists. Many participants had participated in preliminary research by completing questionnaires and interviews.

A total of seventeen island residents participated in the meetings. Some of these participants were members of the church, the ferry committee, and other island organizations. Included within this group were participants with physical challenges affecting their utilization of parking, elder residents with access limitations, islanders commuting off-island each day for employment, and those who use the ferry only intermittently throughout the week.

Nine residents of the 6th Street neighborhood participated in the process. These participants included the residents of homes most significantly affected by ferry parking and traffic, a resident who has homes on both the Island and in the neighborhood, elder residents with access limitations to their homes, and residents with limited or no off street parking.

Also participating were representatives from both the City of Anacortes and Skagit County. Representing the County were a member of the ferry crew and the county commissioner within whose district the terminal is located. Anacortes was represented by the mayor, police chief, parks and recreation director, and the city engineer. The executive director of Skagit Area Transit (SKAT) also participated.

Facilitation of the meetings was provided by the project convener, staff from the Dispute Resolution Center of Island and Snohomish Counties, experienced facilitators from each of the sponsoring churches and a professional facilitator who is an island resident. Facilitators volunteered their time.

Process

Crossing Over included two public meetings, one held in the Community Center on the island and the second held in the Anacortes Public Library. The 2 hour meetings were held on two consecutive Wednesday evenings in August, 2006. Each meeting had a distinct set of objectives and activities within the meeting were designed to achieve

these objectives through facilitated small group activities. An evaluation tool was used at the end of each meeting to measure how well each objective was achieved.

The objectives of the first meeting included:

- Developing/strengthening relationships between participants from each community
- Hearing and understanding each other's perspectives and experiences
- Creating a group vision for the future
- Planning for our next steps

The objectives of the second meeting included:

- Finalizing the group's vision
- Developing concrete action steps to achieve this vision
- Planning for implementation and future collaboration

Results

First meeting:

Through small group dialogue, all participants in the first meeting had an opportunity to hear each other's experiences concerning parking and traffic in the 6th Street neighborhood (see Appendix B). This was the first opportunity most participants had to meet members of the other community and the first occasion for a face to face conversation about these issues. Responses collected from evaluations demonstrate that participants did build relationships and achieve a greater understanding of each other's perspectives (see appendix C). Comments from evaluations included:

"Seeing and hearing from 6th Street area residents in a stress-less environment (was beneficial)".

"It was wonderful to meet and talk with the people on Guemes Island who really care about the problems on 6th Street. This was a great beginning to solving the problem".

"Surprised to find that some Anacortes 6th Street residents are so limited in the parking they have available. I'll be even more aware of the on street parking situation".

"I am happy that I had the opportunity to let 6th and 7th Street residents know that we understand their frustrations with Guemes cars and parking problems".

In addition to relational work participants also crafted a vision of what the situation will look and feel like when it is resolved and each community's needs are met. The small group responses in this area (see Appendix D) were compiled after the meeting and the following vision was adopted at the second meeting:

The 6th Street neighborhood and Guemes Island wish to promote a feeling of shared community and respect. We are committed to realizing our vision by working together and with the governments of the City of Anacortes and Skagit County in order to:

- *Make certain that the peace and quiet, privacy, property and parking of the 6th Street neighborhood residents are protected.*
- *Make certain that the needs of ferry users with physical challenges are accommodated.*
- *Make certain that adequate, safe and accessible parking is available to ferry users.*
- *Make certain that all ferry users understand the parking limitations in the 6th Street neighborhood and know clearly where to park and line up for the ferry.*
- *Recommend public transportation alternatives that will diminish the need for Islanders to park in the 6th Street neighborhood.*
- *Develop a collaborative working relationship and effective system of communication among the; 6th Street neighborhood residents, Guemes Island residents; officials from the City of Anacortes and officials from Skagit County.*

Second Meeting:

The second meeting built on the foundation of relationships established in the previous meeting and began with the group's adoption of the vision statement compiled by the facilitator from the previous meeting's discussions. Participants then used a voting method to prioritize the individual elements within the vision statement. After the top elements were identified small groups were formed to work on each. Participants chose the group to join based on interest or expertise and facilitators assisted group members in crafting agreements and commitments for that element. Groups were asked to format the results of these discussions into a matrix organized by actions that could be accomplished in both the short and long term with resident only support or with the inclusion of others (mainly municipal officials).

