

## Community Engagement: Strategies, Tools, and Lessons for the Pandemic and Beyond

Live webinar 04/21/20 at 1pm ET

Transcript

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**BARBARA DEUTSCH:** All right. Thanks Heather. Hi everyone. I'm Barbara Deutsch CEO of the Landscape Architecture Foundation, LAF, and we're so glad you're able to be here today to for this candid conversation to share strategies tools and lessons about community engagement in a time of physical distancing. It's been three weeks since our last webinar, which is about landscape architecture practice in a time of physical distancing and it certainly seems like a world away. I know when I think about the world I'm thinking, "Oh, yes tomorrow's Earth Day, and when 20 million people or ten percent of the population in the United States gathered 50 years ago in spaces across the country to demand action to clean up our planet and that powerful demonstration certainly helped lead to a decade of federal legislation to protect, improve, and enhance our environment, which is our mission at LAF to support the preservation and improvement and enhancement of the environment, and that legislation include Things like the Clean Air Act, the Clean Water Act, The Endangered Species Act among others. And of course, I can't help but to think about now and this time I physical distancing with the pandemic now how this would be even possible today. But 50 years later. There are other ways of mobilizing and being heard and so on behalf of LAF I look forward to learning from our panelists today about their experiences practices and perspective to make that possible to make mobilizing and getting community input possible so that we can better design the places where we live work rest and play and so we have so many of you on the line landscape architects, architects, engineers, planners, developers, city leaders, students, faculty, and many others that we work together with to design our public spaces. And I want to thank you all for what you do and to work together with us for the public good. I would also like to thank our sponsor for today's webinar that made it possible and that's Coldspring. And we have with us Cari May from Coldspring who wants to say a few words to let us know that Coldspring remains committed to support the landscape architecture community even in or especially in these times of uncertainty Cari.

**CARI MAY:** Thank you, Barbara. Hello, everyone and as Barbara mentioned I'm Cari May tuning in on behalf of Coldspring and I just want to thank you all for letting us join you today. While we consider the LAF and many of you on this call good friends and business partners, for those of you who aren't familiar with who Coldspring we are couriers and fabricators of natural stone as a vertically integrated supplier. We're a trusted partner for projects of all sizes and have partnered with many of you to incorporate natural stone on beautiful spaces throughout the country. While we're still operating during these certainly interesting and unprecedented time, like many of you we have needed to adjust to a new way of work with many of our team members working remotely. We're learning how to leverage tools that they connected both with ourselves as an internal team as well as with all of you to help keep projects going where possible and providing virtual continuing education support. While we miss getting to visit with

you in person, we're grateful for the tools available today that allows I'll stay connected. We just want to say thank you to the LAF for continuing to host these webinars. The speakers leading today's important discussion and keeping you all connected and for all of you listening. We are grateful for the work you all do and we value the partnership we have with you. We send you all our best for continued health and safety and we want you to know we're here to support you. We're all in this together.

