

City of Olean Comprehensive Development Plan

Community Participation Plan

Revised October 1, 2023



HIGHLAND PLANNING

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1.0 INTRODUCTIONS

Project Overview

In 2023, the City of Olean initiated the Comprehensive Development Plan process to develop a plan that will guide development and community-related decisions toward the community's vision for years to come. The City's last Comprehensive Plan, adopted in 2005, has provided the City's elected and appointed officials with valuable context and guidance for development-related decisions and capital investment. It established a vision for the community's future, articulated guiding principles and goals, and recommended specific actions or strategies that would move the City toward the community vision. Updating the Comprehensive Plan requires a thorough and inclusive community discussion about the current state of the City, the community's values and aspirations for the future, and the strategies that should be used or actions that should be taken to achieve the community's vision for the future.

Decision Statement

A decision statement is used in a stakeholder and public engagement process to summarize the opportunity to be explored and the decision that will be made. The decision statement is intended to clarify the objective of the project. It will be used in press releases, at the start of public meetings, and in the final document. The decision statement for this project is:

By Fall 2024, the City of Olean Common Council will adopt a Comprehensive Development Plan to establish a shared community vision for the future and an action plan to achieve it.

Purpose of the Engagement Plan

This Community Participation Plan was prepared using input from four key stakeholders and direction from the Comprehensive Development Plan Task Force Committee (TFC). The goal of this plan is to build and sustain two-way communication with City residents, property and business owners, and other stakeholders and to utilize a variety of tools and methods to assure that all interested parties receive information about the project and opportunities to participate in the planning process. The plan is designed to be a living document with purposeful flexibility. It may evolve over the course of the project as the effectiveness of tools and techniques are evaluated. If necessary, the plan will be modified to better suit the project and broader community. A project timeline is included as Appendix A.

Engagement Objectives

Throughout the course of the project, the City will focus on the following stakeholder engagement objectives when considering feedback received from the members of the general public.

1. Identify Key Issues and Opportunities

The planning process entails a comprehensive examination of data, conducting surveys, and engaging with stakeholders. The objective is to identify critical challenges and uncover opportunities that will shape the future development of the community.

2. Identify Community Values and Priorities

Through an inclusive process, the City, the TFC, and the consultant will create opportunities for open dialogues, allowing residents to express their hopes and concerns. By actively listening to the community, the Comprehensive Plan will be developed to reflect the shared values and priorities of the residents.

3. Develop Community Vision

During the planning process, the aspirations of the community will be transformed into a compelling vision statement. This vision will serve as a guide, setting the tone for the plan recommendations and representing the desired future of the community.

4. Build Relationships

The planning process aims to foster enduring relationships between the City, its citizens, and the business community. By engaging a diverse group of stakeholders, the Comprehensive Plan will benefit from the collective wisdom of the Olean community, ensuring broad participation and long-term collaboration beyond the completion of the project.

All engagement actions will be designed and assessed based on these objectives.

Pre-Engagement Stakeholder Interviews

In June 2023, Highland Planning conducted four pre-engagement interviews with community stakeholders identified by the City of Olean. The purpose of pre-engagement interviews was to gain an understanding of how stakeholders are likely to perceive the project and what the likely issues will be. Pre-engagement interviews are an opportunity to begin developing constructive stakeholder relationships, better understand impacts, concerns, opportunities, and identify risks to the project. Pre-engagement interviews were completed with the following stakeholders:

- Keri Kerper, City of Olean
- Jeff Belt, Resident and business owner
- Della Moore, Founder and Director of the African American Center for Cultural Development
- John Bartimole, Resident and business owner

The results of the pre-engagement interviews were used to develop specific objectives and techniques for engagement, which are described in this Community Participation Plan. Overall,

there is a sense that Olean has accomplished a lot in the last 15 years. There is a trend toward reinvesting in cities, and tourism is an opportunity. Today, the biggest challenge facing Olean is a lack of housing, many jobs and not enough workers. The City needs a mixture of aspirational projects for community betterment and pride and some fundamental infrastructure repair that needs to get done, such as levy report and upgrading pipe infrastructure and sidewalks.

