

Neighborhood Association

# BOARD MEMBER GUIDE



Brought to you by:  
City of Salem, Neighborhood Services  
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503-588-6207  
[www.cityofsalem.net/neighbor](http://www.cityofsalem.net/neighbor)

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# INTRODUCTION

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THANK YOU for getting involved in your neighborhood association! By joining together with other neighbors who care, you have a tremendous opportunity to make a difference in your neighborhood and your community.

The City of Salem relies on its recognized neighborhood associations to help City officials make good, informed decisions. In fact, the first two neighborhood associations, Northgate and Faye Wright, were first recognized in 1972 with the philosophy: *“People who are affected by decisions of government deserve to be included in the decision-making process.”*

While Salem’s neighborhood associations are not governed or directed by the City, the City of Salem has committed to support neighborhood associations with resources that will help them remain viable, informed organizations.

Neighborhood associations are important to all City departments, at all levels, but this guide describes how City staff directly support your neighborhood association.

You will also find information about the neighborhood associations, ideas for organizing and running meetings, ways to get more people involved in your neighborhood association, information on how to give input to the City’s decision-making bodies, and resource information on whom to call about various neighborhood problems and issues.

We hope that this year is both productive and enjoyable for you and your neighbors. Please let us know how we can help in your journey.

*From your freinds,  
Neighborhood Services Staff.*





## Section 1

# WHO ARE SALEM'S NEIGHBORHOOD ASSOCIATIONS?

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Neighborhood associations play an integral part in the civic life of Oregon's capital city. The officially recognized associations represent nearly every square foot of Salem. They are independent groups, but are provided support by City government.

The groups' most important function is to provide two-way communication between citizens and local government. When people want to change something about their part of town, they connect with their neighborhood association to find out how to have their concerns heard by City officials.

That also works the other way, with City officials often asking the groups to weigh in on issues as varied as public safety, parks, land use, and transportation.

Each neighborhood association has a different focus and operates with a different style. Different meeting schedules, different leadership structures, different outreach goals--yet shared geographical borders and shared concerns about citywide issues often bring neighborhood associations together to tackle a situation.

The city's neighborhood associations are profiled in this section to give a flavor for each area of town.

Salem is the first city in Oregon to organize and recognize Neighborhood Associations and one of the first in the nation.

### IN THIS SECTION

- **Shape Your Neighborhood**
- **Map**
- **Profile of NAs**
- **Chapter 64, Salem Revised Code**

# SHAPE YOUR NEIGHBORHOOD DELE FORMA A SU VECINDAD

**Participate with your neighbors to make the most of your community!**

***¡Participe con sus vecinos para hacer lo mejor de su comunidad!***

## **What's a Neighborhood Association? ¿Qué es una asociación de la vecindad?**

A neighborhood association (NA) is a group of residents, businesses, property owners, schools, agencies, and congregations within a designated geographic area. If you live, work, or own property in Salem, you are automatically a member of at least one NA (don't worry—there are no dues!). Neighborhood Associations meet regularly to address local issues & concerns, improve their neighborhoods, and involve residents in local decision-making that affects their neighborhood, like park improvements, land use changes, transportation & crime prevention.

Una asociación de vecinos está compuesta de todos los residentes, negocios, propietarios, escuelas, agencias, y organizaciones religiosas dentro de un área geográfica designada. Si Ud. vive, trabaja, o es dueño de propiedad dentro de Salem, Ud. es automáticamente miembro de una asociación de vecindad (no se preocupe, no hay ninguna cuota). Las asociaciones de las vecindades reúnen regularmente para tratar temas y preocupaciones locales y mejorar la vecindad. Las asociaciones permiten que los vecinos tomen parte en las decisiones locales que afectan sus vecindades, como los mejoramientos a los parques, el planeamiento del uso de terrenos, la transportación, y la prevención del crimen.

## **Find Out More. Entérese sobre más.**

Contact your NA to find out how to help improve your neighborhood today.

Póngase en contacto con su asociación de vecindad para enterarse cómo puede mejorar su vecindad hoy. **¡Se habla español!** Llame al 503-540-2303.

### **City of Salem**


555 Liberty St. SE, Rm. 305  
503-588-6207

neighborhoodservices@cityofsalem.net  
www.cityofsalem.net/neighbor  
Facebook.com/salemneighborhoods

## **Neighborhood Association Meeting Schedules Horarios de las juntas de las asociaciones**

Find your neighborhood association on the map on the back of this sheet & use the chart below to find its typical meeting schedule & web address. (Circled numbers below are shown on the map).

Encuentre su asociación de vecindad en el mapa al reverso y use la tabla abajo para encontrar su horario de juntas y el sitio de web. (Números circulados se muestran en el mapa).

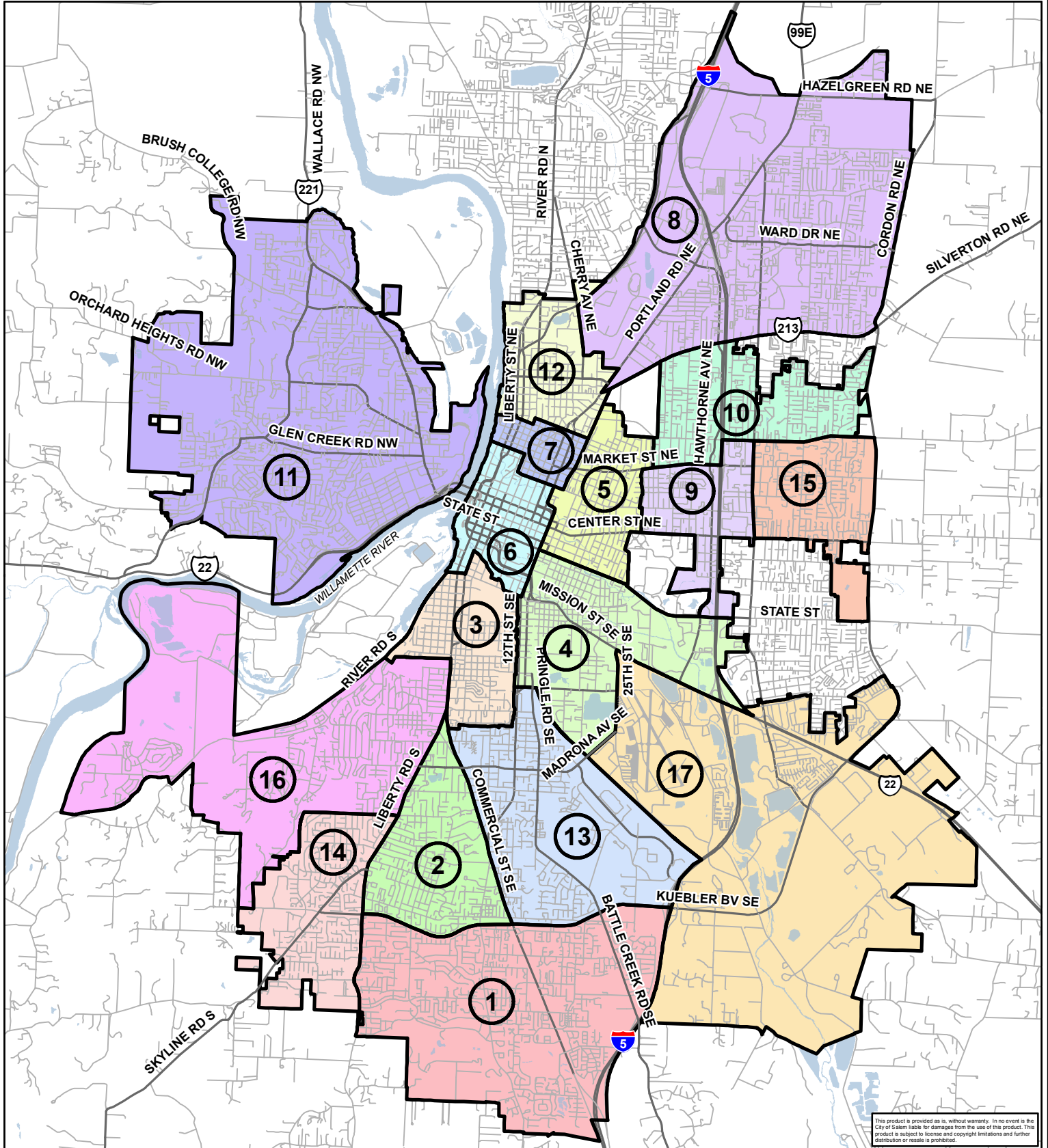
<b>CANDO</b> (Central Area Neighborhood Development Organization) 3 <sup>rd</sup> Tuesday (3 <sup>o</sup> martes), 6:00 pm www.cityofsalem.net/neighbor <b>6</b>	<b>ELNA</b> (East Lancaster NA) 1 <sup>st</sup> Thursday (1 <sup>o</sup> jueves), 7:00 pm www.facebook.com/eastlancasterna <b>15</b>
<b>FAYE WRIGHT NA</b> 2 <sup>nd</sup> Thursday (2 <sup>do</sup> jueves), 7:00 pm www.facebook.com/fayewrightneighborhoodassociation <b>2</b>	<b>GRANT NA</b> 1 <sup>st</sup> Thursday (1 <sup>o</sup> jueves), 6:15 pm www.grantneighborhood.org <b>7</b>
<b>HIGHLAND NA</b> 2 <sup>nd</sup> Thursday (2 <sup>do</sup> jueves), 6:30 pm www.facebook.com/highland.neighbors.salem <b>12</b>	 Scan to check out our page.
<b>MORNINGSIDE NA</b> 2 <sup>nd</sup> Wed (2 <sup>do</sup> miércoles), 6:30 pm www.morningsidena.org <b>13</b>	<b>NEN</b> (Northeast Neighbors) 2 <sup>nd</sup> Tuesday (2 <sup>do</sup> martes), 6:30 pm www.salemnenn.org <b>5</b>
<b>NESCA</b> (NE Salem Comm. Assoc.) 3 <sup>rd</sup> Tuesday (3 <sup>o</sup> martes), 7:00 pm www.facebook.com/NESCASalem <b>9</b>	<b>NOLA</b> (North Lancaster NA) 1 <sup>st</sup> Wed (1 <sup>o</sup> miércoles), 6:30 pm www.facebook.com/NorthLancasterNeighborhoodAssociation <b>10</b>
<b>NORTHGATE NA</b> 3 <sup>rd</sup> Thursday (3 <sup>o</sup> jueves), 6:00 pm www.facebook.com/northgateneighborhood <b>8</b>	<b>SCAN</b> (S. Central Assoc of Neighbors) 2 <sup>nd</sup> Wed (2 <sup>do</sup> miércoles), 6:30 pm www.scansalem.org <b>3</b>
<b>SEMCA</b> (SE Mill Creek Assoc.) 2 <sup>nd</sup> Tuesday (2 <sup>do</sup> martes), 10:00 am www.cityofsalem.net/neighbor <b>17</b>	<b>SESNA</b> (SE Salem NA) 4 <sup>th</sup> Tuesday (4 <sup>o</sup> martes), 7:00 pm www.sesna.community <b>4</b>
<b>SOUTH GATEWAY NA</b> 2 <sup>nd</sup> Thursday (2 <sup>do</sup> jueves), 6:45 pm www.cityofsalem.net/neighbor <b>1</b>	<b>SWAN</b> (SW Assoc. of Neighbors) 1 <sup>st</sup> Tuesday (1 <sup>o</sup> martes), 6:30 pm www.salemswan.org <b>16</b>
<b>SUNNYSLOPE NA</b> 3 <sup>rd</sup> Thursday (3 <sup>o</sup> jueves), 7:00 pm https://www.facebook.com/SunnyslopeNA <b>14</b>	<b>WEST SALEM NA</b> 1 <sup>st</sup> Wed. (primer miércoles), 6pm www.facebook.com/WestSalemNeighborhoodAssociation <b>11</b>

# Salem Neighborhoods



## LEGEND

- |                        |                              |                           |                          |                                |
|------------------------|------------------------------|---------------------------|--------------------------|--------------------------------|
| <b>1</b> South Gateway | <b>4</b> SouthEast Salem     | <b>8</b> Northgate        | <b>12</b> Highland       | <b>16</b> SouthWest            |
| <b>2</b> Faye Wright   | <b>5</b> Northeast Neighbors | <b>9</b> North East Salem | <b>13</b> Morningside    | <b>17</b> Southeast Mill Creek |
| <b>3</b> South Central | <b>6</b> Central Area        | <b>10</b> North Lancaster | <b>14</b> Sunnyslope     |                                |
|                        | <b>7</b> Grant               | <b>11</b> West Salem      | <b>15</b> East Lancaster |                                |



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## Profiles of Neighborhood Associations

The following brief descriptions of the Salem Neighborhood Associations will give you a chance to see what your neighborhood might have in common with others in town, and how it is unique. Unique and strong communities are essential for building strong neighborhoods where people work and live together. Neighborhood Associations provide a voice for you to participate in government decisions.