The result of this work is summarized in tables 1 through 3. Table 1 represents commitments and agreements addressing the needs of residents in the 6th Street neighborhood. Participants identified several actions that could be taken in the short term and by the residents of both communities with no involvement from others. These included activities to disseminate information to ferry users regarding parking and collaborating on language for new signage in the 6th Street neighborhood. In conjunction with support from the City of Anacortes commitments were made to add signage and road striping as well as rumble strips. Long term improvements to the street such as curbs are dependent on grants and are projected to occur in 2016.

Increasing public transportation options was seen by the participants as an important component of diminishing the need for parking in the 6th Street neighborhood. Table 2 represents commitments made by the SKAT director to fund a community van for the island. Residents will collaborate with SKAT to collect information on which ferry runs to target with community van service and will take the lead on recruiting volunteer drivers. Long term transportation commitments include pursuing special needs grants to bring SKAT service on the island and to include elected State officials in the planning loop.

Agreements for collaborative relationships and establishing effective communication are represented in Table 3. Personal commitments of consideration and respect were made along with plans for more comprehensive communication between

the communities. Plans that involve the support of others include development of a County protocol for responding to citizen concerns and collaborative activities with SKAT to increase public transportation options.

In addition to the tangible agreements and commitments achieved in each group, evaluation responses (see Appendix E) for the second meeting continued to indicate strong outcomes along the relational level. Responses included these comments:

“I feel like we know each other well enough now to just call any of the 6th Street people and offer to help with something”.

“Before meetings I did not know the 6th Street residents-it was good to meet them”.

“As a community we have more power together”.

“It was good to see the elected officials and department officials participate in a sincere way. If we could maintain this spirit of cooperation it would be very uplifting”.

A shift in the previous perception of the communities as separate entities can be seen by the agreement to add the 6th Street residents to the Guemes Island phone directory, a private directory published by an island organization. While having practical value as a communication tool this agreement might also be seen as a gesture of inclusion and recognition of a new shared sense of community.

6th Street Neighborhood Issues

	<i>Can be accomplished in the short term</i>	<i>Can be accomplished in the long term</i>
<i>We can do by ourselves</i>	<p>We will jointly develop a card to place on the windshields of cars blocking driveways/access to homes in the 6th Street neighborhood.</p> <p>Islanders will develop information on parking to disseminate to their guests.</p> <p>We will jointly develop the language for “neighborhood friendly” signs in the 6th Street neighborhood reminding people to park respectfully.</p> <p>We will write a regular 6th Street column for the Evening Star newspaper.</p>	<p>We will maintain and improve the relationships between the two communities begun in the Crossing Over meetings.</p>
<i>We can do with the involvement of others</i>	<p>The City of Anacortes agrees to:</p> <ul style="list-style-type: none"> • Improve public parking signage along 6th Street. • Paint “STOP” on roadway at 6th and I Streets. • Install the friendly reminder signs when language is developed. • Install rumble strips for driveways in the holding lane to alert drivers where not to park. • First try striping on holding lane corner if not successful ask ferry crew to put up cones. <p>Signage in new parking lot with clear contact information for crime versus parking violations.</p>	<p>Improvements will be made to 6th Street. These are grant dependent and are projected 10 years out.</p>

Table 1

Element: Make certain that the peace and quiet, privacy, property and parking of the 6th Street neighborhood residents are protected.