**BARBARA DEUTSCH:** Thanks so much, Cari and Coldspring truly with your support, your long and loyal support to LAF makes what we do possible. Thanks. So please know all of you that today, this webinar is part of a continuing conversation to help us understand the rapidly changing situation and contact we're experiencing with the COVID-19 pandemic. We will continue to convene future conversations as the situation evolves as webinars are just one of the many ways that LAF provides resources to share thought leadership, build capacity, and foster innovation and connection in the discipline. This webinar is being recorded and will be available on our website later today, I believe. And in addition to this webinar, I encourage you to also visit our website for other resources such as scholarships, fellowships, research grants, and other offerings help increase your influence and impact to achieve our mission to support the preservation, improvement, and enhancement of the environment. Before we start the panel, I have just a few housekeeping announcements. This webinar is being recorded and the video will be posted to our website later today. Our format will be a conversation with our five panelists, we're trying five this time, because there's so much good work being done out there, responding to questions that we've already prepared and a lot of that comes from your questions, your interest, when you sit- when you registered for the webinar. And the final 10 to 15 minutes, we'll try to have as much as possible will be for your audience questions. So for that you'll use the questions panel to type in your questions or comments. And please be able to use that panel at any time during the webinar. So we can synthesize them and be ready for the QA. All right, let's get to it. Ready? I'll introduce our panelists. Today we're delighted and appreciative to have five Leaders with us from landscape architecture firms, multi-disciplinary firms, and Academia to talk about their experiences with and perspectives of community engagement. First, C.L. Bohannon. Dr. C.L. Bohannon is an assistant professor at Virginia Tech where he is the Director of Community- of the Community Engagement Lab. His research focuses on the relationship between community engagement and design education primarily through design for social and environmental justice. Thank you C.L. for being here. Stephanie Grigsby is a Principal at Design Workshop in the Lake Tahoe office. Stephanie is recognized as a great listener with an affinity for human connection and collaboration, allowing her to work skillfully with communities, as well as our board, to address projects and identity effective solutions. A focus of hers at Design Workshop is to implement new techniques for remote community engagement. Next, Deb Gunther is a Design Partner at Mithun in Seattle, which is an interdisciplinary firm focused on design for positive change and as I said mentioned she's located in Seattle. They also have locations in San Francisco and LA. She is working with- Deb is working with community members, utility districts, and transit agencies to shape city infrastructure together from including a landscape perspective and she recently authored the April 7th article and in ASLA's *The Dirt*, "How Can We Design Communities While Apart?" Make sure you go look at it. Next Michael Johnson. He is a principal and Co-Director of Urban Design Practice at SmithGroup in Ann Arbor. He has led the way in the practices philosophy that equitable public engagement has the power to more inclusively shape opinion and policy which,

in turn, affects the current operations and future designs of our cities and neighborhoods. He has worked extensively and transparently on engagement and building trust with residents through the planning process for projects across the country and around the world. Thanks Michael. And finally Ernie Wong. Ernie is the Founding Principle and President of *site*, which is formerly site design group in Chicago. Ernie has been widely recognized for his exceptional leadership, extensive community service, and outreach work. His work specifically strives to strengthen communities and Ernie has helped shape Chicago's Chinatown community through multiple high performance community-oriented projects. Welcome Ernie and all of you to the panel and so looking forward to this conversation. We'll start with- since we have five panelists we'll start with Michael, then move to Stephanie, C.L., Deb, and Ernie, for each of the questions before opening it up at the end. All right. So let's start by acknowledging that this is certainly an unprecedented type of disruption and speed, scale, and uncertainty requiring the ingenuity, creativity, resourcefulness, vision, persistence, and civic-mindedness, and all the skills and experiences and systems thinking to manage and adapt in the short term and continue our work and community engagement, but this is tough. I mean, really. Michael let's start with you. Is meaningful community engagement really possible when in-person meetings and outreach are not options?

**MICHAEL JOHNSON:** I think- thanks Barbara and it's a good place to start. I think it's a question we've all been asking ourselves and as I just get in I have to thank LAF for bringing us together and and continue to lead landscape architect and these conversations. And I also am excited to hear from our panelists because we're all learning learning together as we do this and you know, I think in many ways this kind of these kind of challenges are why I got into the profession and I'm just delighted that landscapes are leading the way here. You know, I think when we ask you know asked specifically, "is in-person meetings and outreach possible?" And you know, you know, it's important that we have to acknowledge that this crisis is affecting people differently. And in many ways. I think this the last several weeks have reinforced our need as social beings to connect and collaborate with other humans in different ways. You know, my personal philosophy on engagement has really been about meeting people where they are and using multiple methods to break down some of those barriers that are intrinsic in the way that we do things. And I think I've never been more important and challenging in these times but it's not I think now is not the time to question, you know question that philosophy but just question the tools, right? and so many of our clients and and it constituents are asking questions about whether or not you know, public engagement processes will even be valid, you know without the in-person need and I think that's an important question. I think many of our cities and client are also dealing with more pressing issues right now too and you know, when we talk about the validity, I think it's important that we say we ask the question of whether or not our our engagement was valid before, right? Were we really being equitable and and and can we be more equitable in the future? When we ask questions about the latter, you know topic about whether or not this is pressing enough of an issue I think that's really on us to make sure that we're elevating our themes around engagement to not only meaningful to the people that were reaching but but to others. So no our processes should never have been completely reliant on in person needs and now is even more important time for us to continue to target engagement from groups that weren't heard. I think the hyperlocal in engaging our community already and we're leaning on partners and leaning on our neighbors to do that in partner with others to make sure that we get access to the tools that people need.