2.0 PROJECT TEAM

The project team consists of the City of Olean and the project consultants, including members from C&S Companies, Molly Vendura Landscape Architecture, and Highland Planning.

The contacts for the project will be:

- City of Olean
Mayor William Aiello
waiello@cityofolean.org
(716) 376-5616

Keri Kerper
Community Development
kkerper@cityofolean.org
(716) 376-5648
- Consultant Project Manager
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- Landscape Architect Lead
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(716) 880-6351

- Public Engagement Lead
Tanya Zwahlen
Highland Planning
tanya@highland-planning.com
(585) 315-1834

3.0 COMPREHENSIVE DEVELOPMENT PLAN TASK FORCE COMMITTEE (TFC)

The City of Olean convened a Comprehensive Development Plan Task Force Committee (TFC) to provide guidance for the project and help ensure that the study addresses issues relevant to the stakeholders. The TFC is composed of residents, representatives of local organizations and non-profits, and City officials. The Committee will hold meetings as needed. Membership of the committee includes:

William J. Aiello, Mayor of the City of Olean
Tom Buttafarro, Jr., St. Bonaventure University
Jeff Belt, Resident/Environmental/Business Owner
John Crawford, Olean Common Council/Higher Education/Elected
Bob Forness, Business Community (OBD)
Jennifer Forney, Olean Common Council/Higher Education/Elected
Frank Higgins, District 8 County Legislator
Adam Jester, Resident/Business Owner/Former Elected Official
Keri Kerper, Olean Community Development
Henri LaMonthe, MD, Olean General Hospital/Sustainability
Lenny Ligouri, Resident/Affordable Housing/ADA
Eric Maurouard, Olean Fire Department/Environmental
Reed McElfresh, Olean Planning Board/Conservation
Genelle Morris, Olean City School District/Diversity Representative
Destiney Portlow, Resident/Diversity Representative
Ryan Reed, Olean Code Enforcement/Housing
Ron Richardson, Olean Police Department
Zane Smith, Resident/Civic Leader/Student
Paula Snyder, Jamestown Community College
Kelly Sweet, Olean ZBA/Protection
Robert Thompson, DPW Recreation and Transportation
Carrie Wolf, Faith Community
Meme Yanetsko, Greater Olean Area Chamber of Commerce/Business Community/Tourism

Throughout the process, the TFC members will engage with stakeholders and the general public through engagement activities detailed in Section 6.0 Committee-led Engagement.

4.0 STAKEHOLDERS

With support from the members of the TFC, the project team will engage with the members of the general public, including residents, property owners and business owners, and representatives from City, Planning Board, County leaders, local law enforcement agencies, state agency officials, and members of various advocacy groups with a vested interest in the planning process.

The input and potential support they can provide will be critical to the project. All interested stakeholders will be emailed with updates and information on upcoming project events, and the consultant team will also seek to collaborate with stakeholders who can help promote input opportunities and otherwise expand the reach of the project.

Based on feedback received during the pre-engagement interviews, key stakeholder groups will be:

- **Public officials and agency staff** within the City.
- **Elected officials**, including County Legislators.
- **Local residents**. Residents, especially youth and members from the senior community, should be kept informed and offered opportunities to provide feedback about concerns and opportunities. The planning process should make a concerted effort to engage people of color and the disability community. The process should also engage people who have left Olean.
- **Landlords**
- **Businesses and business owners within the City**. They will likely experience impacts from the implementation of recommendations suggested in the Comprehensive Plan. They should be kept informed and offered opportunities to provide feedback about concerns and opportunities.
- **Local Community Organizations and Leaders**. The existing plans and priorities of community organizations will be considered in the development of the Comprehensive Plan. Specific organizations include the CEO Forum, the Chamber of Commerce, church pastors, including the Greater Olean Association of Churches, Genesis House, Directions in Independent Living, and Total Senior Care.