Public Transportation

	<i>Can be accomplished in the short term</i>	<i>Can be accomplished in the long term</i>
<i>We can do by ourselves</i>	<p>Islanders will:</p> <ul style="list-style-type: none"> • Collect data on Island: what ferry runs to target with Community Van • Help people fill out the web based surveys at the Guemes Island Library • Identify pool of Islanders to serve as volunteer drivers for Community Van • Assist Islanders with signing up for Dial-a-Ride service • Utilize Linetime.org and The Evening Star to publicize information 	<p>Continue collaboration with SKAT director and 6th Street neighborhood.</p>
<i>We can do with the involvement of others</i>	<p>SKAT agrees to provide a Community Van to Guemes Island</p> <ul style="list-style-type: none"> • Collect data with SKAT Web based survey tool on what ferry runs to target with Community Van • SKAT and GIFC will collaborate on Survey questions • SKAT will train and certify the volunteer drivers, provide fuel and insurance coverage. • Community van will use the SKAT dispatcher <p>Coordinate SKAT and Ferry schedules:</p> <ul style="list-style-type: none"> • We will have a public process to approve changing the SKAT Anacortes run to go in an Easterly loop. 	<p>SKAT bus will stop down at the ferry dock rather than top of the hill at ferry landing.</p> <p>Seek special needs grant to increase coordination of the two transportation systems (ferry and SKAT)</p> <ul style="list-style-type: none"> • Involve State and local elected officials • Start by being successful with the Community Van on the Island <p>Have actual SKAT route on the Island.</p> <p>Have dialogue with State officials to let them know what we are doing and to keep them informed in preparation for possible long term funding requests.</p>

Table 2

Element: Recommend public transportation alternatives that will diminish the need for Islanders to park in the 6th Street neighborhood.

Collaboration and Communication

	<i>Can be accomplished in the short term</i>	<i>Can be accomplished in the long term</i>
<i>We can do by ourselves</i>	<p>As individuals we will:</p> <ul style="list-style-type: none"> • Park considerately, observing driveways • Obey speed limits • Stop at Stop signs • Be aware of limited parking • Share information with others about our recognition of limited parking <p>Fix ruts we cause</p>	<p>Join and participate in the SKAT Citizen Advisory Board</p> <p>For communication we will utilize:</p> <ul style="list-style-type: none"> • Newspapers • Linetime.org • Citizen Advisory Group • Ferry Committee • County Web site
<i>We can do with the involvement of others</i>	<p>6th Street and Guemes will:</p> <ul style="list-style-type: none"> • Have Community meetings to share information <ul style="list-style-type: none"> ◦ City/County employees attend • Have a picnic • Utilize Linetime.org • Encourage speaking to each other and showing each other respect • Add 6th Street residents to Guemes phone directory • Develop parking information cards <p>Develop a protocol for the City and County to address concerns brought forward by emails, letters phone calls</p> <ul style="list-style-type: none"> • Identify issue • Direct to appropriate department • Provide a response back 	<p>Work with residents and SKAT scheduling to develop public transportation stops at</p> <ul style="list-style-type: none"> • Senior Center • Pool • Fitness Center • Hospital • School • Doctor's appointments • Dial a Ride • Identify Ferry runs to coordinate with <p>Improvements to 6th Street</p>

Table 3

Element: Develop a collaborative working relationship and effective system of communication among 6th Street neighborhood residents, Guemes Island residents, officials from the City of Anacortes and officials from Skagit County

Next Steps

The group made the following recommendations for future activities:

- Share contact information with all participants so that plans begun in Session two can be completed.
- Have periodic Crossing Over follow-up meetings.
- Have a Crossing Over meeting one month in advance of ferry haul-outs.

Contact information has been distributed to all participants. A conversation will be held with the Guemes Island and Pilgrim Congregational churches to discuss sponsorship of future meetings.

Conclusion

In an editorial in the Seattle Times published on April 16, 2006, Victor Bremson discussed the creation of a new kind of activism that stresses engagement and reconciliation. Bremson wrote:

Carl Anthony of the Ford Foundation teaches that the primary way to create successful change within a community is to bring all the factions together to simply share their individual stories....The payoff for all this hard work comes in the form of creating stronger communities and more-easily implemented solutions.... It is still critically important to speak our truth, but I believe that we must learn to do it without creating so much separation. I suspect if we do we will find out that we are not that far apart.

