

Project Charter – OFH Community Outreach

Project Overview

Project Name	Old Firehouse Teen Center Community Outreach
Project Manager	Zach Houvener
Problem/Issue	<ul style="list-style-type: none"> • The Old Firehouse Teen Center (OFH), built in 1952 has served as City Hall, Fire and Police Stations, and a YMCA before its current use. • The City of Redmond completed a Facilities Condition Assessment led by consultant Meng Analysis, on city owned facilities in 2024. <ul style="list-style-type: none"> ○ The report and its findings show that the building has a variety of mechanical, structural, and equipment failures, as well as having a large number of hazardous materials (per 2016 Amec Foster Wheeler hazardous materials survey report). • The city is also conducting a Building Security Strategic Plan in 2024. <ul style="list-style-type: none"> ○ The preliminary findings of that study have shown that OFH has the worst facility security score out of all buildings that are city owned. • Although the teen center is an asset to the community, its configuration does not adequately support its program uses and creates multiple challenges for supervision, as well as functional issues that would be difficult to modernize.
Purpose	The city is looking to engage the community and start outreach around what teens need, how the city can best serve their interest(s), and where services are needed most.
Goals	<ul style="list-style-type: none"> • Internal Team Coordination: Track project scope, key messaging, talking points, and creating a unified voice amongst staff. • Clear Roles and Responsibilities: Well-defined and understood roles and responsibilities for staff. • Community Engagement and Awareness: Provide and establish a one-stop engagement hub that will include project background, community assessments/insights, stakeholder identification, and opportunities for public outreach and community/stakeholder interviews. • Understand Teen Needs: How the city can best serve our teen demographic

<p>Outcomes and Deliverables</p>	
	<p>Phase 1: Project Management</p> <ul style="list-style-type: none"> • Coordination meetings with Redmond Parks and Recreation staff. • Track deliverables and provide progress reports <p>Phase 2: Community Engagement Planning</p> <ul style="list-style-type: none"> • Community Engagement Plan: <ul style="list-style-type: none"> ○ Project background ○ Community assessments/insights ○ Stakeholder identification ○ Engagement goals ○ Engagement strategy ○ Key messages ○ Communication tools and tactics ○ Roles and responsibilities • Key Messages: <ul style="list-style-type: none"> ○ Produce outreach materials, establish main talking points and create a unified voice amongst the project team and all department staff • Web Engagement Hub: <ul style="list-style-type: none"> ○ Establish a “one-stop” engagement website including content, outline, and design of project background, ways to provide input, FAQ’s, etc. • Materials development: <ul style="list-style-type: none"> ○ Briefing presentation deck • Stakeholder Interviews: <ul style="list-style-type: none"> ○ Develop interview guide with interview logistics, stakeholder identification, and interview questions. <p>Phase 3: Implementation</p> <p>Content Development / Web Engagement Hub:</p> <ul style="list-style-type: none"> • Showcase project information, gather feedback, opportunities for questions and reporting information to community members <p>Community and Stakeholder Engagement:</p> <ul style="list-style-type: none"> • Consultant/staff to gather insights and may include: <ul style="list-style-type: none"> ○ Executive Office/Council/Commission briefings ○ Online presentations ○ In-person community meetings/events ○ Stakeholder briefings ○ Teen advisory group meetings ○ Stakeholder outreach guides ○ Promotional copy for social media, email ○ Printing coordination for in-person project materials • Community engagement reporting: <ul style="list-style-type: none"> ○ Summaries/reports

Expected Start	October 2024
Expected Completion	July 2025 with contract completion by December 2025

Project Scope and Guiding Documents

Within Scope

- Recreation and Engagement processes, policies, and procedures
- Staffing structures and responsibilities
- Establishing best practices

Outside Scope

- City of Redmond processes, polices, and procedures
- Human resources policies and personnel requirements

Guiding Documents

- [Parks, Arts, Recreation, Culture, and Conservation \(PARCC\) Plan](#), [PARCC Plan At-a-Glance](#)
- [Facility Condition Assessment – Summary Report](#)
- [Facility Condition Assessment – Facility Details Report](#)
- Building Security Strategic Plan - Need to link.
- [Parks Communication and Community Involvement Plan](#)
- Community Centers report?

Tentative Schedule

Key Milestone	Start	Finish
Create and Finalize Project Charter	9/16/24	9/25/24
Phase 1 <ul style="list-style-type: none"> • Sign contract • Identify project team, create weekly meeting cadence 	9/26/24	October 2024
Phase 2 <ul style="list-style-type: none"> • Community Engagement Planning <ul style="list-style-type: none"> ○ Project background ○ Community Assessment/Insights ○ Stakeholder identification ○ Engagement goals ○ Key messages ○ Communication tools/tactics ○ Roles and responsibilities • Webpage hub <ul style="list-style-type: none"> ○ Page/content structure 	November 2024	April 2025

<ul style="list-style-type: none"> ○ Project background ● Materials development <ul style="list-style-type: none"> ○ Project FAQ's ○ Slide deck ● Stakeholder interviews <ul style="list-style-type: none"> ○ Interview guide, identification, interview questions ○ Facilitation of community focus groups ○ 		
Phase 3 <ul style="list-style-type: none"> ● Content development for webpage ● Community and stakeholder engagement ● Engagement Reporting 	April 2025	July 2025

Project Team and Stakeholders

Project Team	Loreen Hamilton, Zach Houvener, Erica Chua, Quinn Kuhnhausen, Jeff Hagen, Brittany Pratt, Christina Willner, Parks Planning Manager (Vacant)
Key Stakeholders	Elected Officials, Mayor, COO, Redmond Youth Partnership Advisory Committee, Kate Becker, CoR staff, etc.

Project Communications

Planned Communication	Type	Audience	When
TBD			

Project Costs

\$50,000 – Consultant Agreement

\$5,000 – Print/Marketing

Project Benefits

Type of Benefit
Key Messaging / Talking Points
One source of truth for project information
Clear Roles/Responsibilities
Understanding needs of teens
Public awareness and messaging