5.0 ENGAGEMENT METHODS

Throughout the course of the project, the stakeholders and members of the general public will be engaged through a series of public meetings, one-on-one stakeholder interviews, focus groups, and online surveys. These engagement activities will serve as an opportunity to develop constructive stakeholder relationships and solicit feedback to inform the development of the Comprehensive Development Plan.

TFC Meetings

City of Olean will host regular meetings with the TFC members for the purpose of sharing project information and seeking guidance and feedback on the project. The first meeting was July 19, 2023. All meetings will be held in the Olean Council Chambers. C&S will attend each meeting with the TFC and assist with meeting coordination as needed. A list of all the committee members is included in Section 3.0: TFC.

Stakeholder Interviews

Objective: To identify concerns, issues and opportunities in the City of Olean and to brainstorm engagement methods and gather a stakeholder list.

Format: Four phone interviews with individuals identified by the TFC.

Participants:

- Keri Kerper
- Jeff Belt
- Della Moore
- John Bartimole

Schedule: June 2023

Roles: Highland Planning conducted these interviews. The information gathered from these interviews helped design this Engagement Plan. If needed, Highland Planning will conduct additional one-on-one interviews throughout the process.

Public Meetings

Objective: To inform and engage the public in the development of the Comprehensive Development Plan. The purpose of the first public meeting will be to inform the stakeholders about the project and what to expect moving forward:

- (1) Share information about the project background, purpose, scope, schedule, and engagement opportunities
- (2) Seek initial feedback about participants' concerns and opportunities
- (3) Develop community's goals and priorities and express a vision for its future

The input received from this meeting will assist in the development and assessment of a community profile. The second public meeting will summarize the results, demonstrate how public input was used in the development of recommendations, and provide an opportunity for stakeholders to comment on the draft Comprehensive Plan.

Format: Two in-person public meetings will be held in the City of Olean. C&S will provide meeting summaries and minutes as needed. An annotated agenda for the first public meeting is included as Appendix C.

Participants: Members of the general public. The public meeting advertising will aim to reach youth, minorities and seniors via postings at the Olean Senior Center, Olean Recreation Center, Olean Counseling Center, and announcements in the Olean Times Herald and Olean City School District newsletter

Schedule:

Meeting 1: October 2023

Meeting 2: April 2024

Roles: Highland Planning will develop annotated agenda for the three meetings in conjunction with the C&S project team. Highland Planning will work with the project team to develop a final agenda, invite the public, and facilitate the meeting. C&S will provide meeting summaries.

Survey

Objective: The purpose of the survey is to gather information about current issues and opportunities in the City of Olean as well as collect information from participants who would like to stay informed or get involved with the project. The second survey will solicit public feedback on draft recommendations for the Comprehensive Plan.

Format: One online survey using Survey Monkey. A draft of the survey is included as Appendix C.

Participants: General public. The survey advertising will aim to reach youth, minorities and seniors via postings at the Olean Senior Center, Olean Recreation Center, Olean Counseling Center, and announcements in the Olean Times Herald and Olean City School District newsletter

Schedule:

Survey 1: September 2023

Roles: Highland Planning will develop the surveys in conjunction with the project team and the TFC and will promote the surveys through email, social media posts, flyers with QR codes and communications materials that can be distributed by the City and the TFC. A distribution plan for the survey is included in Section 7.0: Communications Plan.

Pop-Up Event(s)

Go-to-them strategies are useful in reaching out to the community members in spaces and through platforms they feel most safe and comfortable. Pop-up events are designed by the consultant team but can be led and facilitated by the members of consultant team, TFC, local community leaders, and other community members, including students and senior citizens. Highland Planning will develop materials and provide assistance to all facilitators with both event preparation and promotion. A focus will be placed on identifying pop-up locations that will reach youth, minorities and seniors. One (1) pop-up event will be developed and facilitated by the Highland Planning team. If interested, and with support from Highland Planning, the TFC members can spearhead and host additional pop-up events. The purpose of these events is to share information about the project with stakeholders, providing them with an opportunity to learn about the project, take the survey, and provide feedback. Locations suggested by stakeholders include:

- Olean Farmers Market
- John Ash Community Center
- A Saint Bonaventure sporting event
- Ried's Food Barn

Engagement activities may include distribution of survey postcards, informal conversations, and an interactive exercise, such as a budgeting exercise.