The work done by Crossing Over participants attests to the power inherent in people simply coming together with a willingness to share and hear all perspectives and to proceed from the mutual understanding founded in this initial step. Though divided by a swiftly flowing channel of water, Crossing Over participants discovered, as Bremson predicted, that they are not that far apart. Comments from two participants in particular highlight this discovery:

“My impression is that both Islanders and Anacortes residents want the same thing and will work together for a solution”

“I feel that there is much more unity of task and understanding”.

The agreements achieved in the Crossing Over process are more enduring, sustainable and likely to be implemented because they are based on the relational outcomes of understanding, trust, and collaboration also accomplished within the process. Both communities can only benefit from the relationships begun in these initial steps as they continue future collaboration.

Appendix A

Sense of Community - Averaged Questionnaire Results

Questions asked of respondents about their <i>own</i> communities	Island	Anacortes
I often help my neighbors with small things or they help me*	4.3	4.6
I feel loyal to the people on Guemes Island/ <i>I feel loyal to the people in my local neighborhood</i>	4.7	4.1
Lots of things on Guemes Island remind me of my past/ <i>Lots of things in my local neighborhood remind me of my past</i>	3.0	3.3
I think I agree with most people on Guemes Island about what is important in life/ <i>I think I agree with most people in my neighborhood about what is important in life</i>	3.7	3.6
If there is a problem on Guemes Island people who live here can get it solved/ <i>If there is a problem in my local neighborhood people who live here can get it solved</i>	3.9	4.3
I feel strongly attached to Guemes Island/ <i>I feel strongly attached to my local neighborhood</i>	4.8	4.0
I plan to remain a resident of Guemes Island for a number of years/ <i>I plan to remain a resident of my local neighborhood for a number of years</i>	4.5	4.7
It is important to me to live on Guemes Island / <i>It is important to me to live in my local neighborhood</i>	4.7	4.7
I feel good when I think about being a resident of Guemes Island / <i>I feel good when I think about being a resident of my local neighborhood</i>	4.8	4.9
I cannot imagine living anywhere else*	3.5	3.7
I see myself as being a part of the community that exists on Guemes Island / <i>I see myself as being a part of the community that exists in my local neighborhood</i>	4.6	4.9

Questions asked of respondents about the <i>adjacent</i> community:	Island	Anacortes
I consider the Anacortes neighborhood around 6 th and I streets to be part of my community / <i>I consider Guemes Island to be part of my community</i>	2.6	4.5
I feel that residents of Anacortes care about my quality of life/ <i>I feel that residents of Guemes Island care about my quality of life</i>	2.7	3.5
I would be willing to collaborate with residents of Anacortes on a community project/ <i>I would be willing to collaborate with residents of Guemes Island on a community project</i>	3.8	4.4
I have a lot in common with residents of Anacortes / <i>I have a lot in common with residents of Guemes Island</i>	3.4	4.1
I have friends or family in Anacortes whom I see regularly/ <i>I have friends or family on Guemes Island whom I see regularly</i>	3.3	3.9
I often chat with residents in the Anacortes neighborhood around 6 th and I streets/ <i>I often chat with residents of Guemes Island when I see them</i>	2.3	4.6
<i>In the last year I have visited Guemes Island for a social event or for recreation</i>		4.7
I regularly do volunteer or civic work in the Anacortes community	2.3	
<i>I would like to see Guemes Island retain its rural character</i>		4.9

- Plain text represents the wording in questionnaires given to Island residents. Italicized text represents the wording used in the questionnaires given to 6th Street neighborhood residents of Anacortes. Questions with an * were worded the same on both questionnaires.
- Island respondents (18)
- Anacortes respondents (8)
- Responses were given on a scale of 1 through 5. 1 = Strongly Disagree (or No). 5 = Strongly Agree (or Yes).
- Questionnaires were completed prior to the Crossing Over sessions

Appendix B

How has the situation affected you personally?