The population, median age, average household size, owner/renter occupied households are derived from the 2021 Census data.

### Central Area Neighborhood Development Organization (CAN-DO)

#### 2021 ESRI Demographics:

**Total Population: 2,075**

**Boundary/Acres: 625.70**

**Median age: 26.3**

**Owner occupied homes: 128**

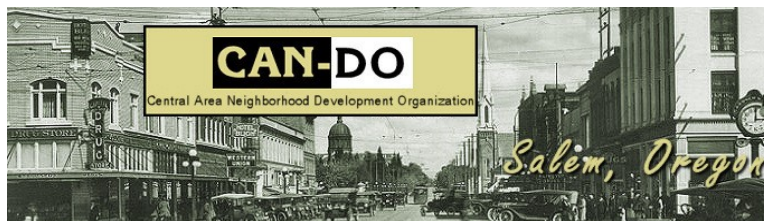
**Renter occupied homes: 509**

**Boundary/Acres: 625.70**

**Founding Date:** April 7, 1975

#### MAJOR FEATURES:

Marion Square Park, Pringle Park and Community Hall, Riverfront Park, Waldo Park (the smallest park in the world); and portions of Minto-Brown Island Park, Willamette University, State Capitol and Capitol Mall, Downtown business and historic district, Salem Center Mall, Salem Hospital, Civic Center and Main Library, Howard Street Charter School, Salem Family YMCA, Gilbert House Children's Museum, the Downtown Urban Renewal District, and the South Waterfront Urban Renewal District.



See [www.cityofsalem.net/cando](http://www.cityofsalem.net/cando)



Riverfront Park, Downtown Salem, OR.

## East Lancaster Neighborhood Association (ELNA)

### 2021 ESRI Demographics:

**Total Population:** 9,193

**Median Age:** 32.5

**Avg Household**

**Size:** 2.86

**Owner-Occupied**

**Homes:** 1,720

**Renter-Occupied**

**Homes:** 1,551

**Founding Date:** February 12, 1979

#### MAJOR FEATURES:

Royal Oaks Park, Weathers Park, Swegle Elementary School, Blanchet Middle and High School, Salem Academy, Boys and Girls Club (Swegle Branch), East Salem Community Center and portions of the following: Center Street, Lancaster Drive, and Market Street.

**Boundary/Acres:** 951.04



See [www.cityofsalem.net/elna](http://www.cityofsalem.net/elna)

## Faye Wright Neighborhood Association

### 2021 ESRI Demographics:

**Total Population:** 8,514

**Median Age:** 39.5

**Avg Household**

**Size:** 2.21

**Owner-Occupied**

**Homes:** 2,184

**Renter-Occupied**

**Homes:** 1,881

**Founding Date:** April 24, 1972

#### MAJOR FEATURES:

Carson Springs Natural Area\*, Gracemont Park, Hillview Park, Wendy Kroger Park, Woodmansee Park, Wright Elementary School, Judson Middle School, and portions of the following: Commercial Street, Liberty Road, Kuebler Boulevard, and Pringle Creek.

*\*Undeveloped park*

**Boundary/Acres:** 1,145.84



See [www.cityofsalem.net/fayewright](http://www.cityofsalem.net/fayewright)



## Grant Neighborhood Association

### 2021 ESRI Demographics:

Total Population: 1,434

Median Age: 31

Avg Household Size: 2.07

Owner-Occupied

Homes: 305

Renter-Occupied

Homes: 474

Founding Date: February 2, 1976

### MAJOR FEATURES:

Grant Park, Grant Community School, Boys and Girls Club Main Branch, YWCA, Broadway Town Square, and portions of the following: Broadway Street, Capitol Street, Commercial Street, Front Street, Hood Street, Liberty Street, Market Street, and Summer Street.

Boundary/Acres: 269.24



See [www.cityofsalem.net/grant](http://www.cityofsalem.net/grant)

## Highland Neighborhood Association

### 2021 ESRI Demographics:

Total Population: 2,840

Median Age: 31.2

Avg Household Size: 2.75

Owner-Occupied

Homes: 659

Renter-Occupied

Homes: 1,120

Founding Date: August 23, 1976

### MAJOR FEATURES:

Highland Park, River Road Park, Highland Elementary School, JGEMS Charter School, Oregon School for the Deaf, North Neighborhood Resource Center, Salem Senior Center 50+, and portions of the following: Broadway Street, Capitol Street, Fairgrounds Road, Pine Street, Portland Road, Salem Parkway, Willamette River, and North Gateway Urban Renewal Area.

Boundary/Acres: 785.14



See [www.cityofsalem.net/highland](http://www.cityofsalem.net/highland)



McKay Park, NE Salem, OR.

### Morningside Neighborhood Association

**2021 ESRI Demographics:**

**Total Population: 5,998**

**Median Age: 38.2**

**Avg Household  
Size: 2.45**

**Owner-Occupied  
Homes: 1,428**

**Renter-Occupied  
Homes: 1,367**

**Boundary/Acres: 2,099.55**

**Founding Date:** April 19, 1976

**MAJOR FEATURES:**

Clark Creek Park, Hilfiker Road Park\*, Morningside Park, South Village Park, Morningside Elementary School, Leslie Middle School, Fairview Industrial Park, and portions of the following: 12th Street, Commercial Street, Kuebler Boulevard, Madrona Avenue, Pringle Road, Clark Creek, West and Middle Forks of Pringle Creek.

*\*Undeveloped park*



**Morningside Neighborhood Association**

See [www.cityofsalem.net/morningside](http://www.cityofsalem.net/morningside)

## Northeast Neighbors (NEN)

### 2021 ESRI Demographics:

Total Population: **7,188**

Median Age: **38**

Avg Household Size: **2.33**

Owner-Occupied

Homes: **1,469**

Renter-Occupied

Homes: **1,169**

**Boundary/Acres: 755.44**

**Founding Date:** October 14, 1974

#### MAJOR FEATURES:

Barick Field, Englewood Park, McRae Park, Englewood Elementary School, Parrish Middle School, North Salem High School, Court-Chemeketa Residential Historic District, and portions of the following: Center Street, Market Street, State Street, and Mill Creek.



[See www.cityofsalem.net/nen](http://www.cityofsalem.net/nen)

## North East Salem Community Association (NESCA)

### 2021 ESRI Demographics:

Total Population: **5,284**

Median Age: **32**

Avg Household Size: **2.91**

Owner-Occupied

Homes: **690**

Renter-Occupied

Homes: **1,127**

**Boundary/Acres: 740.35**

**Founding Date:** October 22, 1973

#### MAJOR FEATURES:

Harry and Grace Thorp Park, D St Park, Geer Community Park, Hoover Park, Hoover Elementary School, Willamette Town Center, Oregon State Hospital and portions of the following: Center Street, Lancaster Drive, Market Street, and Interstate 5.



*North East Salem Community Association*

[www.cityofsalem.net](http://www.cityofsalem.net) | 503-588-6207

[See www.cityofsalem.net/nescsa](http://www.cityofsalem.net/nescsa)

## North Lancaster Neighborhood Association (NOLA)

### 2021 ESRI Demographics:

Total Population: **9,882**

Median Age: **31.1**

Avg Household Size: **3.09**

Owner-Occupied  
Homes: **1,945**

Renter-Occupied  
Homes: **1,537**

**Boundary/Acres: 1,142.93**

Founding Date: October 15, 1990

#### MAJOR FEATURES:

Brown Road Park, McKay Park, Cesar Chávez Elementary School, McKay High School, Scott Elementary School, and portions of the following: Lancaster Drive, Silverton Road and Interstate 5.



# NOLA

*North Lancaster  
Neighborhood Association*

See [www.cityofsalem.net/nola](http://www.cityofsalem.net/nola)

## Northgate Neighborhood Association

### 2021 ESRI Demographics:

Total Population: **26,320**

Median Age: **32.1**

Avg Household Size: **2.88**

Owner-Occupied  
Homes: **4,388**

Renter-Occupied  
Homes: **4,545**

**Boundary/Acres: 4,654.50**

Founding Date: February 28, 1972

#### MAJOR FEATURES:

CTEC, Fisher Road Park\*, Hoodview Park, Northgate Park, Hazelgreen Road Park, Hallman Elementary School, Hammond Elementary School, Yoshikai Elementary School, Stephens Middle School, industrial parks, and portions of the following: Chemawa Road, Fisher Road, Hawthorne Avenue, Hayesville Drive, Hazelgreen Road, Portland Road, Silverton Road, Salem Parkway, Interstate 5, and North Gateway Urban Renewal Area.

*\*Undeveloped park*



See [www.cityofsalem.net/northgate](http://www.cityofsalem.net/northgate)

## South Central Association of Neighbors (SCAN)

### 2021 ESRI Demographics:

Total Population: **2,016**

Median Age: **40.8**

Avg Household Size: **2.06**

Owner-Occupied  
Homes: **1,122**

Renter-Occupied  
Homes: **1,206**

**Boundary/Acres: 849.52**

Founding Date: July 23, 1973

#### MAJOR FEATURES:

Bush Park, Fairmount Park, McKinley Park, and portions of Minto-Brown Island Park, McKinley Elementary School, Howard Street Charter School, South Salem High School, Gilmore Field, McCulloch Field, Bush House Museum, Deepwood Estate, Gaiety Hill/Bush's Pasture Park National Historic District, Bush Park Rose Garden, Bush Barn Art Center, and portions of the following: 12th Street, Commercial Street, High Street, and Pringle Creek.



See [www.cityofsalem.net/scan](http://www.cityofsalem.net/scan)

## Southeast Mill Creek Association (SEMCA)

### 2021 ESRI Demographics:

Total Population: **7,819**

Median Age: **33.6**

Avg Household Size: **2.51**

Owner-Occupied  
Homes: **1,317**

Renter-Occupied  
Homes: **899**

**Boundary/Acres: 5,800.38**

Founding Date: June 16, 1986

#### MAJOR FEATURES:

Bill Riegel Park, Cascades Gateway Park, Miller Elementary School, Houck Middle School, Corban University, Correctional Facilities, Salem International Airport, Mill Creek Industrial Park, and portions of the following: Cordon Road, Kuebler Boulevard, Lancaster Drive, Turner Road, Aumsville Highway, Highway 22, Interstate 5, and Mill Creek.



See [www.cityofsalem.net/semca](http://www.cityofsalem.net/semca)

## South East Salem Neighborhood Association (SESNA)

### 2021 ESRI Demographics:

Total Population: **1,427**

Median Age: **31.7**

Avg Household Size: **2.65**

Owner-Occupied  
Homes: **632**

Renter-Occupied  
Homes: **873**

**Boundary/Acres: 1,565.37**

Founding Date: March 1, 1976

#### MAJOR FEATURES:

Aldrich Park, Lee Park, Richmond Park, Millrace Park, Bush Elementary School, Richmond Elementary School, Tokyo International University of America, Willamette Heritage Center at the Mill, Southeast Neighborhood Community Center, and portions of the following: Mission Street, State Street, and Mill Creek.



See [www.cityofsalem.net/sesna](http://www.cityofsalem.net/sesna)

## South Gateway Neighborhood Association

### 2021 ESRI Demographics:

Total Population: **18,091**

Median Age: **38.6**

Avg Household Size: **2.49**

Owner-Occupied  
Homes: **4,200**

Renter-Occupied  
Homes: **2,083**

**Boundary/Acres: 3,334.85**

Founding Date: November 26, 1973

#### MAJOR FEATURES:

Bryan Johnston Park, Rees Park, Sumpter Park, Wes Bennett Park, Wiltsey Park\*, Creekside Golf Course, Battle Creek Elementary School, Lee Elementary School, Pringle Elementary School, Sumpter Elementary School, South Salem Senior Center, and portions of the following: Commercial Street, Kuebler Boulevard and Liberty Road.