TFC members will record the number of participants engaged along with their comments. During the course of the pop-up event, photos will be taken for use in social media posts and following the pop-up event, any comments recorded on paper would be photographed by the TFC members to ensure they are documented.

7.0 COMMUNICATIONS PLAN

To enhance the reach and transparency of the public outreach for this project, Highland Planning will develop content for a project webpage, develop a stakeholder database, and assist the City with communications about the Comprehensive Plan.

Highland Planning will develop content for the below-mentioned communications materials to inform the public about the project and solicit feedback. C&S will provide technical information and graphic design support for creation of the materials.

- Press releases
- Project webpage
- Survey flyer
- Public meeting flyers
- Digital copies of the flyer for City website and/or social media

- Social media/website content (as needed)

The Media contact for this project will be Keri Kerper, Program Coordinator of Community Development for the City of Olean.

Social Media

In addition to disseminating information about upcoming engagement opportunities and project findings, social media campaigns (Facebook, Instagram, and NextDoor, in particular) will be used strategically to engage the community. Potential activities that can be spearheaded by the TFC members and local community leaders include:

- Ask students to write about or draw how they envision the City, and post on the associated social media page of the campaign facilitator such as that of the TFC members, school, or community organization
- Encourage City residents to use *#OleanCompPlan* and post photos of things they love about Olean between October and January.

Articles and Blog Posts

To ensure awareness about and participation in the project, Highland Planning will encourage and work with residents and the TFC members to produce articles and blogs for the project website and other print media outlets, including the Olean Times Herald. If needed, Highland Planning will provide assistance in coordination with media outlets and with content such as photos from events, event details or other outreach materials.

Survey and Event Outreach Plan

Given that there are multiple target audiences including local residents, business and property owners, the survey and all public events will be promoted using a variety of methods and locations to gather input from a balanced cross-section of stakeholders. Techniques include:

- **News Media Outreach:** A press release to announce the survey and project through newspaper, radio, and television.
- **Website:** A link to the online survey on the homepage of the City website and other partners, directing users to the survey. Meeting dates and links and background material on the process will be available on the website, as will a place to sign up for emails and text alerts.
- **Social Media:** Promotion through Facebook.
 - Social media posts to City's social media accounts as well as a variety of community social media accounts, including Walkable Olean.
 - Social media posts through the accounts of people associated with the project, including the Mayor and the TFC members.

- Instagram campaign: Consider encourage stakeholders to use *#OleanCompPlan* and post photos or drawings of things they love about Olean between October and January.

APPENDIX A: ENGAGEMENT SCHEDULE

Activity	Medium	Lead	Schedule
CDP Project Initiation Meeting	Virtual	City	June 3, 2023
Preliminary Stakeholder Interviews	By phone	HP	June 2023
Finalize Community Participation Plan	Electronic	HP	July 11, 2023
Task Force Committee Meeting #1	In-person	C&S/ TFC	July 19, 2023
Draft project webpage content	Electronic	HP	September 2023
Promote Public Meeting #1	Electronic	City/ TFC	September 2023
Open and distribute Survey	Electronic	HP	September 2023
Social Media campaign	Electronic	TFC/ City	September/October 2023
Pop-up Event	In-person	HP	October 2023
Task Force Committee Meeting #2	In-person	C&S/HP/TFC	October 2023
Public Meeting #1 – Issues & Opportunities	In-person	C&S/HP/TFC	October 2023
Close and summarize Survey #1	Electronic	C&S	December 31, 2023
Articles & Blog Posts	Electronic	TFC	Ongoing
Social Media Posts	Electronic	City/ TFC	Ongoing
Task Force Committee Meeting #3	Virtual	C&S/ TFC	January 2023
Task Force Committee Meeting #4	In-person	C&S/ TFC	March 2024
Public Meeting #2 – Draft Comprehensive Development Plan	In-person	C&S/TFC	April 2024
Task Force Committee Meeting #5	In-person	C&S	June 2024