Session one

Small group discussion

(Compiled in themes)

6th Street Neighborhood Resident's Experiences:

- Debris thrown in yard in 6th street neighborhood
- Damaged landscaping
- When a car waiting in the ferry line parks diagonally across the intersection (to prevent cars from coming down I street and cutting in line) it makes it impossible for me to get in my driveway
- My drive way is often blocked
- Many houses don't have off street parking.
- There is no alley parking by some homes.
- Small lot size prevents homes from having driveways so residents have to park in front of homes
- Some 6th Street residents have to park in front of homes due to disabilities
- Ferry users speed and run the stop sign to catch the ferry.
- U-turns on 6th Street to get into ferry line
- Felt disrespected
- I have a lack of privacy in my home
- My bedroom faces the street and the noise is disturbing
- No room for visitor parking on 6th street
- I used to cherish the quiet after 6:00. It is now noisy in the 6th street neighborhood

Islander's Experiences:

- I parked on someone's lawn and received a gracious note and I felt so bad
- I feel bad about the effect on 6th Street folks
- I feel guilty when I park in front of people's houses
- Annoyed by 6th Street residents who park in front of their homes to prevent others from parking on the street
- Pleased when a 6th Street resident helps me
- Enjoy looking at and smelling the flowers on the corner of 6th and I
- Hauling things from the car such as groceries and bundles is especially difficult
- When I have a load to carry the parking situation is a burden
- The handicap parking spots along the fence by the dock do work well
- The times that the ferry is out of service are especially difficult
- The lack of parking in outages is a problem
- I have to use a car because of mobility limitations
- Lack of public transportation forces Islanders to park in 6th Street neighborhood

Experiences of Ferry Crew, Police and City Staff:

- I experience the frustration and anger of neighbors and ferry users who expect the ferry crew to “police” the neighborhood.
- People yell at me.
- People complain to me-the city gets involved
- I feel caught in the middle between ferry users and 6th Street residents
- I can't control other's bad manners and disregard of other people
- I am the one who receives the complaints and hears about the problems
- The police are stretched all over town and can't just monitor the 6th Street area

The New Parking Lot:

- I don't understand why Islanders don't use the new parking lot
- There is a dark spot in the new lot
- I am worried about gas theft and car break-ins in the new lot
- I am worried about my safety in the new lot at night. Is the lighting adequate?
- No one can see from the street
- Crime in the new lot worries me
- Handicap parking in new lot is not accessible
- It is too hard to push a wheelchair, stroller, or walker up that hill by the new lot
- I can't get up the steps in the new parking lot
- 72 hour parking rule does not work in the new lot- I obey the law even if it is not enforced
- I feel bitter about the lack of access to the new parking lot. A broken promise

Appendix C

Session One Evaluation Responses

Which parts of tonight's process were most helpful, comfortable or productive and why?

- The small group discussions really produced creative thinking/ideas/commonalities
- Small groups-very good exchange of ideas
- It was great to hear each perspective. I like your questions.
- To hear others ideas and problems
- Listening to the 6th Street group
- Pleased with the cooperation of the two groups
- Getting together with Anacortes residents to learn their concerns-and our commonalities. Why? Because its relationship is prone to be confrontational.
- Like the circle for chairs! Like Marilee's preview of discussion/focus. Going around my small circle one-to-one to express my thoughts. Safe space created for discussion. Ending with appreciation statements.
- Getting in the group and finding out everyone's problems on both Anacortes side and Guemes side
- Small group discussion – many ideas and concerns and solutions
- All were encouraged to speak and all ideas honored
- Breaking into small groups was good. Need more Anacortes people. Very friendly atmosphere.
- Circle discussions – everyone on board
- Small group visioning – well facilitated by Roger
- Group discussion. Everyone got to say what their concerns were and think about solutions.
- Vision development and sharing. (unnamed participant)'s information about 6th Street viewpoints of Anacortes residents.
- Asking how each is affected by the lack of parking. Hearing what individual needs are.
- Talking to 6th Street residents. Seeing them in person and hearing their concerns.
- Chance to be heard
- Love the “appreciation”

Which parts of tonight's process were not helpful, comfortable or productive and why?