**BARBARA DEUTSCH:** Thanks, Michael. Yeah, a good mix of options is important. I know we're limited now but as far as the validity of the methods certainly some of the traditional or conventional models heretofore have their limitations as well. So I'm hoping that we learn of different ways to provide more options moving forward, especially in these times. Stephanie, let's hear from you. Yeah.

**STEPHANIE GRIGSBY:** I have to echo some of the thoughts that Michael shared when I think about community engagement in general before our situation now and then how we're addressing it currently. It's really about how we're planning for it and making sure that we are really asking those questions and being thoughtful about who is being who is getting involved and are we actually reaching out to the people who are being impacted by some of our decisions and I actually think that this is a nice that we're being hyper aware of our strategies and how we are reaching out to people and that we're really being thoughtful about, you know, planning for our engagement and then questioning the results as well. Did we reach out to the people that need to be engaged and did we break down, you know the multiple barriers that are there? I think you know Michael hit on the facts that you know for the past few years I think we've all been trying to layer in other options for engagement. So it's not just reliant on the one public workshop. That doesn't allow mothers that are working with young kids to come, you know, the challenges of child care and just a scheduling piece of trying to provide as many broad options as we can while understanding that, you know, a face-to-face conversation is hard to hard to replicate. It's hard to be able to not sit down with somebody and you feel the body language and get a sense of where they're coming from but to that end, I think we're also since we are all sharing the same moment in time together, there's this increased connection between people which even though we're all dealing with it differently. I think there's a desire to connect which I think as we move forward into the thinking what the options are that we can we can use those as well.

**BARBARA DEUTSCH:** A great point and I'm glad we're all experiencing the technology and the virtual conferences and things together. It is hard speaking when you can't see your audience, right? So thank you all. Let's hear from C.L. next for an academic perspective.

**C.L. BOHANNON:** Yes, this is great. Thanks to everyone Familia for inviting me to participate in to be with this great panel and going to be learning a lot today. I guess for me one of the things you know when you think about you know is meaningful engagement possible whether in person or not. I think I think it is if your mindset and the reasoning why you're engaging in the first place is there and set forth your starting point. And I think always putting community needs first and also being flexible and adaptable in meeting those needs in particular with the shift we've had with COVID-19. As you know, there's a number of inequalities you know, the digital divide, food insecurity, access to health, and all these other things that have been really pushed back up towards the surface. Course we know those things were there but now you know with you know, mapping over the crisis of COVID-19 is really made it apparent. And so I think one of the things that we have to realize with the types of engagement we're doing, whether in person

or not, we need to realize that there are certain structures of power that are embedded in the very infrastructure of environmental, social, economic fabric of our society. And so it's hard to separate things out like, you know healthier outcomes, questions of representation, whose voices count, the digital divide, you know how it hazardous sighting of communities things like that that you know landscape architecture and other design professions have played a role in but now it's obligation right to actually do something about it. And so I think now is the time, and Michael talked about this first, really excited that Landscape Architects are leading the way to actually make our society better.

**BARBARA DEUTSCH:** Thanks so much C.L. I think you're absolutely right that this time brings out our biases and our assumptions that farm under form our public health and public education and obviously how we design the public realm. So this is well a scary time and an uncertain time. It's also I think an opportune time to help make these things visible so that we can paint them moving forward. So thanks so much for that perspective. Deb, let's here form you next.