*\*Undeveloped park*



**NEIGHBORHOOD ASSOCIATION**  
555 LIBERTY ST. SE RM. 305 SALEM OR 97301 • 503-588-6207 • [WWW.CITYOFSALEM.NET/NEIGHBOR](http://WWW.CITYOFSALEM.NET/NEIGHBOR)

See [www.cityofsalem.net/southgateway](http://www.cityofsalem.net/southgateway)

## SouthWest Association of Neighbors (SWAN)

### 2021 ESRI Demographics:

Total Population:	<b>7,846</b>
Median Age:	<b>44.6</b>
Avg Household Size:	<b>2.42</b>
Owner-Occupied Homes:	<b>2,262</b>
Renter-Occupied Homes:	<b>754</b>

**Boundary/Acres: 3,514.97**

Founding Date: July 23, 2013

### MAJOR FEATURES:

Eola Bend County Park, Fircrest Park, Nelson Park, and portions of Minto-Brown Island Park, Illahe Hills Golf Club, Salem Golf Course, Candalaria Elementary School, Salem Heights Elementary School, Pioneer Cemetery, and portions of the following: Commercial Street, Liberty Street, Madrona Avenue, South River Road, and Croisan Creek.



See [www.cityofsalem.net/swan](http://www.cityofsalem.net/swan)

## Sunnyslope Neighborhood Association

### 2021 ESRI Demographics:

Total Population:	<b>5,399</b>
Median Age:	<b>41.3</b>
Avg Household Size:	<b>2.64</b>
Owner-Occupied Homes:	<b>1,992</b>
Renter-Occupied Homes:	<b>710</b>

**Boundary/Acres: 1,247.66**

Founding Date: June 21, 1976

### MAJOR FEATURES:

Cunningham Lane Park\*, Schirle Park, Secor Park\*, Skyline Park\*, Sunnyslope Park, Liberty Elementary School, Schirle Elementary School, Crossler Middle School, Sprague High School, and portions of the following: Kuebler Boulevard, Liberty Road, and Skyline Road.

*\*Undeveloped park*



See [www.cityofsalem.net/sunnyslope](http://www.cityofsalem.net/sunnyslope)

## West Salem Neighborhood Association

### 2021 ESRI Demographics:

Total Population: **27,081**

Median Age: **40.9**

Avg Household Size: 2.56

Owner-Occupied  
Homes: **6,514**

Renter-Occupied  
Homes: **2,686**

**Boundary/Acres: 5,250.89**

Founding Date: March 3, 1975

#### MAJOR FEATURES:

Brush College Park, Chandler Nature Area, College Heights Park, Eaglesview Park\*, Eola Ridge Park\*, Grice Hill Park\*, Orchard Heights Park, Sather Property\*, Straub Nature Park, Wallace Marine Park and Sports Complex, West Salem Park, and portions of Minto-Brown Island Park, Brush College Elementary School, Chapman Hill Elementary School, Myers Elementary School, Harritt Elementary School, Kalapuya Elementary School, Myers Elementary School, Straub Middle School, Walker Middle School, West Salem High School, Edgewater Street, Wallace Road, and portions of the following: Highway 22, and the Willamette River.

*\*Undeveloped park*



See [www.cityofsalem.net/westsalem](http://www.cityofsalem.net/westsalem)



## How Are Neighborhood Associations recognized by the City?

All Salem neighborhood associations are independent entities, not governed by the City of Salem, nor part of the organizational structure of the City of Salem (different from the City's Boards and Commissions), the neighborhood association program is governed by sections of Salem Revised Code, (SRC) Chapter 64. This chapter outlines the purpose of the program, the responsibilities of the City and each neighborhood association, and the provisions for City recognition of a neighborhood association. Officially recognized neighborhood associations are provided staff support and other support services which are considered a "grant" from the City of Salem. Officially recognized neighborhood associations also receive referrals from City staff, have a role in public hearings, and have appeal rights, especially on land use issues.

In order for a neighborhood association's City-recognized status to be continued, staff reviews its compliance with SRC 64.280(b) each year.

### Neighborhood Program

#### **64.250. Purpose of Neighborhood Association**

**Program.** The purpose of the Neighborhood Association Program is to involve citizens in local government planning and decision-making that affects their neighborhoods and the City as a whole; to provide an effective mechanism whereby the citizens of the city sharing common neighborhood identity, goals, and concerns, may form neighborhood associations and undertake an advisory role for the Council and all boards and commissions engaged in community planning and development; to provide a mechanism for citizens, through their neighborhood associations, to provide input to Council on livability and quality of life issues affecting their neighborhood and the City as a whole; and to provide a mechanism for local community involvement, neighborhood improvement, and volunteer opportunities. (Ord No. 118-77; Ord No. 56- 2000; Ord No. 2-10; Ord No. 6-13)

**64.255. Definitions.** As used in SRC 64.250-64.335, the following mean: **(a)** City Manager means the City Manager or the department head charged by the City Manager with the implementation and administration of SRC 64.250-64.335 or that department head's designee. **(b)** Designated neighborhood means the geographical area of the city encompassed by the neighborhood association. (Ord No. 2-10)

#### **64.260. Procedure for Initial Recognition of a Neighborhood Association.**

**(a)** When interest has been expressed by a number of persons who are residents, businesses owners, or property owners to form a neighborhood association, a request may be made to the City Manager for staff assistance. City staff shall organize informal meetings with interested residents, businesses, and property owners, and shall assist in determining the geographical area of the proposed neighborhood association, and provide background and information on the neighborhood program. If the residents determine that forming a neighborhood association is desirable, one or more meetings for the area identified for the proposed neighborhood association shall be held to

increase awareness of the neighborhood program and to allow a request for recognition as an official neighborhood association to be approved. **(b)** A request for recognition as an official neighborhood association shall be considered by the City Council. If the group requesting recognition satisfies the requirements of SRC 64.280(a), the City Council shall adopt a resolution officially recognizing the neighborhood association. The resolution shall include a description of the designated neighborhood. Once the neighborhood association has been recognized, the neighborhood association will serve as the official citizen organization for the designated neighborhood. (Ord No. 118-77; Ord No. 56-2000; Ord No. 42-09; Ord No. 2-10)

**64.265. Notice of Initial Recognition.** As soon as practical after recognition by the City Council, the Director shall make a reasonable effort to publicize and notify addresses within the designated neighborhood identified in the resolution recognizing the neighborhood association. The notification shall include: **(a)** A statement encouraging all property owners, residents, and businesses within the newly recognized neighborhood association to participate in meetings, preparation of neighborhood plans, and other activities leading to proposals and recommendations to the City. **(b)** A map of the neighborhood boundaries. **(c)** The names and contact information of all officers of the neighborhood association. **(d)** The names and contact information for the City staff who will be serving as the primary contacts with the neighborhood association. (Ord No. 118-77; Ord No. 56-2000; Ord No. 2-10; Ord No. 6-13)

**64.270. Incorporation of Newly Annexed Territory into Neighborhood Associations.** Whenever territory is annexed to the City, and the area is contiguous to a designated neighborhood, that neighborhood association may submit a request to the City Council for one of the following alternatives: **(a)** That the territory be added to the geographical area of the neighborhood association; **(b)** That the territory be considered for recognition as a new neighborhood association and its residents be encouraged immediately to seek recognition; or **(c)** That the area be considered for recognition a new neighborhood association, but because it is yet undeveloped, or is too small, that the territory should be temporarily represented by another neighborhood association, in which case the neighborhood association making the request shall function as the neighborhood association for the territory, provided, however that such neighborhood association shall not develop any neighborhood plan for the territory. (Ord No. 118-77; Ord No. 56-2000; Ord No. 2-10)

**64.275. Annual Review of Neighborhood Association Status.** **(a)** Within sixty days following the annual general meeting for electing board members, a the neighborhood association shall provide the City Manager with evidence of compliance with the standards set forth in SRC 64.280 **(b)**. **(b)** The report will be reviewed by the City Manager. The City Manager may request such additional information or documentation that the City Manager deems necessary to establish compliance with the standards set forth in SRC 64.280**(b)**. If, after review, the City Manger finds that the neighborhood association has established compliance with the standards set forth in SRC 64.280**(b)**, then the City Manager shall send a notice to the neighborhood association, indicating continued recognition of the neighborhood association. If, after review, the City Manager finds that the neighborhood association has failed to establish compliance with the standards set forth in SRC 64.280**(b)**, the City Manager shall send a notice of non-compliance to the neighborhood association identifying the deficiencies, and the corrective action which would be necessary. **(c)** Upon receipt of a notice of non-compliance, the neighborhood association shall, within sixty days of the notice, notify the City Manager of the date the corrective action will be completed, or provide the City Manager with an action plan to correct the deficiencies. If the corrective action will take more than three months to complete, then the neighborhood association shall provide an action plan, which shall include a timeline for completion. If corrective action is not completed within the date specified by the neighborhood association, or no action plan is provided to the City Manager within sixty days following the notice of noncompliance, or timelines in the corrective action plan are not met, recognition of the neighborhood association shall be suspended. **(d)** A neighborhood association which has had recognition suspended pursuant to subsection **(c)** of this section may request reinstatement by filing a request with the City Manager, in writing, not later than one year from the date the notice of non-compliance was

provided to the neighborhood association. The request shall include documentation demonstrating that the neighborhood association satisfies all criteria set forth in SRC 64.280**(a)** and that it is capable of satisfying all the criteria set forth in SRC 64.280**(b)**. If the City Manager finds that the neighborhood association's request satisfies all criteria set forth in SRC 64.280**(a)** and that it is capable of satisfying all the criteria set forth in SRC 64.280**(b)**, the City Manager shall issue a notice of reinstatement. Recognition of a neighborhood association shall be terminated by resolution of the City Council if the neighborhood association fails to timely request reinstatement as provided in subsection **(c)** of this section, or fails to demonstrate satisfaction of all criteria set forth in SRC 64.280**(a)** and capability of satisfying all the criteria set forth in SRC 64.280**(b)** in its request for reinstatement. (Ord No. 118-77; Ord No. 2-10)

**64.280. Standards for Recognition.** **(a)** A neighborhood association, in order to obtain initial recognition, shall meet the following standards: **(1)** That one or more well-publicized general neighborhood meetings have been held for the purpose of information and approval of boundaries, organizational objectives, and bylaws. **(2)** That bylaws provide for the following: **(A)** A decision-making process for the association. **(B)** Minutes of all official board and general meetings to be taken and filed with the City Manager. **(C)** Participation open to any resident, property owner, or business in the neighborhood. **(3)** That the association's structure is capable of providing necessary communication between the neighborhood residents and elected and appointed City officials. **(4)** That the neighborhood association has an awareness of its duties and responsibilities with respect to the neighborhood association program. **(5)** That the contiguous geographical boundaries of the neighborhood association should be the centerlines, when an arterial street is used as a boundary, or at some other clearly defined and relatively permanent natural or man-made feature. **(6)** That the territory of the neighborhood is logical, represents a community of interest and identity as a neighborhood, and supports the City's intent that all areas within the city be represented by a neighborhood association and that no area be represented by more than one neighborhood association. **(7)** Notices of organizational meetings prior to official recognition of the neighborhood association have been publicized to known property owners, residents, and businesses in the proposed designated neighborhood via written or electronic notice, as resources allow.

(b) A neighborhood association shall, in order to maintain official recognition, meet the following standards: (1) The neighborhood association has held an annual general neighborhood meeting for the election of board members. A reasonable effort shall be made to publicize the meeting to members by mail, newsletter, posted notices, telephone call, electronic mail or other available means of communication. (2) The neighborhood association has made reasonable efforts to notify all residents, property owners, and businesses in the geographical area encompassed by the neighborhood association of board and general meetings, studies, and other activities of the neighborhood association. (3) The bylaws of the neighborhood association have not been amended to eliminate the requirements of subsection (a)(2) of this section. (4) Minutes of all official board and general meetings of the neighborhood association have been taken and filed with the City Manager. (5) The neighborhood association has established one or more civic involvement goals. (6) If the neighborhood association is organized as a non-profit corporation, that it has maintained its filings with the Oregon Secretary of State, and has maintained its status in good standing. (Ord No. 118-77; Ord No. 21-95; Ord No. 56-2000; Ord No. 35-2001; Ord No. 42-09; Ord No. 2-10; Ord No. 6-13)

**64.285. Effect of Recognition.** Officially recognized neighborhood associations are not branches of city government but independent organizations, and shall not be deemed public bodies under Oregon law. Any assistance provided to a neighborhood association pursuant to SRC 64.295 shall be deemed a grant, and not payment for services. (Ord No. 2-10)

**64.290. Neighborhood Association Responsibilities.** An officially recognized neighborhood association should: (a) Develop an organization which will maintain itself and further the intent and purpose set forth in SRC 64.250. (b) Establish one or more annual civic involvement goals. (c) Provide a neighborhood-based problem solving process, that will facilitate citizen-based problem solving on issues identified by citizens in the designated neighborhood and provide referrals for resources to assist in the problem solving process. (d) Engage in community-building by developing neighborhood cohesion and by organizing neighborhood citizen involvement activities. (e) Partner with the City to educate and involve citizens in local government decision making. (f) Act as an advisor to the City in legislative land use matters and general quality of life issues affecting the neighborhood. (g) Represent neighborhood opinion and concerns before public bodies and agencies. (h) Identify neighborhood resources. (i) Gather general data concerning the neighborhood as needed in order to fulfill the responsibilities of the neighborhood association. (j) Identify neighborhood problems and needs. (k) Hold neighborhood meetings to disseminate information and determine opinions of area residents, businesses, and property owners. (l) Develop recommendations to appropriate governmental agencies.