Activity	Medium	Lead	Schedule
Project Completion and anticipated Comprehensive Development Plan Adoption		C&S	October 2024

APPENDIX B: DRAFT PUBLIC MEETING #1 ANNOTATED AGENDA

Date: TBD

Time: TBD

Location: JCC Cutco Theater or John Ash Community Center

Format: In Person, Presentation and Stations

Objectives: The public meeting will serve as an introduction to the project, providing an opportunity to:

- (1) Share information about the project scope, schedule, and engagement opportunities
- (2) Seek initial feedback from stakeholders about concerns, issues, and opportunities
- (3) Provide an opportunity for stakeholders to share contact information

Participants:

- (1) Key stakeholders and general public
- (2) Members of the Comprehensive Development Plan Task Force Committee (TFC)
- (3) Project Team

Format: The meeting will include a presentation to share project updates and information, followed by a live question and answer (Q&A) session and interactive group activities.

Dry Run: A dry run with the team and City representatives will be conducted at least one week prior to the online meeting.

Agenda:

Time	Activity	Description	Role
0:00	Meeting Set-Up	<ul style="list-style-type: none">▪ Room meeting set-up▪ Share the registration list with the team and review registrants	Highland Planning
:30	Sign-In	<p>Poll Question: How did you hear about the meeting?</p> <p>AND/OR</p> <p>Poll Question: Select the option that best describes you (multiple choice)</p> <ul style="list-style-type: none">▪ I live in the City▪ I work in the City	Highland Planning

		<ul style="list-style-type: none"> ▪ I own a business in the City ▪ I own a farm in the City ▪ I used to live in the City ▪ I have not lived or worked in the City ▪ I'm not sure <p>Other</p>	
1:00	Convene & Welcome	Convene the group and introduce City and project team	C&S/ City
1:10	Agenda Review	Review meeting purpose and agenda	Highland Planning
1:15	Presentation	<ul style="list-style-type: none"> ▪ Project overview ▪ What's a comprehensive plan vs. other plans and regulations ▪ Purpose/Timeline/deliverables ▪ What we've heard so far– key themes 	C&S
1:25	Q&A session	Attendees will ask questions. Questions will be answered by the C&S team.	C&S
1:30	Group Exercises	<p>EXERCISE #1:</p> <ol style="list-style-type: none"> 1. What do you love about the City of Olean? 2. Which are the most important characteristics of the City of Olean? 3. What's the main area that needs improvement? 4. What would be the ideal opportunity for the City? <p>SMALL-GROUP EXERCISE: Attendees will be assigned to breakout groups of 10-15 people. Each breakout will have a facilitator and scribe/note taker. Participants will be asked to discuss the issues and opportunities associated with the below seven categories and collect their thoughts, which they will then bring back to the larger group.</p> <ul style="list-style-type: none"> ▪ Neighborhoods ▪ Transportation ▪ Aging and Housing ▪ Economic Development ▪ Parks and Recreation 	Highland Planning

		<ul style="list-style-type: none"> ▪ Environment ▪ Land Use <p>OR</p> <p>Attendees can be divided into 7 breakout groups wherein each group is assigned 1 category each. Participants are asked to discuss the issues and opportunities of the assigned category and collect their thoughts, which they will then bring back to the larger group.</p>	
2:10	Report out	Each table will summarize main points/ takeaways and categorize them in the above mentioned seven categories.	Highland Planning
2:25	Wrap-up and adjourn	Discuss next steps, future engagement opportunities, and online survey	C&S

Comment Period: All comments received within the period of two weeks will be included in the first public meeting summary. This will allow the members of the public (including those who were unable to participate) to provide feedback.