**DEB GUNTHER:** Yeah, it's really great to be talking with all of you. I am all these ideas are resonating strongly and really great really great thoughts. I mean, I particularly the idea of like has meaningful community engagement been happening? And I think this is really I think a reset opportunity for all of us to really think about where how we get to people you know, where they are. That really resonates what Michael was saying and really be able to use the kind of these new processes in way that will reach more people and I really think that at its core community engagement is always an exercise of democratic process. And so this more than ever is a moment in time where we really need to be exercising that democratic process and I and particularly I think when you know, we I think I've heard a lot of people we want to- we're hesitating around waiting to do community engagement because we're so used to reading people physically and you know, that's important. But but we can't wait. I really feel strongly. We can't wait we have to just adapt and find ways to do it because we're- it's such a core part of of democracy. And so I you know, I think a lot about sort of our you know our different justice, equity, diversity, and inclusion efforts that you know, many firms are undertaking and I think even the smallest firm at this point in time can really just ask some questions about how they can reduce the barriers to community engagement and really look at at ways of doing outreach and just ask and I was- what he said about just asking the question. Let's just make sure we're asking what the barriers are so that because- not just making assumptions about what those barriers are.

**BARBARA DEUTSCH:** Great point, that's interesting thought. Yeah, you don't wait to have community engagement until we can meet in person. And so following on from what CL said to be leaders in this process and look at these other ways to engage people especially during this time where people are looking to come together and maybe an opportunity with this crisis to think in new ways. Ernie, let's hear from you.

**ERNIE WONG:** Thanks Barbara. I also wanted to thank LAF for inviting me to join you guys, really excited about this in the work that you guys do. One of the things that I you know, I was looking at this question. I was like the keyword for here for me was “meaningful.” How meaningful are we in the first place when we’re doing in person meetings? And and you look at the statistics of who actually attends community meetings in the first place. That’s about ten percent of all adults in any given population. And so who are those people and you know, what what is their agenda? As CL had mentioned, you know, I mean, there are people who are interested in different things in different have different agendas. So in a lot of ways, you know, regardless of whether it’s in person or or not or virtual it’s about the trust about who we are and in this day and age I got to tell you it’s getting harder and harder for me because what we’re seeing is I got you know, I may be really cynical about this but every politician that’s going on in TV is a liar. Everybody, you know and it is getting really difficult to find out and especially in this day and age of of virtual reality. What is really real? I mean when you post your Facebook profile is that really, you know, it’s a profile that you decide you want to put out there. So I think there’s there’s a lot of questions to be answered regarding a meaningful and be the outreach itself that it’s going to be a challenge. But I think this pandemic also provides a great opportunity to reassess that and be able to reach out to people that normally would not commit to community engagement.

**BARBARA DEUTSCH:** Great points Ernie. Thanks so much. I know I often get frustrated and working full-time and being a sole parent to not be able to participate civically as much as I would like to from the different methods, so I’d probably be in a lot of times that 90% that isn’t represented. But that also I think landscape architects and all of you on the line here and working together and the work that we do in the public realm have a I think what we do well is make it real. We’re authentic. Like you said make you no help separate out what is real and to facilitate a process to help people understand the choices that they have to really affect their lives. All right, let’s talk tactics now. Move to the second question. What are some of the specific strategies engagement tools are online platforms that you are your firm have used. I will start again with Michael.

**MICHAEL JOHNSON:** Thanks Barbara yeah, I mean I think now more than ever we’re trying all of the tools and not just with the luxury of, you know, one tool at a time in addition to doing something else but literally everything at the same time and and seeing seeing what works. I think a lot of folks on this call probably already doing some more things. I think it’s important as we talk about tools though and you know several alluded to this earlier, but let’s- it’s not about the tool and the technology itself but more about the outcomes. Asking your question, you know at the very beginning. What are the- what’s the purpose of the meeting? What do we hope to achieve with the engagement and who we’re trying to meet. And be very clear about I think, you know, aligning that with our design process, right? So early in the design process when we’re doing more listening and informing, you know, one-way communication could be appropriate and there’s a lot of kind of modes of one way traditional media: mailing, social media, website, even sign chalk, things like that that are still, you know, I think valid in this time as you move to the kind of more involved and collaborate where we need- You know, I think it says this is what’s challenging us, right? The two-way collaboration, which we all love from in-person get-togethers. I think it’s important to note that to a can be simple synchronous or asynchronous.

