#### Goal

Assembly and analysis of public forum comments and visual preference survey.

# Public Workshop

The following is a summary and analysis of findings and comments from the first Villager Public Workshop, held April 25th, 2005 at the Villager Mall.

#### I. INTRODUCTION

The City of Madison hosted a public workshop to discuss the future of the Villager on Monday, April 25 from 6: 30 p.m. to 9:00 p.m. Over I20 people attended the meeting, held at the South Madison Health and Family Center – Harambee. The meeting began with a short presentation by Mayor Dave Cieslewicz, who stressed the importance of this project to South Madison. The consultants then presented three stations, which were distributed around the room. Station I highlighted past planning efforts, Station 2 allowed participants to review and comment on the Villager Mall as it currently exists, and Station 3 allowed participants to review and comment on future opportunities for the site. The final event of the evening was a discussion on the visual appearance of different development types.

The following is a summary of comments received for each of the three stations, and during the visual preference discussion. For Station I through 3, a comment card was provided to each participant. The questions and responses from these comment cards are transcribed here. For Stations 2 and 3, there were also display boards on which participants provided feedback.





# II. Station 1: Recent Efforts

Station 1 highlighted past planning studies that affect the Villager Mall site. The focus of this station is on what has been said about the future of the Villager in previous efforts.

**Question 1**: What ideas or concepts from past plans should be included in our current planning process?

- Health, education, and family services should be maintained.
- Maintain/stabilize multi-racial neighborhood
- Multi-lingual employment.
- Investigate innovative approaches/partnerships
- Livable wages guaranteed
- The library and educational resources
- Redevelopment should take into account the ethnic/racial diversity of the south side and reflect that diversity in its physical appearance
- People friendly downplay autos
- Gathering places, performance space, farmer's market – versatile public use, outdoors and in
- Owner occupied housing
- Community policing
- Update infrastructure streets, lighting
- Start over with mall area demolition of 170,000 sq. ft.
- The Villager should not include any chain food stores. It should reflect more of the diversity of the area.

- Bringing back the Farmers' Market on Tuesdays and Saturdays
- The idea of a Main Street design. Promotion of Villager Mall as a south side gathering place as well as a citywide destination.
- Green space. Family-oriented services and amenities
- Streetscape design and improvements
- More international businesses and book stores would make the mall seem more busy and alive. There should also be an International ESL school.
- Family and kid friendly
- Park or green space
- Business incubator
- Pedestrian-friendly access
- Streetscape inviting parking mostly away from street.
- Mix of retail, restaurants, and services that invite neighborhood and stop by use.





**Question 2:** Are there any ideas presented in these past plans that you feel should no longer be considered for the Villager site?

- Central waiting area for services because more difficult with confidentiality.
- Keep out exploitative, unhealthy venders.
- The gas stations. If there is a school, a library, and educational center then the gas station is too dangerous for children.

- Inappropriate choices of businesses.
- Performance space!
- Gathering place
- Pawn shops, all social services businesses
- There should be no park or teen center.
- Alcohol/bar
- The "Chicken Shack" restaurant seemed to attract problems.

# Question 3: Do you have any other thoughts about past planning efforts?

- I like the idea of a streetscape with parking in the back of the building. I also would like to encourage planting areas in a parking lot and green building concepts – limit runoff.
- Thanks to SMPC and Park Street
  Partners for laying the ground work and
  helping generate public participation.
- Less planning, more efforts
- Many meetings nothing solved.
- Want to see the focus of the "mall" be on the provision of services and goods that further our area's diversity. One example is to maintain provision of social/human services with the addition of space for public education (e.g., space for NMCS Charter School).
- Would also like to see expansion of library to include a greater selection of non-English materials. Do not feel it is

- necessary or advisable to blend human services and educational facilities with the retail type facilities on the same site.
- Might consider including an affordable \*subsidized) child care site on-site for after school programming for NMCS kids (assuming we get a charter school at this site).
- If other area enhancements are not made to the surrounding community, the mall may still fail. Need to consider upgrading of other properties, both residential and commercial.
- Lots of good public input a good start for a final plan that investors will capitalize.
- Too much thinking "within the box".
- The gathering place for poets and entertainment is great for inside and outdoors.