- Holding others to ground rules. Not assuming other's reasons.
- I think it would be better to have the groups in different spaces so the noise level is not distracting
- It was all helpful
- None were unhelpful
- None really
- Can not think of anything here
- It was all helpful
- None (2)

- Excellent facilitator. All opinions were respected. Good as well as bad feelings were expressed.
- The only problem I had was with the acoustics in the room. Very hard to hear.
- Could have had 4 to 5 groups
- The location. Not good for multiple groups. Could not hear.
- Too many groups in the Hall. Should limit to 2 – too noisy.
- Our group spent a lot of time on problems – probably a necessary step but repetitious
- I thought it was all comfortable and helpful

Facilitation: How did the facilitators' style contribute to the outcome of the meeting? To what degree did you feel that you could ask questions and voice your opinion? Any suggestions you would like to make to the facilitator which would continue to improve these types of meetings?

- Facilitator did excellent job understanding and clarifying issues to the group
- Good facilitator (Roger). Made it very comfortable to speak.
- You are so open and natural. You kept to your goals (not problem solving).
- He helped our group stay on task
- It was well facilitated. Everyone had ample opportunity to speak.
- To have as participants some officials in a position to make things happen
- Felt free to talk
- Facilitators were excellent in including everyone, and drawing them in while keeping the group on topic. I felt empowered to participate. Keep up the good work.
- Facilitators gave clear instructions. Communication style encouraged each person to be heard. I felt 100% safe to express my thoughts – I felt I was listened to very well.
- It was really good and I felt I had on-on-one with the people I talked to. The group was really good. This was the first meeting it was well done.
- Facilitator was great. Kept us on course and was very guiding.
- A representative (or more) from the County as well as the City of Anacortes to try to resolve who is responsible for streets, parking lot, painting, signage etc.
- Good facilitator. She kept us on task. Plenty of opportunity to speak.
- Excellent process (from a trained lifetime facilitator)
- The facilitator kept us focused and on track
- Seemed a bit rushed though I completely understand the time constraints
- Some of the group discussion got off task and there wasn't enough time to vision. A reminder of agreements to start with. More time to vision. Maybe a wall size drawing of the terminal and 6th Street neighborhood area.
- Good accepting manner but maybe the time monitoring was lax – not enough time for vision part
- I liked the written – easel type- memos- large for all to see and reflect upon. Large conceptual responses. Felt free to ask questions and make suggestions. It was tough to budget time when we were all excited to have our thoughts and opinions heard.
- Facilitator was on target and kept the meeting moving and informative. The organized way the handout was put together and the meeting conducted was on the mark.

What are your recommendations for future processes on this topic, including suggestions for our next meeting?

- Is it possible to get someone from the County to answer questions?
- Remembering older people have small views and don't always communicate well. Takes more time.
- Include additional people from both communities. Decide what to do with the outcomes of the process so that they would be used by decision makers.
- Very sorry will not be at next meeting. I would like continuing meetings with City and County to get serious about implementing viable ideas soon – no more delays.
- I think the Commissioners should attend these meetings and represent their people.
- It's all good
- Invite County and City folks involved in signage, parking
- The focus has been on Anacortes but the Guemes terminal needs to be addressed as well
- If using small groups, mix people up
- All groups should have an easel and papers to work from. A method of collecting data – how many parking infractions, how many tickets, rude incidents, a compilation of who or what needs to be addressed. DATA, DATA, DATA. How many Guemes residents leave cars on the other side permanently?
- More people involved from town and island. How can the concerns get to the decision makers and people who can make things happen.

I would like to know if anything changed for you as a result of your participation tonight. Would you say a few words about how you felt before the meeting and how you feel now? For instance: Did anything surprise you? Will you do anything differently? Do you have a different opinion about the situation? Did you gain any new insights, impressions or understandings tonight? Do you have different feelings about your own community or the adjacent community? Other thoughts on changes?