APPENDIX C: DRAFT SURVEY

City of Olean Comprehensive Development Plan 2023

The City of Olean began a Comprehensive Development Plan in September 2023.

A Comprehensive Development Plan is an expression of the community's values and future vision. The process to develop the plan involves a broad section of the community to create a vision that will help guide the future of the City. A comprehensive plan communicates a community's goals and objectives, provides a blueprint for community infrastructure projects, City policies, future land use, and serves as the basis for zoning, subdivision, and land use codes.

Please help us create an effective and responsive Comprehensive Plan by taking 10 minutes to complete this short survey. Your responses will help shape the vision for Olean's future. Your responses will be anonymous and confidential. Please contact Keri Kerper, Program Coordinator of the Department of Community Development with the City of Olean at kkerper@cityofolean.org if you have any questions about this survey.

1. Please select the options that best describes you. (select all that apply)

- ☐ I live in the City of Olean
- ☐ I work in the City of Olean
- ☐ I live and work in the City of Olean
- ☐ I own a business in the City of Olean
- ☐ I used to live in the City of Olean
- ☐ I have not lived or worked in the City of Olean
- ☐ Other (please specify)

Life in the City

2. Why do you choose to live in or visit the City of Olean? (select up to three (3) of your top reasons)

- ☐ Location within the region
- ☐ Neighborhood and local community
- ☐ Schools
- ☐ Relatives and friends nearby
- ☐ Housing options available
- ☐ Walkability
- ☐ Commercial amenities
- ☐ Historic character
- ☐ Rural character

- ☐ Recreation options
- ☐ Other (please specify)

3. How would you rate the quality of life in the City of Olean?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Not sure

Improving Quality of Life in the City

Note: Q4 is a branch question. Only the respondents who select “poor” as an option in Q3 will be asked to further provide reasoning in Q4, other respondents will be directed to Q5.

4. What factors led you to rate the quality of life in the City as poor?

[provide comment box for open-ended response]

5. Of the following, which are the most important characteristics in the City? (select all that apply)

- ☐ Proximity to Buffalo
- ☐ Historic architectural character
- ☐ Neighborhood appearance
- ☐ Lack of large malls and overbuilt commercial areas
- ☐ Senior community
- ☐ Parks and Recreations services and programs
- ☐ Arts and culture
- ☐ Rural character
- ☐ Public services
- ☐ Schools
- ☐ Community/People
- ☐ Safety/low crime
- ☐ Walkability
- ☐ Public transit access
- ☐ Bicycling opportunities
- ☐ Other (please specify)

6. Please rank What are the most important challenges you see for the City during the next twenty (20) years? Please select your top five (5) from the list below and then feel free to identify others:

- ☐ Preservation of community character
 - ☐ New housing
 - ☐ Neighborhood connectivity and walkability
 - ☐ Social issues and racism
 - ☐ Business expansion opportunities
 - ☐ Availability of shopping and amenities
 - ☐ Equitable distribution of investment throughout the city
 - ☐ Property taxes
 - ☐ Property owner rights
 - ☐ Conservation of natural resources
 - ☐ Sustainability/resiliency to address climate change
 - ☐ Other (please specify)
7. What should future development look like in the City of Olean? (Check all the types you would like to see).
- ☐ New mixed-use development (commercial and residential)
 - ☐ “Infill” development (redevelopment of existing buildings and sites)
 - ☐ New residential development: single-family homes attached (townhomes)
 - ☐ New residential development: single-family homes (detached)
 - ☐ New residential development: multi-family homes
 - ☐ New residential development: apartments
 - ☐ New residential development: accessory dwelling units
 - ☐ New residential development: condos
 - ☐ New residential development: affordable housing
 - ☐ New commercial/office development
 - ☐ Industrial/ light manufacturing development
 - ☐ Preservation of open space
 - ☐ Focus on sustainability
 - ☐ I don’t want to see development
 - ☐ Other (please specify)
8. What types of businesses and services do you routinely use that are not located in Olean? [Open-ended question]
9. When planning for future housing/residential development, which of the following should the City prioritize?
- ☐ Low-density residential development of single-family housing