# Station 2: Villager Mall Today

Station 2 showed what the Villager is like today, including neighboring lots. This station gave participants the chance to tell us what is working today and what isn't working, where key pathways are located, and what are the key existing businesses and services.

#### **Question 1:** What is working well at the current Villager Mall?

- The community can access important services they need to help manage their lives and their families – Head Start, WIC, Public Health, library, and Planned Parenthood.
- I love the educational partnerships and collection of services that address many neighbors' needs.
- Harambee Center
- The UW/MATC educational services

- Yue Wah Foods
- The library though too crowded.
- Good parking important for businesses and library
- Everything is working well
- The one-stop shopping center model.
- Good mix of local/ethnic businesses and public agencies. Improving use of facilities on weekends and evenings.

#### Question 2: What is not working well at the current Villager Mall?

- We need a safe place where all ages can be – kids, teens need to be included – I have a place to be, learn, and work.
- The mall is very unattractive it has no street appeal, not even good signage.
   The parking lot is also unattractive.
   The site is invisible unless you are looking for it.
- Questionable businesses
- The businesses are not working. There is space that isn't being used and the used spaces are too small.
- Layout, space distribution
- Everything except for the library, health center, and Yue Wah foods
- Asphalt is oppressive. No coffee shop/places to sit, not enough green space.
- Most everything.
- Mister Money, sport store, video store, and VIP nail salon
- Non public office space, while necessary, does not best serve the local community.

- There aren't any retail businesses to visit. Most everything here is not working.
- Too boring looking too disconnected. The shops don't interconnect.
- The Villager Mall building, the stark parking lot, access to the mall.
- Transition school too many teens stand around smoking.
- No general food store
- Library needs expanded hours and facilities. It is too small.
- Insufficient retail attraction needs more businesses. Lacks restaurants.
- Agencies inside Harambee have no signage outside.
- Too little green space.
- Too obviously geared to low income.
   There needs to be diversity not only of races but also of classes. Retailers do not service only poor people.
- Jackson Hewitt Tax

**Question 3:** Are there specific issues related to walking, biking, parking or driving <u>within or to</u> the Villager Mall?

- Make it friendly and accessible want to walk here!
- Whenever there is an opportunity to create a neighborhood center, alternatives to driving should be a priority. The plan should be pedestrian friendly learn from West Towne and East Towne you risk your life walking around the different malls.
- I think there is too much traffic to be walking or riding bikes, especially for children.
- Park Street traffic is too heavy, can be dangerous to cross. Traffic, speeding!
- Layout of parking lot dangerous for pedestrians. Makes one feel unsafe
- All are important, but we cannot sell out to biking and autos.
- Drive directly to business no large lot at a distance
- We need more green space, more lights for pedestrians around the parking lot.
- More bike friendly environment needed. More bike racks, safer bike access, etc.

- Hopefully with more traffic to the Villager, this will not mean more traffic on our three streets in the Town of Madison. Much of the traffic going through the streets are people avoiding the lights and traffic on Park Street. An easy bicycle ride from anywhere bike path (Wingra) and bike lane (Park Street).
- Need room for all
- Many citizens go to Mobil/McDonalds for groceries/dinner. I think restaurant/grocery within walking distance is a good idea.
- It is not safe to bike here due to volume of traffic.
- Need more safe, user friendly pedestrian and bike access.
- Park Street traffic needs attention for safer access. Streetscape needs to look more small business and residential – not parking lot.
- Walking feeling unsafe.
- Villager Mall should be conducive to community feeling/gatherings.
- User friendly