(m) Prepare a neighborhood plan as City staff and funding are available. (n) Assist in implementing the adopted neighborhood plan. (o) Consider involvement in community service activities that could benefit the neighborhood or the city in general. (p) Coordinate with watershed councils whose boundaries overlap the neighborhood association's boundaries. (Ord No. 118-77; Ord No. 56-2000; Ord No. 2-10)

**64.292. Consolidation of Neighborhood Associations.** For two or more Neighborhood Association to consolidate into a single entity, the following procedure should be followed: (a) That each neighborhood involved in the consolidation hold one or more well publicized neighborhood meetings for the purpose of information and approval of the consolidation procedure. (b) Once each Neighborhood Association involved has approval to consolidate from its board members after the required meetings, additional meetings as necessary shall be held to produce an acceptable new set of by-laws, calendar of meeting dates, select new board members, assign new officers, committee chairs, and members, and select an effective date to establish the new Neighborhood Association. (c) As closely as possible, the City Manager and the City Council shall be advised as to the consolidation of the Neighborhood Associations on, or about the effective date. (Ord No. 6-13)

**64.295. City Support of Neighborhood Associations; Advisory Role to City.** A recognized neighborhood association will, subject to availability of resources, as determined by the City Manager, receive the following from the City: (a) City staff, who will conduct research, provide information, and assist the neighborhood association in organizational development and maintenance and implementation of the neighborhood associations' projects. (b) Distribution, printing, clerical, and graphic services to assist the neighborhood association. (c) Grants of financial assistance for communication to members and outreach to the geographic area encompassed by the neighborhood association. (d) Assistance in the preparation and update of neighborhood plans. (e) Timely notice of any proposals affecting the geographic area encompassed by the neighborhood association that are to come before advisory boards and City Council. (f) Solicitation of a neighborhood association's position and reasoning on any issue especially affecting the geographic area encompassed by the neighborhood association. (Ord No. 118-77; Ord No. 56-2000; Ord No. 2-10; Ord No. 6-13)

## NEIGHBORHOOD PLANS

**64.300. Neighborhood Plans, Generally.** (a) A neighborhood plan is a written plan embodying citizen desires on a broad range of concerns in a designated neighborhood. The purpose of a neighborhood plan is to provide detailed goals and policies for the designated neighborhood in a manner consistent with the Salem Area Comprehensive Plan. (b) The neighborhood plan shall be the basis for any neighborhood association's recommendation to any city board, commission, or agency. The city board, commission or agency shall consider the neighborhood plan in making any decision or recommendation which would affect the designated neighborhood. The City Council may consider the neighborhood plan before making any final decision as to the acquisition, construction, or improvement of public facilities in the designated neighborhood. (Ord No. 118-77; Ord No. 2-10)

**64.305. Development of a Neighborhood Plan.** The development of a neighborhood plan for a designated neighborhood may be initiated by a recognized neighborhood association, or by the Planning Administrator, after obtaining concurrence from the recognized neighborhood association. The Planning Administrator may initiate the development of a neighborhood plan for any area of the city for which there is no neighborhood association, if authorized by the City Council. (Ord No. 2-10)

**64.310. Scope of Neighborhood Plan.** (a) A neighborhood plan shall address each of the following elements: (1) Land use; (2) Transportation; (3) Public facilities and services; (4) Housing; and (5) Parks, recreation, and open spaces. (b) A neighborhood plan may address other subjects of particular concern to the neighborhood, such as: (1) Economic development; (2) Social services; (3) Environmental quality; and (4) Urban design. (c) A neighborhood plan should include the following: (1) Goals and policy statements; (2) Generalized land use map; (3) Maps and diagrams that assist in showing the application of goal and policy statements; and (4) Recommendations as to any element addressed in the neighborhood plan. (Ord No. 118-77; Ord No. 2-10)

**64.315. Time Frame and Phasing.** (a) Neighborhood plans should focus on a time span of at least ten years. (b) Within the time span of the neighborhood plan, the timing or phasing of specific applications of policies may depend upon the happening of future events, or may depend upon predicted growth over a particular time period. The neighborhood plan should specify the preconditions or timing of such policies and their application. (c) Neighborhood plans should be reviewed periodically. (Ord No. 118-77; Ord No. 2-10)

**64.320. Elements of Neighborhood Plan Which May be Adopted as Part of the Salem Area Comprehensive**

**Plan.** (a) Only the goals and policy statements in a neighborhood plan and generalized land use map, shall be considered for adoption as part of the Salem Area Comprehensive Plan. The goals, policies and generalized land use map that are adopted shall be consistent with the Salem Area Comprehensive Plan and the statewide planning goals. Specific recommendations as to land use or public improvements shall not be adopted, but may be considered in making legislative land use decisions affecting the designated neighborhood. (b) In the event of any conflict between an adopted neighborhood plan and the Statewide Planning Goals, the Salem Area Comprehensive Plan, or the Salem Revised Code, the Statewide Planning Goals, the Salem Area Comprehensive Plan, or the Salem Revised Code shall control. (Ord No. 118-77; Ord No. 2-10)

**64.325. Process for Development of Neighborhood Plans.** (a) Property owners, residents, and businesses within the designated neighborhood shall be afforded maximum opportunity for involvement in all phases of the preparation of a neighborhood plan. Notification of all general neighborhood and board meetings where the proposed neighborhood plan will be discussed, and notification of the process by which the neighborhood plan is being prepared shall be given by the neighborhood association. (b) Proposed neighborhood plans must be presented at a minimum of two informational public meetings. In addition to these public meetings, the neighborhood association should use other means to obtain input and review of the neighborhood plan from property owners, residents, and businesses who would be directly affected by the proposed neighborhood plan. (c) The final draft neighborhood plan shall be adopted by resolution of the neighborhood association's governing board and affirmed by vote of the membership at a general or annual meeting. (d) The process for adoption of the neighborhood plan by the City is deemed initiated upon a filing of the resolution and a copy of the final draft neighborhood plan with the Planning Administrator. (Ord No. 118-77; Ord No. 2-10)

**64.330. Planning Commission Action on Neighborhood Plans.** (a) The Planning Commission and official representatives of the neighborhood association shall hold a joint work session exchange comments about the neighborhood plan, to identify any areas of potential disagreement, and to give the neighborhood association an opportunity to refine its plan. Such work session should be held within four weeks of the date the final draft neighborhood plan is filed with the Planning Administrator. At such work session the neighborhood association shall demonstrate compliance with SRC 64.325. (b) Based upon the work session described in subsection (a) of this section the neighborhood association shall, within sixty days after the work session, submit a notice of completion to the Planning Administrator, which shall include any additions, modifications, or deletions it wishes to make to the final draft neighborhood plan, or a statement that it wishes to make no changes. (c) The Planning Commission shall hold a public hearing on the final draft neighborhood plan within thirty days following the submission of the notice of completion by the neighborhood association under subsection (b) of this section. Notice of the hearing shall be given as provided for major plan changes in SRC 64.080. The Planning Commission shall forward its recommendation concerning the neighborhood plan to the City Council, within thirty days of the conclusion of its deliberations, unless the neighborhood association requests a further work session as provided in subsection (d) of this section. (d) If, after the public hearing before the Planning Commission, the neighborhood association so requests, the Planning Commission shall schedule a further joint work session to be held for the purposes and in the manner specified in subsection (a) of this section. The request shall be made within seven days of the close of the public hearing, and the work session should be held within thirty days of the request. The neighborhood association shall proceed as provided in subsection (b) of this section. Within thirty days of receipt of the notice of completion, the Planning Administrator shall forward the final draft neighborhood plan, as modified, along with the Planning Commission's recommendations to the City Council. (Ord No. 118-77; Ord No. 53-82; Ord No. 2-10)

**64.335. Council Adoption of Neighborhood Plan.** The City Council shall hold a public hearing on the final draft neighborhood plan within 120 days following receipt of the Planning Commission's recommendation from the Planning Administrator. Notice of the hearing shall be given as provided for major plan changes in SRC 64.080. Following public hearing, City Council shall either recommend changes to the neighborhood plan or adopt such portions thereof it deems appropriate. If the City Council recommends changes, the neighborhood association may either revise the neighborhood plan and resubmit it for adoption by the City Council or it may notify the City Council that it declines to amend its plan further, in which case the City Council may adopt the plan as originally submitted or abandon the adoption process.

## Section 2

# CITY SUPPORT TO NEIGHBORHOOD ASSOCIATIONS

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As you work on various issues, you will receive information and help from staff of various departments. Additionally, your Neighborhood Program Coordinator is dedicated to supporting your neighborhood association. All you have to do is reach out if you have questions.

A hopeful neighbor is someone who longs for their neighborhood's well-being. We can help you become a more hopeful neighbor and invite others along the journey. Take the pledge to discover the gifts in your neighborhood at [www.hopefulneighborhood.org](http://www.hopefulneighborhood.org).

### IN THIS SECTION

- **Neighborhood Services Coordinator**
- **Neighborhood Partnership Coordinator**
- **Neighborhood Services Support**

## Neighborhood Program Coordinator

Each neighborhood association has a Neighborhood Program Coordinator, Irma Coleman, who provides central support for the association. Your Neighborhood Program Coordinator can be reached at 503-540-2303 or at [icoleman@cityofsalem.net](mailto:icoleman@cityofsalem.net), is a resource for you regarding any neighborhood-related or City-related question you might have. This person works with each neighborhood association in a variety of ways as noted in the Salem Revised Code Chapter 64.295:

**64.295. City Support of Neighborhood Associations; Advisory Role to City.** A recognized neighborhood association will, subject to availability of resources, as determined by the City Manager, receive the following from the City: **(a)** City staff, who will conduct research, provide information, and assist the neighborhood association in organizational development and maintenance and implementation of the neighborhood associations' projects. **(b)** Distribution, printing, clerical, and graphic services to assist the neighborhood association. **(c)** Grants of financial assistance for communication to members and outreach to the geographic area encompassed by the neighborhood association. **(d)** Assistance in the preparation and update of neighborhood plans. **(e)** Timely notice of any proposals affecting the geographic area encompassed by the neighborhood association that are to come before advisory boards and City Council. **(f)** Solicitation of a neighborhood association's position and reasoning on any issue especially affecting the geographic area encompassed by the neighborhood association.



## Neighborhood Association Support

The City provides various services to all 17 neighborhood associations. Here is a summary of some of the ways these are carried out.

### Meeting Notices

Each week, the Neighborhood Services Section compiles a calendar of neighborhood association meetings for the following week. A meeting notice and agenda are sent to each person on the appropriate neighborhood association e-mail list. The minutes of the last meeting are included as available. The notices are generally emailed on Thursday. You can sign up for these email notices here: [www.cityofsalem.net/my-neighborhood](http://www.cityofsalem.net/my-neighborhood) and click on Neighborhood Services Mailings.

### Neighborhood Program Coordinator

Each neighborhood association has a Neighborhood Program Coordinator assigned to assist them. Their role and responsibilities are outlined earlier in this Section and by Chapter 64. Your Neighborhood Program Coordinator is Irma Coleman and she can be reached at 503-540-2303 or [icoleman@cityofsalem.net](mailto:icoleman@cityofsalem.net).

### Salem Community Connections

Each month, the City prepares the *Salem Community Connection* newsletter, outlining information on issues of general interest to the community, with a focus on opportunities for involvement. The newsletter is e-mailed to neighborhood association members and other community members who sign up for this e-mail list, and it is posted on the City's web site.

### Rosters

The Neighborhood Enhancement Division maintains rosters of all neighborhood associations' executive boards and committees. Rosters are also kept of neighborhood association chairpersons, land use chairs, parks chairs, budget chairs, and transportation chairs.

### Record Keeping

The Neighborhood Enhancement Division maintains files on each neighborhood association as its permanent record. The files include copies of meeting notices/agendas and minutes prepared by the association. Neighborhood associations are required to provide the City with a copy of all official board and general meeting minutes. Each association's secretary may also keep a current file.