- My impression is that both Islanders and Anacortes residents want the same thing and will work together for a solution.
- Seeing and hearing from 6th Street area residents in a stress less environment.
- Surprised to find that some Anacortes 6th Street residents are so limited in the parking they have available. I'll be even more aware of the on street parking situation.
- I feel very good about the whole process-talking with the Anacortes residents.
- I have even stronger resolve to work on this whole transportation issue.
- I hear a commitment from all parties to resolve issues.
- I am frustrated about getting to my parking space (in front of house), I feel this will get resolved. Thanks!
- It was wonderful to meet and talk with the people on Guemes Island who really care about the problems on 6th Street. This was a great beginning to solving the problem.
- I am happy that I had the opportunity to let 6th and 7th Street residents know that we understand their frustrations with Guemes cars and parking problems.
- I am encouraged by the number of participants and their positive attitudes. I think the needs of the disabled and elderly should be given top priority. I was surprised at the amount of "silent suffering" these folks go through.
- Much better understanding of the tight spaces and constrictions on the Anacortes side.

- I was not aware that there are homes on 6th Street that do not have any off street parking. I would like to see their on-street parking protected. But it actually made me more upset about the people who have driveways (off-street parking) but leave it empty so they can park their vehicle(s) on the street just to keep others from parking there.
- I was glad to personally meet the people who live near the ferry. Pleasantly surprised to see the good turn out.
- Emphasis on lack of County/City cooperation. Parking on Anacortes side a true dilemma which has to be changed. Get new parking lot access completed.
- Thank you for thinking about the late ferry.
- There's hope-good process!
- The ideas are most likely to be expensive to implement, but I'm hopeful that some positive results will come out of this, especially if we work together to apply pressure on the County.
- I was heartened by the sympathies of the Guemes folks for the 6th "Streeters". Bearing in mind, many of the representatives are of "advanced age" and are more prone to considerations of home ownership and neighborliness than (those in their) 20s-30s. Thank you, Marilee for starting the process. I still feel the Islanders need to be more proactive in self policing their neighbors.
- I thought the meeting was much more productive than I imagined it would be. I feel that there is much more unity of task and understanding. More power in work needed through unity.

Appendix D

When we have completed our work together and handled this problem what will the situation look like?

Session one

Small group discussion

(Compiled in themes)

Create Caring Community:

- Questionnaire responses on both sides of the channel would be the same
- We would create a sense of respect and a shared sense of community

Community Education:

- Everyone would know where to park and line up
- Everyone who uses the ferry (Locals, visitors or newcomers) knows about the issues in the 6th Street neighborhood
- Ferry users would know what to do, where to park, where to line up and there would be a way to communicate that to those who do not know
- Signage and striping on streets
- Education of “off-islanders” about the issues
- Readable and clear signs for parking and ferry traffic

Conditions in 6th Street neighborhood:

- Anacortes residents are not inconvenienced by ferry parking
- No drive ways would be blocked
- Parking available for 6th Street neighborhood residents in front of their homes for those who need it
- No litter in 6th Street area from ferry users
- There would be no more illegal U-Turns
- No more speeding in 6th Street neighborhood
- There would be a cross walk
- No ferry users parked on lawns in 6th Street neighborhood

Provisions for ferry users with physical challenges:

- Handicapped parking is close to ferry and on solid ground
- Non handicapped parkers are not using handicapped parking spaces
- There would be a safe and easy to use way to stage groceries and bundles at the dock before parking
- There would be a way for people who need it to get up the hill such as golf carts

New Parking Lot:

- There would be convenient access to the lower level parking from the new lot
- This is a secure parking lot
- It is clear who is responsible for security in the new parking lot
- Discourage long term parking on Anacortes side by charging a fee
- Access to new lot would be finished and paved
- Handicap parking would be accessible
- Adequate lighting

- People would feel safe using the new lot and their cars would be safe
- Receive realistic information about crime in new lot
- There is adequate parking in Anacortes for people using the Guemes ferry