**Question 4:** Which of the following <u>current</u> uses within the Villager Mall are most important for the future? (Numbers at right are number of votes each received)

Dane County Transition School (CESA)	7	
Dane County Human Services office	16	
South Madison Health and Family Center – Harambee	20	
City of Madison Health Department	18	
Dane County Health Department	18	
Family Enhancement	18	
Head Start (Dane County Parent Council)	23	
• Library	25	
Madison Community Health Center	20	
Planned Parenthood of Wisconsin	19	
Interfaith Coalition for Workers Justice	11	
Madison Area Urban Ministry (Moms or Voices Beyond Bars)	14	
Madison Area Technical College (MATC)	25	
Mister Money Financial Services (Check Cashing)	2	
Mundo Latino Video (Video Rental)	9	
Jackson Hewitt Tax Service	5	
University of Wisconsin Extension (Financial Education, VITA tax help)	20	
University of Wisconsin Neighborhood Law Project (Legal Assistance)		
VIP Nails (Nail Salon)		
Wisconsin Women's Business Initiative Corporation		
Villager Sports Town (Sporting Goods)		
Yue Wah Oriental Foods (Grocery)	22	

# Station 3: Future Opportunities

At Station 3, participants could comment on the consultant's preliminary ideas on future opportunities, help decide what roles the Villager should play in the future, and vote on what future uses and activities they would like to see there.

**Question 1:** Please share any thoughts about the consultant's preliminary ideas on future opportunities for the Villager site.

- It seems like they have done a good job. It does seem like the existing building needs to be demolished.
- It was interesting that there was a feeling or sense that people beyond the community will need to shop at the mall for it to be successful.
- Needs a focal point where activity generates from
- I would like business but not at the expense of health, education, and children's services.
   I would not like to see bars at this site or liquor stores.
- It would be essential to have a central plaza/piazza with playground, food carts, ability to have outdoor performances/events.
- A good beginning
- It's amazing to consider all the possibilities
- No living quarters (apartments, town houses, etc). Parking is a must. Lighting is a must.
- They seem to be going in the right direction as long as they continue to focus on bringing in solid businesses.

- Library is key should be expanded to include a gathering space, outdoor area for performances.
- I would like to see something that maintains and unites all cultures in a positive way. Youth groups/centers and something that is still comfortable for people of color to relate to and identify themselves. Not too caucasion based so people don't feel isolated or pushed away.
- Thinking too much within the box more of the same. Let's think about how to benefit the most people the most. That can be done best with cooperative businesses. Study Mondragon, Spain comparative society.
- Balance of retail and restaurant around services and educational outlets.
- Not enough focus on creating jobs and minority-owned businesses. Entertainment, retail, and other services will follow if initial focus is on the former.

**Question2:** What do you think is the <u>single most important</u> role or focus for the Villager in the future? (Participants could only vote for one role)