***It's important to notify City staff of changes in board membership or assignments so rosters and email lists can be kept current.***

***Email or call 503-540-2303, to reach Neighborhood Program Coordinator, Irma Coleman with updated information, [icoleman@cityofsalem.net](mailto:icoleman@cityofsalem.net)***





### Section 3

# YOUR ROLE AS A NEIGHBORHOOD ASSOCIATION BOARD MEMBER

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"In relationships, constructive behaviors include discussing your views on issues clearly and honestly, listening to each other's points of view, expressing your feelings, and seeking outside help when needed. These behaviors reduce tension and help you resolve your differences."

--Shared by EscorpionATL

#### IN THIS SECTION

- **Board and Officer Positions**
- **Neighborhood Committees**
- **Group Member Responsibilities**
- **Problem-Solving Processes**
- **Robert's Rules of Order**
- **Parliamentary Procedure At A Glance**

## Board and Officer Positions

Each neighborhood association's bylaws and traditions reflect practices that are specific and unique, but these are the general roles that apply to most.

### EXECUTIVE BOARD

Any resident, property owner, or business within the Neighborhood Association boundaries can participate in the association meetings. Those who will commit to regular attendance at the meetings (usually once a month) can be elected to the executive board to work on items of interest to the neighborhood. Each association has bylaws that specify how many people can serve in a formal capacity, but anyone can attend meetings and work on projects.

### OFFICERS

Each neighborhood association's bylaws outline the duties of their officers. Suggested general duties are listed below.

#### Chairperson

Responsible for the general supervisory and directional powers of the activities of the executive board and association. Responsible for writing and submitting meeting agendas. Presides at all meetings of the executive board and general membership. Coordinates presentations for meetings, attends quarterly NA Chairs Meeting, and delegates tasks and responsibilities to other board members and committee members. Generally an ex-officio member of all committees. Members may also elect to operate with Co-chairs.

#### Vice Chairperson

Assists the chairperson. In the absence of the chairperson, the vice chairperson conducts the meetings and exercises all the usual duties of the chairperson.

#### Secretary

Records the meeting minutes and attendance of all the executive board meetings and delivers a copy to the City and the board. The City will post the meeting minutes on the City's website.

#### Treasurer

Has access to the funds of the neighborhood association. Tracks revenue and expenditures from the NA's Communication Funds through the City and Trust & Agency Account (savings through the City). Most boards do not require anything but an occasional status report from the treasurer. (Note: This is an optional position since some executive boards do not have a treasury. The treasurer position could also be added to the secretary position as a secretary/treasurer.)



## Neighborhood Committees

Many neighborhood associations organize their work through committees. Each association's executive board decides which committees are needed and what their relationship is to the board. Some standing committees may be described in the association's bylaws.

Neighborhood committees generally operate under one of the following two criteria:

1. All recommendations of the committee are approved by the association's board.  
OR
2. The committee may make recommendations to the City on behalf of the neighborhood association and executive board within adopted policies of the neighborhood association (e.g., neighborhood plan, special neighborhood study, specific land use policies). *Recommendations that do not fall within adopted policies must be approved by the executive board.*

Examples of some neighborhood association committees:

### Budget/CIP (Capital Improvement Program)

Reviews proposed budgets and CIPs, reports back to the neighborhood association, and makes sure that the neighborhood association's interests are represented in budget and CIP processes. This may include letters or verbal testimony to the Budget Committee and/or City Council.

### Land Use Committee

Reviews land use proposals, including specific cases filed with the City, land use policies such as the comprehensive plan, zone code revisions, etc., and makes land use recommendations to the neighborhood association. This committee may also work directly with the City and developers. Receive land use emails.

### Parks Committee

Reviews proposals for park development projects and/or organizes events and a park project. May work with Parks Operations Division on Park Partnerships, a volunteer park maintenance program. Work may also include representing the interest of the NA by providing verbal or written testimony to the Salem Parks and Recreation Advisory Board (SPRAB).

### Schools/Youth Committee

Reviews proposals affecting the school(s) and/or youth and makes recommendations to the executive board on policies or programs concerning schools and youth that the neighborhood association should follow. Lobbies on behalf of the neighborhood association for those policies, and can serve as a liaison with the Local School Advisory Committee(s) (LSAC). Work may include connections with the City's Library or Department of Community Development on youth development and prevention.

### Social Concerns Committee

Reviews social needs in the neighborhood to make recommendations to the neighborhood association on social issues and to advocate on behalf of the neighborhood association with the appropriate community

### Communication Committee

Engage neighbors in the neighborhood association, raise awareness, may also include maintaining a website, social media account(s), send electronic mailings and create flyers. This committee may also coordinate outreach events or activities. Communication Funds are available to help in these efforts.

### Other Committees/Liaisons

Other committees that exist or have existed are: Community Services Committee, Historic Preservation Committee, Housing Committee, Watershed Council representative, State Fair representative, Fall Leaf Haul, Transportation Committee, etc.

*You don't need to be an expert to join one of these committees. Training and further information are available for any that relate to the City of Salem. Call your Neighborhood Program Coordinator at 503-540-2303.*

## Group Member Responsibilities

Leadership of a neighborhood association is a shared responsibility. Board members play an important role in making the group effective, productive, and welcoming. A great neighborhood association will help neighbors get to know each other through meetings and community events and work as a team to help in improving their community.

### Before the Meeting – Be Prepared

As a board, committee or group member, it is your responsibility to prepare for the meeting. If you have a committee job or responsibility, be sure to complete your assigned tasks. If you have no specific assignment, be sure you are familiar with the goals and purposes of the neighborhood association or committee. Read your agenda and the enclosures so you can formulate questions and be prepared for discussion. Being informed will put you in a better position to stimulate action that will solve problems and contribute to the success of the neighborhood association. And always be open to new ideas from your neighbors, work as a team.

### During the Meeting

- **Be On Time**  
The sooner the meeting starts, the sooner the business at hand will be finished!
- **Speak Freely**  
The strength of a group is that the collective thoughts of all members are of more value than single ideas or the dominance of a few. Speak up but also allow for others to be heard. Effective communication is key.
- **Be a Good Listener**  
The more points of view you have knowledge of, the better choice you can make when it is time to vote. Allow for different perspectives and always respect others' opinions. Agree to disagree.
- **Be Informal**  
Waiting to be recognized by the chairperson before speaking helps maintain order in an auditorium full of people, but for very small groups the formality of raising your hand or standing up to speak may hinder the group. Each NA should establish their own procedures on matters of process.
- **Give Others an Opportunity**  
Make your point in a few words, then allow someone else to voice their views. Allow everyone to be heard once and then speak again once everyone has had a chance to be heard.
- **If You Get Lost**  
If you lose the train of thought of the discussion, do not be afraid to ask questions. Other people may also be lost or confused, and you are doing the group a service by asking for clarification.
- **Disagree But Do Not Be Disagreeable**  
When you find you are on the opposing side from the general discussion, say so and tell why, but disagree in a friendly manner. Everyone is after the truth, and a friendly discussion of opposing views adds interest to any meeting. **Adopt a set of best practices or code of conduct and recite them at the beginning of each meeting. Some associations have even added them to their agendas and bylaws.**

### After the Meeting

- **Evaluate the Results**  
As a group as well as individually, members should evaluate the accomplishments of the meeting in view of what the group set out to do. What went wrong? What were the strong points of the discussion? Was there a need for more facts and information? How might we gain by this experience? Offer suggestions to the chairperson on how the group could improve. Don't criticize the chairperson or leader behind his/her back. The leader is also a volunteer and is interested in the group. He or she would like to hear your ideas or constructive criticism. Most often, board members are regular people with no official training in running meetings but are concerned neighbors who want to work with you to improve the neighborhood.
- **Follow Through**  
If you have been given a responsibility, fulfill it. The group is depending on your commitment just as you depend on the group.

--Adapted from Oregon State University Extension Service

## Problem-Solving Processes

It is helpful for groups such as neighborhood associations to choose a particular problem solving/decision-making method. There are many decision-making techniques, and all can be adapted or used in combination with others, in order to fit your group's particular needs. In order for a group's selected manner of making decisions to be effective, the group should feel comfortable with the technique and have some flexibility within it. Choosing a decision-making approach helps avoid inefficiency, redundancy, and delay; however, a group that is forced to stick with a set of rigid procedures can become concerned more with procedure than the quality of their decisions.

### Choose a Process That Works!

**As a group, consider whether your group would be more efficient by using less or more formality when making decisions.**

## Robert's Rules of Order

One way to ensure fair, orderly, and expedient decision-making is to adhere to the principles of *Robert's Rules of Order*, which many neighborhood associations' bylaws specify will be used to conduct board meetings. "Robert's Rules of Order, Newly Revised" is the generally accepted version of Parliamentary Law, and is based on the following principles of democracy:

1. Justice and courtesy for all
2. Doing only one thing at a time
3. Rights of the majority to rule
4. Rights of the minority to be heard
5. Rights of the absentee to be protected
6. Each proposal entitled to full and free debate
7. Facilitate action, not obstruct it

*Motions* are used to introduce business to the group. The steps necessary to present and dispose of a motion are:

1. Address the chair - rise if your group's model calls for it.
2. Be recognized by the presiding officer.
3. State your motion - "I move...".
4. Motion is seconded, by another member - "I second...".
5. Presiding officer states the motion.
6. Debate is held - maker of motion has chance to speak first.
7. Vote is taken.
8. Presiding officer announces result of vote and action to be taken.

## Quorum

A *quorum* is defined as the minimum number of members who must be present at a meeting in order for business to be transacted. The requirement of a quorum is a protection against an unduly small number of members doing business in the name of the group.

The number of members that constitute a quorum is defined by each association's bylaws. If no quorum is specified in the bylaws, it is a majority (50 percent plus one) of the current board members. A quorum does not require that members vote on each issue, only that they are present.

### For more information about *Robert's Rules of Order* :

- The Neighborhood Association Website has Parliamentary Procedures for Meetings: <https://www.cityofsalem.net/Pages/neighborhood-association-board-resources.aspx>
- The library has a kit free for check out that includes a one-hour Training DVD and the newly revised *Robert's Rules of Order, book*: [https://ccrls.ent.sirsi.net/client/en\\_US/spl/search/detailnonmodal/ent:\\$002f\\$002fSD\\_ILS\\$002f0\\$002fSD\\_ILS:1316483/ada?qu=roberts+rules+made](https://ccrls.ent.sirsi.net/client/en_US/spl/search/detailnonmodal/ent:$002f$002fSD_ILS$002f0$002fSD_ILS:1316483/ada?qu=roberts+rules+made)
- Additional Resource: <https://www.cityofsalem.net/city-council>

# *Parliamentary Motions Guide*

Based on *Robert's Rules of Order Newly Revised (11<sup>th</sup> Edition)*

The motions below are listed in order of precedence. Any motion can be introduced if it is higher on the chart than the pending motion.

<b>YOU WANT TO:</b>	<b>YOU SAY:</b>	<b>INTERRUPT?</b>	<b>2<sup>ND</sup>?</b>	<b>DEBATE?</b>	<b>AMEND?</b>	<b>VOTE?</b>
§21 Close meeting	I move to <b>adjourn</b>	No	Yes	No	No	Majority
§20 Take break	I move to <b>recess</b> for	No	Yes	No	Yes	Majority
§19 Register complaint	I rise to a <b>question of privilege</b>	Yes	No	No	No	None
§18 Make follow agenda	I call for the <b>orders of the day</b>	Yes	No	No	No	None
§17 Lay aside temporarily	I move to <b>lay</b> the question <b>on the table</b>	No	Yes	No	No	Majority
§16 Close debate	I move the <b>previous question</b>	No	Yes	No	No	2/3
§15 <b>Limit or extend debate</b>	I move that debate be limited to ...	No	Yes	No	Yes	2/3
§14 <b>Postpone to a certain time</b>	I move to postpone the motion to ...	No	Yes	Yes	Yes	Majority
§13 <b>Refer</b> to committee	I move to refer the motion to ...	No	Yes	Yes	Yes	Majority
§12 Modify wording of motion	I move to <b>amend</b> the motion by ...	No	Yes	Yes	Yes	Majority
§11 Kill main motion	I move that the motion be <b>postponed indefinitely</b>	No	Yes	Yes	No	Majority
§10 Bring business before assembly (a <b>main motion</b> )	I move that [or "to"] ...	No	Yes	Yes	Yes	Majority

# *Parliamentary Motions Guide*

Based on *Robert's Rules of Order Newly Revised (11<sup>th</sup> Edition)*

**Incidental Motions** - No order of precedence. Arise incidentally and decided immediately.

<b>YOU WANT TO:</b>	<b>YOU SAY:</b>	<b>INTERRUPT?</b>	<b>2<sup>ND</sup>?</b>	<b>DEBATE?</b>	<b>AMEND?</b>	<b>VOTE?</b>
§23 Enforce rules	<b>Point of order</b>	Yes	No	No	No	None
§24 Submit matter to assembly	<b>I appeal</b> from the decision of the chair	Yes	Yes	Varies	No	Majority
§25 Suspend rules	I move to <b>suspend the rules</b> which ...	No	Yes	No	No	2/3
§26 Avoid main motion altogether	<b>I object to the consideration</b> of the question	Yes	No	No	No	2/3
§27 Divide motion	I move to <b>divide the question</b>	No	Yes	No	Yes	Majority
§29 Demand rising vote	I call for a <b>division</b>	Yes	No	No	No	None
§33 Parliamentary law question	<b>Parliamentary inquiry</b>	Yes (if urgent)	No	No	No	None
§33 Request information	<b>Request for information</b>	Yes (if urgent)	No	No	No	None

**Motions That Bring a Question Again Before the Assembly** - no order of precedence. Introduce only when nothing else pending.