- ☐ Mix of housing types and price points to attract and accommodate individuals and families with a variety of income levels.
- ☐ In-law suites and other shared housing options to accommodate young professionals and senior citizens.
- ☐ Other (please specify)

10. During the next twenty (20) years, what changes would you like to see in the City? Please select as many as apply (the following list is not in any order of priority):

- ☐ More sidewalks, trails, and bike lanes
- ☐ More parks and recreational facilities
- ☐ More senior citizen programs
- ☐ More youth programs
- ☐ More housing available at for individuals, families and senior citizens supporting a variety of income levels
- ☐ More businesses and jobs
- ☐ More variety of stores, restaurants and other commercial services
- ☐ More emphasis on creating a sustainable community
- ☐ More public transit
- ☐ More emphasis on creating an inclusive community
- ☐ Less development of open space
- ☐ Less traffic
- ☐ Other (please specify)

11. In twenty (20) years, what three words would you like to be able to use to describe the City of Olean to your friends/children/grandchildren?

Word one

Word two

Word three

12. Do you have any other comments for the project team?

[provide comment box for open-ended response]

About You

Help us better understand who is answering this survey. Your responses will help ensure we are capturing a representative cross section of the community and will remain anonymous and confidential.

13. Please select the option that best describes you:

- ☐ Renter
- ☐ Homeowner

14. In what type of dwelling do you live?

- ☐ Single-family detached
- ☐ Single-family attached
- ☐ Apartment/multi-family
- ☐ Condominium

15. What factors led you to choose to live in this type of housing?

[provide comment box for open-ended response]

16. How many people live in your household?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 or more

17. What is your age?

- ☐ Under 20
- ☐ 20-39
- ☐ 40-64
- ☐ 65 and over

18. Please select the option that best describes you:

[provide drop-down menu with race and ethnicity options]

19. How do you get news about the City of Olean? (select all that apply)

- ☐ City Website
- ☐ Social Media
- ☐ Olean Times Herald
- ☐ Radio or television
- ☐ Neighbors and friends
- ☐ Other (please specify)

20. Which neighborhood do you live in? (Get list of neighborhoods from City)

- ☐ North Olean
- ☐ South Olean
- ☐ East Olean
- ☐ West Olean
- ☐ Seneca Heights
- ☐ Oak Hill Park Historic District
- ☐ Downtown City Center
- ☐ Homer Hill
- ☐ Boardmanville
- ☐ Baldwin Heights
- ☐ Forest Hill
- ☐ Other _____

21. What is your annual household income level?

- Less than \$15,000
- \$15,000-\$24,999
- \$25,000-\$34,999
- \$35,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$149,999
- \$150,000-\$199,999
- \$200,000 or greater

Stay Updated

22. Please provide your contact information below to stay informed on the Comprehensive Development Plan.

Name	<input type="text"/>
Address	<input type="text"/>
Address 2	<input type="text"/>
City/City	<input type="text"/>
Email Address	<input type="text"/>

23. May we contact you about future engagement opportunities?

- ☐ Yes
- ☐ No

Thank you for taking the survey! We greatly appreciate your feedback. For more information about the Comprehensive Development Plan process or associated public outreach efforts, please visit the project website at <https://cityofolean.org/comprehensive-development-plan/>.

APPENDIX D: COMMUNICATIONS CHANNELS

Note: Throughout the course of the project, the team will work with the City/TFC members to expand this list of communications channels.

Email Lists

- TBD
- Chamber of Commerce
- Church email lists

Print (newsletters and other publications)

- TBD

Social Media Sites

- City of Olean (Facebook)

Other Media

- TBD