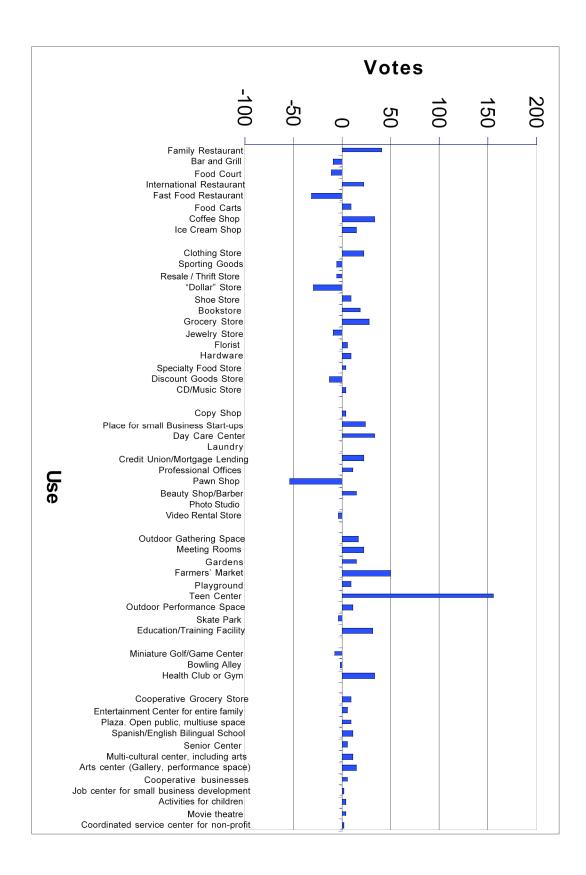
General Role of Villager	Comment Card Votes	Display Board Votes	Total Votes
A business center focused on providing jobs	5	19	24
An educational center focused on places for life-long learning	5	15	20
A social service center to meet a variety of needs	5	19	24
An international center focused on cultural organizations and businesses	1	6	7
A retail center focused on shops and restaurants	4	9	13
A recreation or entertainment center	0	3	3
Other (please write in): Business, but with community inclusion/Cooperative training center, business showcase	1	2	3
Unite services with a focal point (NMCS).	1		
Charter school for Nuestro Mundo Community School – Spanish/English dual immersion (k-5) site.	1		
Multi-function incubator (business, arts, human services)	_	1	1

**Question 3:** Please put a check next to the types of <u>additional</u> businesses and services you would like to see considered for the Villager in the future. (Participants were asked this question on the comment card and on the display board. For the display board, they could choose five uses they would like to see and five uses they would not like to see. The table summarizes both sets of votes.)

Use		Negative Votes Display Board	Positive Votes Display Board	Positive Votes Comment Cards	Net Positive Votes
	Family Restaurant	1	25	17	41
l	Bar and Grill	22	7	5	-10
ant	Food Court	16	0	5	-11
Restaurant	International Restaurant	0	10	12	22
sts	Fast Food Restaurant	35	1	2	-32
R	Food Carts	0	3	7	10
	Coffee Shop	1	20	15	34
	Ice Cream Shop	3	9	8	14
	Clothing Store	0	13	10	23
	Sporting Goods	10	3	1	-6
	Resale / Thrift Store	8	2	1	-5
	"Dollar" Store	35	4	2	-29
es	Shoe Store	3	10	3	10
Retail Stores	Bookstore	5	14	10	19
ii S	Grocery Store	12	25	15	28
eta	Jewelry Store	12	2	1	-9
🛎	Florist	0	2	4	6
	Hardware	3	5	8	10
	Specialty Food Store	6	3	6	3
	Discount Goods Store	17	1	3	-13
	CD/Music Store	4	5	2	3
	Copy Shop	5	3	6	4
	Place for small Business Start-ups	2	17	10	25
	Day Care Center	0	23	11	34
_ x	Laundry	5	3	2	0
Services	Credit Union/Mortgage Lending	3	12	13	22
	Professional Offices	6	8	9	11
$ $ $\infty$	Pawn Shop	54	0	0	-54
	Beauty Shop/Barber	3	12	6	15
	Photo Studio	6	2	4	0
	Video Rental Store	7	2	2	-3

	Outdoor Gathering Space  Meeting Rooms		15	11	16
			7	17	23
8	Gardens	6	7	13	14
Uses	Farmers' Market	0	29	21	50
ic	Playground	1	3	7	9
Public	Teen Center	2	146	12	156**
ا م	Outdoor Performance Space	7	9	9	11
	Skate Park	17	9	4	-4
	Education/Training Facility	4	21	15	32
r t	Ministry Colf/Cama Contag		2		-8
teri ner	Bowling Alley  Health Club or Gym		5	1	-2
Health Club or Gym		0	21	13	34
	Cooperative Grocery Store		11	0	10
ay	Entertainment Center for entire family	0	6	0	6
gbf	Plaza. Open public, multiuse space		9	0	9
Dis	Spanish/English Bilingual School (Nuestro Mundo)	1	13	0	12
g (	Senior Center	3	9	0	6
Fro	Multi-cultural center, including arts	0	11	0	11
s (J	Multi-cultural center, including arts  Arts center (Gallery, performance space)		14	0	14
Jse E	Cooperative businesses	1	7	0	6
:r [	Job center for small business development		3	0	2
Other Uses (From Display Boards)	Activities for children (classes afterschool, hobbies,		3	0	3
0	Movie theatre	0	3	0	3
	Coordinated service center for non-profit groups	0	1	0	1