§34 Take matter from table	I move to <b>take from the table</b> ...	No	Yes	No	No	Majority
§35 Cancel or change previous action	I move to <b>rescind/ amend something previously adopted...</b>	No	Yes	Yes	Yes	2/3 or maj. w/ notice
§37 Reconsider motion	I move to <b>reconsider</b> the vote ...	No	Yes	Varies	No	Majority

# Parliamentary Strategy

## To Help Adopt Motion

1. Propose well-conceived motion in good language
2. Second the motion
3. Speak for motion
4. Vote for motion
5. Vote against any motion to *Postpone Indefinitely*
6. *Amend* to perfect or improve motion
7. Vote against any motion to *Refer* to act on now\*
8. Vote against any motion to *Postpone* to act on now\*
9. Vote against *Previous Question* to allow debate\*
10. Move to *Recess* if need more votes\*
11. If adopted, vote against their motion to *Reconsider*
12. If defeated, move to *Reconsider*
13. Vote against any motion to *Adjourn*\*
14. At subsequent meeting, vote against any motion to *Rescind*
15. **Only votes win. Get your votes to the meeting**

## To Help Defeat Motion

1. Propose in hastily written or ill-conceived language
2. Do not second the motion
3. Speak against motion
4. Vote against motion
5. Move to *Postpone Indefinitely* to “kill” motion
6. *Amend* to encumber or complicate motion
7. Move to *Refer* to committee to delay action\*
8. Move to *Postpone* to delay action\*
9. Move *Previous Question* before debate complete\*
10. Move to *Recess* if need more votes\*
11. If adopted, move to *Reconsider*
12. If defeated, vote against their motion to *Reconsider*
13. Move to *Adjourn* to delay action\*
14. At subsequent meeting, move to *Rescind*
15. **Only votes win. Get your votes to the meeting**

\* Your position on these motions may vary depending on whether or not you have the most votes. For example, if you wish to adopt the motion and things are going well, you will be against efforts to delay the motion (i.e., *Postpone*, *Refer*, *Recess*, etc.). However, if things are not going well, you will support efforts to delay in hopes of obtaining more support.

**This chart is a variation on suggestions in *Demeter’s Manual of Parliamentary Law*, p. 28.**

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## Section 4

# GETTING MORE PEOPLE INVOLVED

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“How can we get more people to come to our meetings?”

This is one of the most common questions at neighborhood association meetings. As a neighborhood association board member, you know that being involved in your neighborhood association is worthwhile for the sake of the neighborhood, and beneficial to you. But why don't more join you?

Each person who chooses to devote a portion of his or her busy life to a neighborhood association is motivated by different reasons. Getting more people involved requires an ongoing effort to reach out to other neighbors and find out what might interest them. Recruitment strategies can range from simple to elaborate, depending on the interests of the board members. A recruitment strategy can be simplified to these three key elements:

1. Know your neighbors.
2. Make meetings and neighborhood association activities welcoming and worthwhile.
3. Get the word out.

City staff often set up informational booths at community events and this has proven to be one of the best ways to meet other people and a great way to share information. You can spread the word about your association through a variety of methods. Prepare and send out monthly newsletters via email or by posting them at local businesses or with your neighbors. Social media is a popular way to reach more people and quickly communicate about meetings, events, and news.

Be open to change, most people are changing how they get their news so stay up to date with the times. Your Neighborhood Program Coordinator has several ways to help you reach more neighbors and would love to help your team spread the word!

### IN THIS SECTION

- Know Your Neighbors
- Making It Worthwhile and Welcoming
- Get the Word Out
- Neighbors Working Together to Improve Neighborhoods
- Atmosphere of Inclusion

## Know Your Neighbors

### Find out what interests your neighbors

When considering how to get more neighbors involved in your neighborhood association, it is important to find out what would make them interested in getting involved, and how to make the benefits of participating greater than the perceived obstacles. Ask questions of your neighbors, listen to them, and possibly implement changes in your neighborhood association.

Information can be gathered informally as board members talk to their neighbors, or with a formal survey. A survey can be done by board members and volunteers going door-to-door talking to neighbors over a series of weekends, or can be e-mailed out with agendas. Your Neighborhood Program Coordinator, at 503-540-2303 to explain how the City can help with developing, printing, and/or distributing a survey.

There are lots of questions to consider as you explore ways to increase participation in the neighborhood association; just make sure that you only seek information upon which you are prepared to act. Some questions to answer in your neighborhood association include, but are not limited to:

- What information would neighbors like to learn about at meetings? (e.g. City Councilor reports and questions, crime prevention, land use, parks, political issues and candidate forums, local government services, schools, social services, clean-up efforts)
- What times and locations are preferable for meetings, and are there times that should be avoided because of other regularly scheduled activities in the neighborhood?
- What are the obstacles and drawbacks to attending neighborhood association meetings? What would make neighbors want to attend? What avenues of participation other than attending neighborhood association meetings are appealing?
- What neighborhood activities are appealing to neighbors? Are neighbors interested in social gatherings, disaster preparedness/emergency response, concerts, clean-up efforts, walking groups, or volunteering to help neighbors in need? And how often, and would they be interested in helping to organize?
- What methods of communication work best (e.g. e-mail, phone)? Would they be interested in an e-mail forum or volunteering to administer a webpage or listserv?
- Is there interest in partnering with neighborhood schools? What could the neighborhood association do to attract students and staff to participate in their neighborhood and work on community projects together?

# Making It Worthwhile and Welcoming

## Board Members

In an attempt to recruit new people, don't forget to appreciate those who are already involved in your group. To keep people involved in your neighborhood association, it is important to be mindful of each other's unique personalities, abilities, and desires and continue to make everyone feel welcome. Some important things to consider are:

1. *Greet and welcome newcomers.*  
All board members should make it their responsibility to personally greet and welcome newcomers to the meeting, explain the format of the meeting, and make sure the newcomer has a comfortable seat for the meeting. This makes a big difference in the perception of the newcomer and influences their decision of whether to return to a meeting in the future. (See next page for more on this topic.) Consider providing refreshments.
2. *Keep meetings productive, but do allow for socializing before or after the meeting.*  
People who are task-oriented will be more interested in coming back if the meeting is kept on track and discussions are related to the agenda item. For others, who are more relationship-oriented, social connections will be key in keeping them interested in the neighborhood association. It is important to allow time for attendees to socialize (perhaps before or after the meeting, or at other events), as well as to keep meetings on track.
3. *Expect and appreciate differences.*  
Everyone has unique interests, and will want to be involved in different projects and committees. Keep committees and projects flexible.

People in your neighborhood association have a variety of opinions, and should feel free to express those in the meetings. Listen to each other, and when you disagree, do so respectfully.

Remember that the board represents all of the neighbors within the neighborhood association's boundaries, so there *should* be differences among the board members but always in a positive and constructive manner.
4. *Say thank you.*  
Acknowledge other board members' and neighbors' contributions to the neighborhood by name in meetings. City staff could even help you with providing thank you cards or certificates to show appreciation.

**“Honest differences are often a healthy sign of progress”**  
-Mahatma Gandhi

## Newcomers

Many people who come to neighborhood association meetings for the first time are there to learn more about their neighborhood, or to hear or speak about a specific agenda item. Some are looking for solutions to neighborhood problems they are currently experiencing.

Sometimes a newcomer's unrealistic expectation of the neighborhood association can be frustrating for board members. If this conflict is not handled with respect and patience, it can cause tension that pushes potential new members away from the neighborhood association. Remember that people who come to the neighborhood association meeting for the first time are one of your most likely neighbors to join the board or attend regularly. Try to keep conversations positive and light.

New people have enthusiasm and energy that hasn't been dampened by poor results or frustration. When given the opportunity to actively participate, their enthusiasm can be infectious and motivate others in the group. Remember to:

1. Greet newcomers and make sure they are welcomed warmly and introduced to others at the meeting.
2. Explain the structure of the meeting, who the players are, and anything they seem to be confused about regarding the neighborhood association.
3. Ask whether the newcomer would like to subscribe to the e-mail list to receive notices of future meetings, and if they are interested, they can go to [www.cityofsalem.net/neighbor](http://www.cityofsalem.net/neighbor) and click on Join Our Mailing List to subscribe or let your Neighborhood Program Coordinator know their name and e-mail address.
4. Find out what the newcomer is interested in, and invite him or her to participate in a neighborhood committee or an upcoming project.
5. If the newcomer has an issue that seems too big to add onto the meeting, ask them to briefly explain the issue and then allow board members to brainstorm the best course of action. Possibilities include: put the issue on the next meeting's agenda; ask your Neighborhood Program Coordinator to direct the person to a City staff person who can address the issue; refer the issue to an appropriate neighborhood committee; ask the person to head up an ad-hoc committee to address the issue; if conflict resolution is needed, refer the person to Neighbor-to-Neighbor Mediation (503-585-0651).
6. Appreciate their energy and help them find ways to put it to use for the good of the neighborhood.
7. Have a list of specific tasks, committees, and issues that you would like people to be involved in, and keep it flexible. People are more likely to be involved if they are asked to fill a specific role.
8. Let people know that expectations are realistic. Make sure they understand that there is training available from experienced board members and/or the City of Salem, everyone in your group is a volunteer, and it is okay if they can only contribute a little bit of time.
9. Vary meeting topics and neighborhood activities based on neighbors' interests.
10. Remember to have fun!

**Getting more people involved must be an ongoing effort.**

## Get the Word Out!

### Face-to-Face Communication

When it comes to letting your neighbors know about the neighborhood association, the best way is also the simplest and least expensive: TALK TO THEM!

Compared to the flood of messages we are sent daily by TV, radio, signs, movies, junk mail, and e-mails, a face-to-face conversation with a neighbor is much more memorable and often more credible.

Some ideas on how to use face-to-face communication to get the word out about your neighborhood association are:

1. Talk to neighbors when you are out walking, gardening, or getting your mail. Keep them apprised of the latest neighborhood news.
2. Offer to car pool or walk to a meeting with a neighbor.
3. Spend a Saturday going door-to-door with a specific purpose, such as conducting a survey, distributing information, or seeking help with a volunteer project. Post a laminated flyer about the association on your park kiosk.
4. Make a list of people you meet with their phone number or e-mail and their interests. When something comes up that they may be interested in, let them know. People who are not interested in attending meetings may be willing to be involved in a project.
5. Talk to other groups that meet in the neighborhood. These could include Neighborhood Watch block contacts, parent clubs, service clubs, civic groups, or religious organizations.
6. Keep the desperation out of your voice! Be warm, friendly and enthusiastic. Let others know they are needed, how they can be involved, the time it will take, and why they would be a great fit.

### Strategies That Work

While simple face-to-face communication works very well, other methods have also been effective in Salem.

