

Dear \_\_\_\_\_,

With the arrival of the New Year, we look forward to continuing our coordination and collaboration with you on the Highlands Village Improvements Project.

As these projects are typically on rather attenuated schedules, we feel it's important to begin the year with a clear understanding of how the Project Team is planning to proceed, and offering our thoughts on the project so far. We would greatly appreciate an update on the next events, and the timeline for the over-all design work.

We have the general understanding that there have been discussions with the utility and communications providers regarding the relocation of their poles, lines, and equipment from the Project area. Yet we have not yet received a confirmation that this work is being incorporated into the design work, as would be expected at this stage. We must reiterate that we have heard loud and clear from our community that utility relocation is essential to the success of this project, so that our Village will be comparable in quality to the vast majority of other villages that have been similarly improved. Local business and property owners have also expressed the need for this in order for local businesses to present themselves as attractive equals to other commercial venues. Please demonstrate your commitment to the quality of this effort by informing us that this is in fact being done.

We also have concerns that the design process really is not reaching enough of our constituents in order for there to be a sufficient level of understanding and confidence that the directions being chosen are truly representative of the residents and business community.

We must note that despite the flyers and signs in the village, the Preliminary Design events held at City Hall did not have many public participants. Furthermore, the materials presented were not very easy to understand for those attending. There were many slides of alternatives briefly projected on screens that were just too far from the audience to understand. We have also heard that the feedback tool was not user friendly, which probably discouraged input. The flyer itself was not particularly helpful in communicating what is happening, nor for providing access to the process and asking of questions or providing comments.

The project seems to be moving on, yet the above situation is not acceptable. Therefore, we request that the Project Team return for a presentation to be held locally, when and where we have had much better public attendance. We also ask that the presentation materials be available in printed form that would allow close inspection and valuable simultaneous comparisons of alternatives and relevant data.

It would also be very helpful for the presentation to be on display both before and after public presentations. (For those without computer access, *all* major City projects should be easily accessed in printed form at a designated location at the Library.)

Furthermore, it is not made clear as to who is *the* person at the City responsible and available for receiving, organizing, and recording input, and responding to questions regarding this specific project.

We look forward to your... and our...

Sincerely,

DRAFT