<sup>\*\*</sup> Includes 112 "votes" from Wright Middle School students, which were included on a formal petition that was passed around school prior to the meeting. Not counting these 112 votes from the petition would place the total positive votes for this use at 44.



#### Visual Preference Survey and Discussion

Almost 70 people participated in the Visual Preference Survey and Discussion, which involves analyzing a series of images depicting various places around the world. Participants were asked if the would want to visit such a place, or if they would rather avoid it. They were also asked if they "liked", "disliked" or were "neutral" about each place depicted in the image. The format for this portion of the workshop involved small groups of 8-10 persons working individually to answer the aforementioned questions. Then, the group facilitator opened up a discussion on what participants liked and didn't like about each image. These comments were recorded on each image. Finally, the group came to consensus on their five most preferred images out of a total of 21 images.

The following lists the number of groups (out of a total of ten groups) that voted the image as one of their favorites. Comments recorded about each image are included, as well, to shed some light on why the groups voted as they did.

Image Number	# of Groups Who Chose as Favorite	Comments on Image
	1	Like fountain and people outside. Pavement more retro, looks like an old town. Needs more seating and green space.
	1	Like the brick materials, but doesn't look like a community place. No seating areas. Feels like a private area

3.	0	Looks too crowded, too dark, brick is good material, apartments over store is good. Not multicultural. Like awning, size of windows. Pedestrian friendly area, close to sidewalk is good. Don't see parking.
4.	1	Good accessibility, signage, lighting and awnings. Needs more trees, less parking and more room for pedestrians.
5.	1	Pedestrian scale is good. Green space, seating area good. Brick is good for vendors, although difficult to maintain?  Versatile public space.
6.	5	Good green space, seating, flowers, good materials use, although may be too fancy for Villager. Too large a scale. Needs to look more international, culturally distinct, multicultural theme. Needs art. Good parking, looks like a small town. Not so nice color, but nice look. Different, varying levels are attractive. Overhangs for shading is good.

7.	0	Not a bad parking ramp, materials are okay, vegetation important. Sidewalk is good. Saves space, but prefer underground parking to above ground.  Not safe, too enclosed. Too tall, too massive.
8.	1	Crossing is good. Makes motorists know pedestrians are around. Good integration of contemporary and historic architecture.  Cars on one side of road is good.
	4	Crosswalks good. Looks like anywhere USA in 2005. Like doors, interesting. Needs better signage. Like the mixed-use nature. Needs outdoor seating. Materials and colors would be nice to use at Villager site. Too close to street. Covered walkways good. Good use of color. International flavor is good. Such a space for the library would be good. Needs more green.
10.	1	Art and cultural theme is good. Mural with various cultures of area, as long as they are authentic, might work.

11.	3	Nice green space, small park, community gathering space, learning space. Small scale is good. Needs seating area. Doesn't fit within urban space.
12.	3	Seating area is good for performance space. Too big, though. Could fit dual purpose of a market place. Like the columns. Could work on a smaller scale. Well-lighted is important. Need more trees and less concrete. Circle idea is good, multipurpose open space is good.
13.	7	Winter and summer space needed with more regular hours. Need a diversity of items sold. Density of people is exciting and good. Too many people, too crowded. Supports small businesses. Good use for Villager, good integration, maybe smaller scale. People could bus to market. Brings people together.
14.	2	Good, but on smaller scale. Good use of public art, glass. Inviting space, although too "downtown". Building height too tall. Good idea, but maybe questionable design.