1. Present special awards at your Annual Meeting for a neighbor's or business' beautification of a house, building, or landscaping. Be creative with these awards, and invite lots of people and special presentations!
2. Call or send personal letters or thank you cards to people who have attended the neighborhood association, volunteered on a project, or testified on a neighborhood issue.
3. Location! Location! Location! Hold meetings in parts of the neighborhood where less people are involved. In summer months, hold meetings outdoors in parks and hand out agendas the week before the meeting to neighbors who live close to the park. Also try varying the meeting time if you hear that another time or day would be preferable.
4. Post flyers or meeting notices at places where neighbors are likely to go. If there is a bulletin board (kiosk) at a neighborhood park, call your Neighborhood Program Coordinator for the process to use the your Communications Funds to print flyers for you to post there or to hand out to neighbors.
5. Start a listserv, e-mail discussion group, which will allow neighbors to stay connected and know what is going on in the neighborhood, whether they attend meetings or not. Several neighborhood associations have Facebook groups.
6. Include news/information and write short articles that Neighborhood Services staff can include in your neighborhood association's agenda or can share on the City's Community Connection Newsletter.
7. Develop a website that has helpful information for neighbors, as well as information about the neighborhood association. Contact your Neighborhood Program Coordinator for details at 503-540-2303.
8. Develop a brochure which explains what your neighborhood association is, accomplishments and how to get involved. Neighborhood Services staff can help with formatting and explain the process to use your Communications Funds for printing.

# NEIGHBORS WORKING TOGETHER TO IMPROVE NEIGHBORHOODS

Neighbors working together can make a big difference. Here are some ways you and your neighbors can work together and with us at the City of Salem to make a positive impact on your neighborhood.

## NEIGHBORHOOD ASSOCIATION

If you live in Salem city limits, your block is part of one of the City-recognized neighborhood associations. Neighborhood associations meet monthly to learn about and discuss items of interest to the neighborhood. Associations also make recommendations to City Council and other City boards and commissions. For information about your neighborhood association, call City of Salem Neighborhood Services, at 503-588-6207, visit [www.cityofsalem.net/neighbor](http://www.cityofsalem.net/neighbor) or email [neighborhoodservices@cityofsalem.net](mailto:neighborhoodservices@cityofsalem.net).

## MAKE A DIFFERENCE DAY

Plan a “Make a Difference Day” project on the fourth Saturday in October. The City of Salem can provide assistance with many kinds of clean-up projects. Call Neighborhood Services, 503-588-6207 to learn more. For ideas on Make a Difference Day, visit [www.makeadifferenceday.com](http://www.makeadifferenceday.com), or call 1-800-416-3824.

## FALL LEAF HAUL

Do you have bags and bags of leaves to get rid of each fall? Join your neighbors at the Fall Leaf Haul, the first Saturday in December from 9 a.m. to 3 p.m. This event is made possible by volunteers. You and your neighbors can help by contacting Coordinator Cody Wildman at 503-589-2195 or [cwildman@cityofsalem.net](mailto:cwildman@cityofsalem.net). Also, consider lending a hand to your neighbors who cannot rake or haul leaves themselves.

## JOIN “NEIGHBORHOOD WATCH”

Join this successful crime prevention program. Neighborhood Watch increases safety and improves neighborhood livability. It is simple, easy to do, and very effective. Contact Salem Police Department, Crime Prevention Unit, to learn more at 503-588-6175 or email [crimeprevention@cityofsalem.net](mailto:crimeprevention@cityofsalem.net).

## PARK PARTNERSHIP

Do you enjoy your neighborhood park? Have you thought that it could use a little extra care? Lend your park a helping hand by becoming a “Park Partner.” And ask your neighbors to join you! Contact Parks Ops Division Volunteer Coordinator, Amanda Sitter at 503-589-2197 or [asitter@cityofsalem.net](mailto:asitter@cityofsalem.net), for more details and sign up to help out in your park!

## ADOPT-A-STREET

Turn your favorite street into a street of dreams by participating in Salem's Adopt-a-Street program. This program enables groups and individuals to take charge of a street section. Their commitment is publicized with a roadside sign bearing their names. Volunteers are provided fluorescent safety vests, gloves, and bags. The rubbish they collect is taken away by City crews. For information on the Adopt-a-Street program, contact Coordinator Cody Wildman at 503-589-2195 or [cwildman@cityofsalem.net](mailto:cwildman@cityofsalem.net).

## ADOPT-A-STREAM

If you adopt a stream, you can learn how to test the water in the stream and learn about the stream as a habitat for fish and wildlife. This is a great neighborhood activity that can be done with people ages 8 and older. All the materials you need for the project are provided by City of Salem Public Works. To learn more about Adopt-a-Stream, contact [stormwateroutreach@cityofsalem.net](mailto:stormwateroutreach@cityofsalem.net) or 503-588-6211.

## SEE SOMETHING, SAY SOMETHING

You are our eyes and ears. If you see suspicious or illegal activity in your neighborhood, report it. Neighbors like you have helped keep our neighborhoods safe, clean, and thriving. Call the Salem Police Department non-emergency line at 503-588-6123.

## An Atmosphere of Inclusion and Respect

In 1991, NESCA became the first neighborhood association in Salem to adopt language into their bylaws promoting inclusion: "*Membership shall be open...without regard to race, color, sex, age, handicap, religion, ethnic background, national origin, or familial status.*" Your executive board may wish to adopt similar language into your bylaws and use it as a guideline in future neighborhood activities.

For a neighborhood association to reach out and include folks who typically have not participated, it is important to reach out and welcome neighbors in new and creative ways. Some tips to do this include:

- Hold meetings in varied locations, such as parks, schools, and centers of community activity throughout the neighborhood.
- Identify and communicate with organizations that serve populations to whom you would like to reach out. Consider schools, social service agencies, ethnic stores, faith-based organizations, and non-profit groups.
- Identify and remove barriers to participation, e.g. language, lack of information, time of day, location, accessibility, etc. Use the tips noted earlier in this section to make newcomers feel welcome at meetings.
- Contact your Neighborhood Program Coordinator for additional ideas on becoming a more inclusive neighborhood association.

In February 1993, City Council reaffirmed the following policy on the development of a harmonious community in Salem.

### **COMMON COUNCIL — SALEM, OREGON Adopted February 22, 1993**

The quality of life in Salem stands out as the primary reason why each of us has chosen it for our home. We enjoy the safety a community like ours affords us. We treasure the freedom we have to walk on our streets and to play in our public parks without fear, a freedom that is unknown in many cities across the country.

Our freedom from fear, however, has recently been threatened. The number of citizens made vulnerable may seem few, but a threat to even one person is a threat to us all.

As a city council, we have one very clear message to deliver: We will not tolerate any infringement on a person's rights to the freedom to live without fear. We will not tolerate the development or presence of groups dedicated to the harassment or harm of any citizens. We will make the eradication of such crimes the highest priority for our community.

To that end:

- We direct our employees to focus their efforts on solving this serious community problem.
- We direct our Police Department personnel to continue their fight to eliminate criminal activity in all segments of our community.
- We work to encourage cooperative efforts among our city employees, our many citizen advisory groups, our school personnel, our social service agencies, and our community groups to fight prejudice and to continue to increase awareness of the rights of each citizen in our community.

We recognize that the scope of this problem goes far beyond the realm of our city government. It is not a problem we can solve alone; it is a problem that the community, through the combined efforts of governments, agencies, community organizations, and all our citizens, must solve together.

The very name "Salem" means "peace". It is critical that we live up to our name and refuse to allow the unjust treatment of any of our citizens. If one of us is living in fear of others in our community, all of us are affected in the end. Through our work as an understanding and united community, we can make sure that Salem remains a city of peace. Therefore, we call upon all Salem citizens to join us in dedicating ourselves to equity and justice for all citizens.



## Section 5

# GUIDE TO GIVING INPUT

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This section will talk about the nuts and bolts of participating in City decision-making. Neighborhood associations are advisory to the City Council and its Boards and Commissions. This section describes how meetings of the City Council and Urban Renewal Agency are conducted, lists each of the various City Boards and Commissions, and gives helpful guidelines for testifying.

### IN THIS SECTION

- **City Council**
- **Urban Renewal Agency**
- **Housing Authority**
- **City Council Boards and Commissions**
- **Giving Testimony**
- **Working with Local Government**



## City Council

The Salem City Council consists of eight councilors representing eight geographic wards and a mayor elected at large. They serve without pay. The Councilors are elected for four-year terms (half the terms expire each two years). The mayor is elected every two years. City Council meetings are generally held on the second and fourth Mondays of the month. Meetings may be rescheduled, or Special meetings may be scheduled at other times.

## Urban Renewal Agency

The Urban Renewal Agency made up of the eight City Councilors and the Mayor is the governing body for the urban renewal areas. Urban Renewal Agency meetings are generally held the second Monday of the month before or after the City Council or Housing Authority meeting in City Council Chambers. Special meetings may be scheduled at other times.

## Housing Authority

The Housing Authority Board is the governing body for the Salem Housing Authority. The Housing Authority meetings are separate from the City Council, just as the Urban Renewal Agency meetings currently are. The Housing Authority meetings are generally held the second Monday of the month before the City Council meeting in City Council Chambers. Special meetings may be scheduled at other times.

Additional Resource: How Council Works <https://www.cityofsalem.net/city-council>

## City Council Boards and Commissions

Over the years the City Council has developed an extensive system of citizen groups established to advise them in specific subject areas, such as, budget, land use and social services. The Boards and Commissions do research and advise City Council on issues in each specifically focused area.

Additional information about each Boards and Commissions and the application process is found at: <https://www.cityofsalem.net/boards-and-commissions> or by calling 503-588-6255.

## Giving Testimony

If comments are being made on behalf of a neighborhood association, a Board action should have been taken to authorize those comments. Individual citizens can also make comments. It is important to be clear about whether you are speaking as an individual or on behalf of a neighborhood association or other group. Comments on a public hearing can be given orally at the City Council meeting and/or in writing.

**To testify orally at a City Council public hearing**, you need to arrive before the City Council meeting begins, and put your name on the sign-in sheet for the public hearing you want to speak about. The sign-in sheets are found on the counter at the east entrance to the City Council Chambers or you can sign up on line between 8 am - 2 pm day of meeting.

**Written comments** should be addressed to the Mayor and City Council, and sent or delivered to the City Recorder's Office, 555 Liberty Street SE, Room 205, Salem, OR 97301, or call the City Recorder's office at 503-588-6097, [cityrecorder@cityofsalem.net](mailto:cityrecorder@cityofsalem.net).

If you choose to bring a written copy of your oral testimony to the meeting, you may ask that it be included in the record, and give the copy to the City Recorder following your oral testimony.

If you need to bring written comments to the meeting but are unable to give oral comments, you will need to give fifteen copies to the City Recorder so they can be officially entered into the record.

Please do not personally distribute written comments to the Mayor and City Council before the meeting because they do not get entered as an official part of the record. Only comments that are a part of the official record can be considered when the Mayor and City Council deliberate (discuss and decide) the issue.

- Additional Resource: <https://www.cityofsalem.net/public-hearings>

## General Principles for Effectively Working with Local Government

The following list of principles is designed to be used by an individual or a group. References are made to neighborhood associations, but they could be used by any group.

### 1. Set Your Goals

What is most important to the people in your neighborhood? What can your association accomplish in order to maintain livability? If it is unclear, set aside some time for your Board to set its direction. Prepare needs statements for each issue. Examine ways the City and others can help address the issues. Prioritize issues for Board involvement.

### 2. Know Your Issues

Do your homework. Find out who is affected, to what degree, and the consequences of no action. On a long-range issue, document your process, dates of events, who was involved, and correspondence. Determine which issues will need to be addressed by a local government agency and which will need to be addressed by the neighborhood itself. Neighbors working together and along with government can solve short- and long-term neighborhood problems.

### 3. Know the Structure and Purpose of City Government

Information can be found on the City's website at [www.cityofsalem.net](http://www.cityofsalem.net) regarding many City government issues.

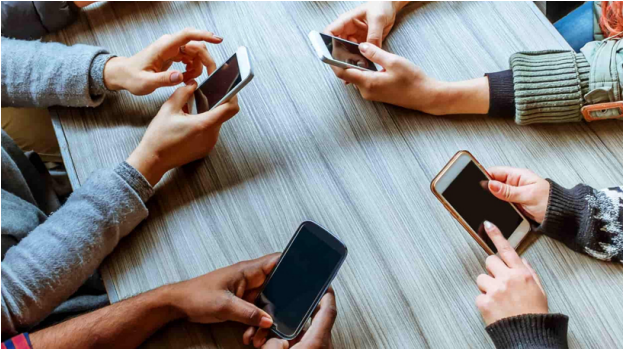
### 4. Become Acquainted with Procedure

Visit a few of the meetings of your public officials (for example, City Council, boards, commissions, etc.) Understand how they operate, discover the guidelines they have to follow, and realize the pressures they are under. Have someone explain to you the procedure if it isn't otherwise clear.