Public Transportation:

- SKAT would operate the Guemes Ferry
- SKAT would provide public transportation from Guemes to Anacortes coordinated with the ferry schedule
- SKAT would stop all around town
- SKAT fares are free
- Free loaner bikes and 'trikes' on Anacortes side
- SKAT schedule would be coordinated with ferry schedule
- There would be a shuttle system from ferry through town

Governmental Participation:

- Create a ferry District with elected local officials
- The 6th Street neighborhood residents would have a means of influencing decisions of the ferry district
- The County Commissioners would care about our issues and answer people who are concerned
- There would be County/City cooperation and communication

Other:

- Environmentally friendly vehicles get priority treatment
- The ferry fee schedule encourages parking in the 6th Street neighborhood

Appendix E

Session Two Evaluation Responses

Which parts of tonight's process were most helpful, comfortable or productive and why?

- Small Groups
- Input from individuals and officials in each group
- I was happy to think that some progress could be made
- Having elected officials who could actually take action on the issues.
- Small Groups
- Small group discussions and having real answers from Municipal representatives
- Having the City administrators impart information. Constructive dialogue.
- Learning how interested and willing SKAT is to be helpful.
- Pointing out to the County representative that collaborative communication means two way.
- Being able to speak directly with Dean Maxwell [mayor] and Don Munks [commissioner] about how responsibilities are shared with the 6th Street parking lot and street issues.
- Results of small groups were positive. Great to have city and county staff there.

Which parts of tonight's process were not helpful, comfortable or productive and why?

- All was good
- Evening hours not convenient
- (unnamed participant) got huffy when effects of the changed ferry schedule on residents on Guemes and 6th Streets were discussed.

What are your recommendations for future activities to address the issue of parking and ferry traffic in the 6th Street neighborhood of Anacortes?

- Keep it going
- On-going contact with both sides
- To get SKAT to be flexible for Guemes people
- Continued follow up on "action items". Progress reports
- Small group meetings to implement ideas
- Make sure the momentum continued with leadership and continuing cross/channel activities (ie: Guemians help with 6th Street tasks).
- Social get-togethers (pot-luck) etc. with both groups. Community information via names and numbers via local phone/email booklet.
- We must maintain momentum of the group towards what we've set out to do and hold one another accountable to get it done.
- Continue quarterly or semi-annual meetings.
- Compile a directory so that all participants can continue to communicate their issues and concerns and work together to influence the city and county to work together.
- Have on-going meetings to continue dialogue and problem solving.

I would like to know if anything changed for you as a result of your participation tonight. Would you say a few words about how you felt before the meeting and how you feel

now? For instance: Did anything surprise you? Will you do anything differently? Do you have a different opinion about the situation? Did you gain any new insights, impressions or understandings tonight? Do you have different feelings about your own community or the adjacent community? Other thoughts on changes?

- Skeptical before. Comfortable now. Good meeting.
- Feel there are new options which I did not think would work before.
- Good. Thank you so much.
- It was good to see the elected officials and department officials participate in a sincere way. If we could maintain this spirit of cooperation it would be very uplifting.
- Optimistic about possibility of implementing solutions
- I am ashamed of some of the Guemes parking antics described by 6th Street residents. I will make more of an effort to park in designated lots, and will be sure to greet those folks we've met in the sessions. I feel like we know each other well enough now to just call any of the 6th Street people and offer to help with something.
- Common bonds between 6th Street and Island. Being aware of support from Anacortes administration. More awareness of 6th Street neighbors. As a community we have more power together.
- Surprised as to number who attended including Police Chief, Mayor and Commissioner Munks.
- I was very impressed by Dale [SKAT] and Jeff's [Anacortes engineer] input and willingness to make meaningful change.
- I am extremely impressed with how open Dean Maxwell is and with his willingness to try to aid Guemes residents with city and parking issues and as a member of the Skagit Transit Committee. He understands the problems and wants to make SKAT work.
- Before meetings I did not know the 6th Street residents-it was good to meet them.