15.	3	Street art is good. Pedestrian scale, walkability is good. Looks friendly. Comparable to State Street. Needs trees/green space/playground. Like congregation space. People make it safe. Height of buildings is good in foreground, not in background. May need some parking space for vendors. No to balconies.
16.	6	Trees good, wide sidewalk good. Light is beautiful, makes one feel safe. Buildings too formal and too tall. Maybe hot with all that concrete. Like that there is positive activity at night. Awnings are good. Outdoor seating is good. Street furniture and attractive streetscape is good. Too downtown looking, though. Good that cars are distance away. May be unused in winter. Like the wood benches and plenty of places to sit. Parking up close, but doesn't take away from ambiance.
17.	1	Built-in activities are good, too large scale, although good gathering space. Highlights importance of sidewalk.

18.	2	Like width of street and pedestrian only area. Like density, color, and signage. Fire hazard, health hazard and pick pockets. Feels crowded.
19.	0	Like width of sidewalk, like public transit.  No place to sit. Brick hard to maintain.  No scenery, dead, Stalinistic. Brick not good for strollers.
20.	1	Need more trees. People in space is good. More activity is good. Needs focal point or fountain. Too much blank space, needs to be smaller scale, with shorter buildings.
21.	4	No cars is good. Good flooring, cultural elements, very inviting. Pedestrian friendly is good, but may not be right scale. Needs to be more like a Village.  Too castle-like, but openness and walkways is appreciated. Should put some sort of cultural representation on each corner of the Villager site. Cool shade is nice. Makes you feel like you are entering an important space.

# Public Forum: VILLAGER MASTER PLAN OPEN HOUSE

The following are comments from the first Villager Master Plan Open House, held August 18th, 2005, at the Villager Mall. Included are comments from kiosk set in Atrium space between August and September.

A total of 72 people attended the Open House

# **Comment Form**

(Note: Not all attendees supplied written comments)

1) What is your level of support for the draft Master Plan presented tonight?

Strongly	Oppose	Neutral	Support	Strongly Support
Oppose				
0	0	<u>3</u>	<u>9</u>	12

- 2) What parts of the Master Plan do you particularly support?
- The children and playgrounds.
- We need more things for children.
- People space, retail, and library space.
- Making it a convenient space.
- Improving visual appeal.
- Organized planning process done quickly.
- New "square" as opposed to mall feeling.
- Grocery, library, most of the planned tenants.
- Business incubator to develop business that could develop and move into the neighborhood is a good idea.
- Looks good!
- Library, educational, and grocery store.
- Bringing uses to Park Street (rather than parking lots).
- Good massing, pattern along Park Street.
- Lots of trees.
- Owner-occupied housing, north end buildings and civic space.
- Protected on-street parking on Park Street.
- Under building parking.
- Small grocery.
- I support every part of the plan.
- Residential, education, library.
- Every part of the Master Plan is great!
- The library and grocery store areas.
- Library, grocery space, other retail, Harambee, Dane County space.
- Residential and retail expansion.
- The retail space closer to the street is nice.
- Phasing, keeping things open for people to use! Great attempts at public input.
- Library

- Bigger library
- Grocery store
- The change
- Farmer's market
- Reflects vision of neighborhood residents
- Development toward street
- Grocery store
- Multi-use