- 5. Work Personally**  
Allow your officials to get to know you. The best form of contact is on the personal level: personal appearance, phone call, letter, e-mail. Your Neighborhood Services Coordinator can give you contact information for City officials.
- 6. Keep Your Public Officials Informed**  
Do not surprise your officials with unexpected actions. Bring written copies of your concern when meeting with them, and follow up your concern and action with letters. (Keep copies of everything you do and submit one for your neighborhood files.) Make reference to things you have sent. Keep up an ongoing relationship. Show your appreciation as well as dissatisfaction. Send copies to individuals or agencies involved (citizens, staff, others).
- 7. Work on All Levels**  
Try the chain of command first by going to the person most directly responsible for your concern. Then work on all levels by going to your appointed and elected officials. If you don't know whom to talk to, do not hesitate to go to the top. Be sure to keep your City Councilor informed. If necessary, address the Council as a whole to be sure you are heard.
- 8. Make It Clear If You Represent a Group**  
Identify the name of your group and its purpose. Use appointed contact people to establish continuity and identity. Document attendance at meetings and votes taken. Ensure that you have the group's approval or authorization before acting.
- 9. Get Solid Answers**  
Don't be satisfied with vague answers. Talk to informed people and solicit answers you can rely on. Ask for and remind your officials of specific information—dates, places, times, etc.
- 10. Be Open To Suggestions**  
Take the suggestions of your officials seriously and follow up on them. Progress occurs when everyone pushes in the same direction.
- 11. Follow Up**  
Follow up on a discussion with a memo summarizing the discussion and its outcome. Check back to see if whatever has been agreed to is being done or to see if decisions are being made. After the decision has been made, check back with the appropriate staff or government official to be certain it is carried out.
- 12. Keep the Neighborhood Informed**  
Use your neighborhood association's meetings and/or website to keep the neighborhood informed. Talk with neighbors, businesses, and friends about what is happening. Contact the newspapers to let them know your concerns. You may wish to issue a press release. Make your written information interesting.

"Effective communication means knowing and considering the views of others and adjusting what you say so that others will understand you. It isn't just saying what you have to say but saying it clearly, honestly, and respectfully too."

--Shared by EscorpionATL



Section 6  
**WHO TO CALL:  
RESOURCE INFORMATION**

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**IN THIS SECTION**

- **Who To Call**
- **Neighbor-to-Neighbor**



**A product of City of Salem,  
Neighborhood Services.**



**EMERGENCY NUMBERS**

- Ambulance/Fire/Police .....9-1-1
- Northwest Natural Gas.....503-585-6611
- Portland General Electric ..... 1-800-544-1795
- Public Works 24/hr Dispatch .....503-588-6311
- Utility/Water Bill (City of Salem).....503-588-6099
- Traffic signals (City of Salem).....503-588-6311
- Streetlights
  - Salem Electric .....503-362-3601
  - Portland General Electric .....503-399-7717

**GOVERNMENT NUMBERS**

- League of Oregon Cities .....503-588-6550
- Marion County.....503-588-5037
- Marion County Public Works .....503-588-5036
- Mid Willamette Valley Council  
of Governments (COG).....503-588-6177
- Polk County.....503-623-8173
- State of Oregon, (Governor's Ofc).....503-378-3111

**OTHER NUMBERS**

- Consumer Protection .....503-378-4320
- Chamber of Commerce.....503-581-1466
- Garbage Transfer Station .....503-588-5169
- Mid Willamette Valley Community  
Action Agency .....503-585-6232
- Neighbor-to-Neighbor Mediation  
Service .....503-585-0651
- Salem Area Mass Transit (Cherriots) .....503-588-2877
- Salem Health.....503-561-5200
- Salem Area Seniors .....503-390-7441
- Salem Senior Center 50+ .....503-588-6303
- South Salem Seniors .....503-588-0748
- Travel Salem .....503-581-4325
- Weather Forecast .....503-363-4131

**ANIMALS**

- Biting, barking, cruelty, dead, injured, loose
  - Marion Co., Dog Control .....503-588-5233
  - Polk Co., Animal Control.....503-623-9251
- Dog licenses
  - Marion County.....503-588-5233
  - Polk County.....503-623-9251
- Adoption
  - Humane Society.....503-585-5900
- Rodent control related to garbage/abandoned buildings
  - CD .....503-588-6421

**AUTOS**

- Abandoned autos and parts
  - Community Development (CD).....503-588-6421
- Blocking driveway or illegally parked
  - Urban Development (UD), Parking  
Services .....503-588-6471

- Towed autos Police Department (PD) .....503-588-6144
- Carpool information .....888-323-POOL

**CITY MEETINGS, DOCUMENTS, REGULATIONS**

- Council agenda and records, City Code and Charter,  
elections (city), City Recorder.....503-588-6097

**CODE COMPLIANCE, VIOLATIONS.....503-588-6421**

**COMMUNITY DEVELOPMENT/PLANNING**

- Land-Use permits, questions, zoning.....503-588-6213

**FIRE**

- Emergency.....9-1-1
- Burning information - Fire Dept.....503-588-6420
- Fire prevention and hazards
  - Fire Marshal.....503-588-6245

**GARBAGE COLLECTORS.....503-390-4000**

**GARBAGE, REFUSE, AND EYESORES**

- Overgrown brush and weeds, Public Works (24 hrs),  
Streets.....503-588-6311
- Trash and junk (private property)
  - CD .....503-588-6421

**GRAFFITI**

- Graffiti hotline .....503-371-4264
- Hate speech graffiti, Police non-emergency 503-588-6123

**HOMELESS RESOURCES**

- Arches.....503-399-9080
- NW Human Services Crisis Hotline.....503-581-5535
- Mid-Willamette Valley Resources (dial or text).....211

**HOUSING AND BUILDING INFORMATION**

- Housing rehabilitation programs
  - UD .....503-588-6178
- Low income housing
  - Salem Housing Authority .....503-588-6368
- New buildings; alterations, permits, inspections
  - CD, Building and Safety.....503-588-6256
- Open, boarded, vacant buildings
  - CD .....503-588-6421

**HUMAN RESOURCES INFORMATION, CITY OF SALEM**

- Affirmative Action, employee benefits, labor  
relations, recruitment Human Resources  
Department .....503-588-6162
- Risk management
  - Human Resources Department .....503-588-6132
- Jobs available .....503-588-6162

**HUMAN RIGHTS**

- Salem Human Rights and Relations Advisory  
Commission .....503-540-2371

**LIBRARY**

- Reference information .....503-588-6052
- Hours .....503-588-6315

**Mayor's Office .....503-588-6255**

**NEIGHBORHOOD ASSOCIATIONS**

- Neighborhood Services .....503-588-6207

**NOISE DISTURBANCES**

Noisy cars, loud parties, etc.  
 Police Department ..... 503-588-6123  
 Commercial or Industrial noise disturbances  
 Compliance Services ..... 503-588-6421

**PARKING**

Carpool information ..... 503-371-POOL  
 Enforcement  
 UD, Parking Services ..... 503-588-6471  
 Meter repairs - PW ..... 503-588-6063  
 Parking permits  
 Permit Application Center (PAC) ..... 503-588-6256  
 Ticket collection  
 Finance Department ..... 503-588-6193  
 Special parking signs and zones - PW ..... 503-588-6211

**PARKS**

Maintenance - PW ..... 503-588-6336  
 Reservations:  
 City parks, ball fields, Pringle Community Hall  
 PW ..... 503-588-6261

**PERMITS AND LICENSES**

Licenses/permits required for new structures  
 PAC ..... 503-588-6256  
 Park use, reservations  
 PW ..... 503-588-6261  
 Public Works/Development Services ..... 503-588-6211

**PLANNING AND ZONING**

Planning and Zoning information ..... 503-588-6213  
 Enforcement ..... 503-588-6256

**POLICE DEPARTMENT**

Community Engagement ..... 503-588-6175  
 Crime TIPS Hotline ..... 503-588-8477  
 Drug activity tips line ..... 503-315-2566  
 Emergency ..... 9-1-1  
 Non-emergency line ..... 503-588-6123  
 Neighborhood Watch ..... 503-588-6175  
 Volunteer Opportunities ..... 503-588-6002

**POLLUTION CONTROL**

Public Works (24 hrs) ..... 503-588-6311  
 Haz Mat ..... 503-588-6063

**RECREATION PROGRAMS**

Neighborhood programs, sports, general information  
 PW ..... 503-588-6261  
 Seniors  
 Salem Senior Center 50+ ..... 503-588-6303  
 South Salem Seniors ..... 503-588-0748  
 Salem Area Seniors ..... 503-390-7441

**SEWER INFORMATION**

Permit information ..... 503-588-6211  
 Billing information  
 PW, Customer Service ..... 503-588-6099

**SIDEWALKS**

Repair and improvement  
 PW, Streets Division (24 hrs) ..... 503-588-6311

**SOCIAL SERVICES**

Salem ..... 503-588-6178  
 State of Oregon ..... 503-945-5600

**STREETS**

Closures  
 PW, Traffic Division ..... 503-588-6211  
 PW, Street Closure Permits ..... 503-588-6211  
 Repairs; cleaning  
 PW, Streets Division (24 hrs) ..... 503-588-6311

**STREETLIGHTS**

Damages; outages (PW 24 hrs) ..... 503-588-6311

**TRAFFIC PROBLEMS**

Engineering - PW, Traffic ..... 503-588-6211  
 Enforcement - PD ..... 503-588-6439  
 Signal Outages - PW (24 hrs) ..... 503-588-6311  
 Traffic Tickets - Municipal Court ..... 503-588-6146

**TRANSPORTATION**

Bike paths- PW, Traffic ..... 503-588-6211  
 Bus schedules/information  
 Cherriots, Transit District ..... 503-588-2877  
 Carpool coordination and information  
 Cherriots Ride Share ..... 503-371-POOL

**TREES**

Street tree information and problems  
 PW, Dispatch (24 hrs) ..... 503-588-6311  
 Private trees information/permits ..... 503-588-6213

**UTILITIES, LOCATE**

Locating/marketing for excavation  
 Salem/Keizer ..... 8-1-1

**VOTER INFORMATION**

City Recorder ..... 503-588-6097  
 Marion County Elections ..... 503-588-5041  
 Polk County Elections ..... 503-623-9217

**WATER SERVICE**

Billing information, Water Service  
 PW, Customer Service ..... 503-588-6099  
 Water conservation  
 PW ..... 503-588-6211  
 Water quality line ..... 503-588-6323

**ABOUT YOUR NEIGHBORHOOD:**

*Salem's neighborhood associations give you a voice in your local neighborhood and the city as a whole. Although Salem neighborhood associations are recognized by and receive staff support from the City, they are self-directed. Neighborhood associations have legal standing in all land use matters within their boundaries and are asked by the City and other jurisdictions to comment on a variety of matters important to the community.*

Learn more: [www.cityofsalem.net/neighbor](http://www.cityofsalem.net/neighbor)

Have a question about this list or would like additional copies?  
 Contact Irma, Neighborhood Program Coordinator at  
 icoleman@cityofsalem.net or call 503-540-2303.



# Neighbor To Neighbor

## A Community Mediation Service

Neighbor-to-Neighbor Inc. is a community mediation service that is provided as an alternative to conflict between neighbors, institutions, and others. If you or someone you know is having problems with a neighbor, Neighbor-to-Neighbor is there to help people settle their dispute:

Mediation is a VOLUNTARY process. It is offered FREE OF CHARGE and is CONFIDENTIAL. If you need mediation, follow the process outlined below.

Call Neighbor-to-Neighbor at 503-585-0651. Marion County office, 945 Columbia St SE, Salem OR 97301.

The Neighbor-to-Neighbor office will assign a case developer to visit you and set up a mediation date. The case developer will also visit your neighbor for the purpose of getting him/her to agree to mediate with you.

A mediation session is then scheduled at the Neighbor-to-Neighbor offices. This is a process where community volunteers, trained in conflict resolution, act as facilitators to help all parties explore solutions to resolve the conflict.

The frequent result of this mediation session is a mutual agreement outlining a mediated solution to the problem. Both parties are asked to sign and abide by this agreement.

NOTE: Neighbor-to-Neighbor does not currently charge for its services. They are supported by county court fees, grants, gifts, and the contribution of many volunteer hours, and are made available at no cost to any resident. Client donations are welcome and help continue this work.

More information is available on-line at <http://n2nmediation.org/>



NEIGHBOR-TO-NEIGHBOR  
Your Community Dispute Resolution Center

### Our Vision:

We are committed to enhancing our local community by supporting individuals and groups to peacefully resolve conflicts, achieve reconciliation, and learn appropriate dispute resolution behavior.

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