# 1) What parts of the Master Plan could be improved upon?

- We really don't need a grocery store, we need useful material.
- Visual depiction of actual buildings on drawings it looks very concrete/plain. Many local folks can't visualize different architecturally designed buildings and that may taint their support of the project.
- Library needs to be bigger than shown in plan.
- More residential (owner-occupied). As much green space as possible. Can you put in more?
- Building design strikes me as pretty plain/ordinary. Does this have to do with affordability?
- Harambee Center should be on the street with the parking in rear.
- Education Building on Hughs should be turned to Hughs and parking in rear.
- Targeted space for youths and commitment to MBE and WBE's ownership employment diversity.
- Parallel parking on internal street to slow traffic, add life, buffer pads.
- Move Harambee and retail up to street if south end design is kept.
- I'd like a larger library.
- The library seems to be in the wrong place. Noise is too loud in that corner remember that too many semis go through Park Street; therefore too much noise and a library do not go together. The rest of the plan should consider moving the library towards the center of the project together with the Harambee Center.
- Drop the parking lot off of Park Street. Make it a pedestrian entry with a garden.
- The traffic to get to the grocery store looks like it will be going down the same area where pedestrians are crossing and traveling. The same entrance for both is a recipe for disaster!
- Noise is a big issue in this neighborhood and we need quiet space at the library my concern is that placing the library on the intersection of Park and Buick, traffic noise will overwhelm the building and its users. Can you effectively block out stopping and starting cars, air brakes, boom cars, etc?
- You may eventually need a parking ramp
- It is not evident that the design either encourages bicycle usage or accommodates it; I think much more could be done on both (consult with Bike Federation)
- The library should have more space and be in a less congested spot
- Move Harambee and retail building closer to sidewalk.
- The big piece missing is recreation for youth. We need a community center in the area. These children roam the neighborhood selling drugs and harassing people. We need a place for them to develop and grow. We don't need office space unless the utility companies are moving in to make it easier to our existing bills. We need to improve what already exists.
- I can't understand what is wrong with this building. Why hide the grocery store from Park Street? Really, while I am looking at the Plan it makes no sense. It sure looks like a nice place to do drug deals. That means that police officers will have to spend more time there instead of watching the neighborhood.

- 1) Please offer any other comments that you believe we should consider before we complete this project.
- If we had things for children it would be better.
- Would be nice to have a parking ramp to free up more green space, but that might add too much cost.
- The lease costs of the new space don't want it to be prohibitive for us small tenants.
- Any opportunity to redevelop the adjoining Oak Village apartments site. It looks like that would really open up possibilities. Addition of a community center for youth, teens, and elderly is an excellent idea.
- Employers be committed to a diversified workforce, including the hiring of returning offenders.
- I think the south end should be formed around a diamond with education center in the middle. Move Dane County to southwest corner. Use modified triangle shape for south east anchor property (business center). Turn Harambee/retail on 45° angle to match diamond angles and put parking on "inside" face of building.
- Thanks for all the work!
- How about a second hand store?
- Is the library space large enough and does it allow for future expansion if needed? I say this because the library is becoming popular and the City neighborhood plan (South Madison) calls for infill housing construction, we may need more space in the future, where would it be Could we have a couple rain gardens to deal with the runoff from the parking areas!
- I didn't see the gym/health club area on the plan.
- Please build showers in building center so employees of U.W. can ride their bikes to work.
- Please keep the large tree at Park/Buick
- Don't want new grocery store to compete with Copps
- Farmer's market may compete with grocery store
- Don't let rents go up
- We need more jobs
- Could I-2 go back to south MCH/Access clinic
- Keeping the Citgo gas station (drive thru)
- Would like to see a clothing store
- Make grocery store larger. Copps needs competition and there is not guarantee that it will stay on Park Street
- Would like a place to display art inside and outside. Should be a place to do art.
- Keep one gas station
- Include garden with a play area.
- Put education building on same side of internal street as Harambee and small play area to keep all the kid stuff in one area. Or, switch education building with Business Center.
- Consider mid-block pedestrian crossing on Park Street.
- It is important not to focus on Park Street being a gateway to the University—that comment really wipes out the importance of the local community.
- Has an economic impact study been done?
- What mechanisms are there to keep housing and rent for businesses affordable?