And I think we do both and it's important and it's you know, we don't have to fit it all into a one hour time frame. Right? And so these are things that we can use I think a little bit to our advantage. The right platform to win. Do you Zoom and then the right, you know tools to engage so we're doing Poll Everywhere a lot. We're doing Mural and a couple of other tools that allow us to do some virtual whiteboarding. And being very clear about what we're asking for and all and also being very clear about, you know, how simple some of the instructions need to be to make sure that we all can engage in these conversations.

**BARBARA DEUTSCH:** That's true. Stephane, next.

**STEPHANIE GRIGSBY:** Yeah. I think Michael's right on and the the discussion we had earlier- it's really not necessarily about a specific tool but understanding what you want to achieve with that tool. To that end, you know, we've been using a lot of tools pre-COVID-19 and are continuing to use those and I think we'll have a little bit of a question on what that means for digital divide and how do we layer in other opportunities? Specifically, you know, thinking about what the size of a group is and who you're engaging from just a small stakeholder group that can go from 5 people to 10 people to 20 people and the tools that you need to use to facilitate those conversations are different. It's a little bit easier to be in front of a group of 20 with a flip chart and taking notes independently than it is to be on a webinar and being able to to really engage with people I've been on calls where it's been silent. And there's nothing that's less engaging for a project and to have people not feel like they want to talk over each other and trying to be extra respectful. So trying to think through working through those issues as well. We've used specifically, you know, the webinar pieces the you know, whether it's Zoom or GoToMeeting as our- GoTo is our platform that we subscribe to but we've also done a lot of interactive websites as well. So opportunities to have a survey but a survey that has some narration to it. So it's not just for somebody's interpretation. There's a little bit more information because I think as Michael said that communication and being able to really clearly and succinctly communicate both graphically and then in narratives terms is really important. So being able to review the work and have other people besides yourself review it multiple times. So that you know, there's no Lost in Translation information that you're really clearly understanding how you how you're engaging. You know, we've also- there's a current project that was just in its last stages about ready to have its final public workshops in Missouri and they've transitioned to doing a series of webinars, a series of that could also be broadcast on Facebook. That's an option to when you're doing a webinar you can livestream it as well. And then also having opportunities to have people phone in. So not just being able to engage over the webinar but having PSA's with information about how people can get engaged how they can provide input and then being able to have multiple options for them to be able to provide input.

**BARBARA DEUTSCH:** Thanks, those are good tips. Some of them, sounds like, from experience? I learned the hard way that that's always helpful. Thanks for sharing that. C.L.

**C.L. BOHANNON:** Yeah. Yeah. So this is all of this is like hot off the presses for me because we've had to completely switch our course offerings to online. And so the things I'm going to talk about is some of the some of the techniques and strategies that the students that live in my Residential College that's about leadership and social change and community engagement together. These are some of the things that we're doing now. One of the things that that I have had conversations with the students lead the really- led them to really understand, you know, something else about you know, tools and methods and things like that. But the methods are really driven by the questions that you're asking and so it's been nice to be able to teach to you know, 85 students that are in, you know, the freshmen that are in the class right now about you know, what what does that mean to have where your methods are really solid and they should follow it follow your question. So we've been using journaling in a way not only for our community partners but also for our students so then for them to understand what's happening. We've also been doing documentary photography to really publish on social media. This is one of the unique times in history and we should be adding to the archive about you know, the phenomenon of COVID-19 and its impact on our lives and so we've been trying to really understand from not only the student perspective but our community partner perspective that we're all in this together. And what does that look- what does look like? What does it mean one of the shifts how they come about? Another thing that we've been doing is doing oral history interviews, which is a great into- intergenerational engagement tool particular with the communities that we work with here in Appalachia a lot about story and narrative which is really important. And so being able to record those stories and be able to tell those stories because you can never give people voice people already have it. Right but it's a way to like open space for that to for that to happen. Also the students are really been getting into to some of the community math and via Google, Story Maps things like that that they can share with with our community partners and it can be a synchronous and Mike. I think it's really important that what you brought up about things being not everything has to be so synchronous. Asynchronous engagement is is a possibility and it actually allows more space for people to be involved. and there's a couple- we you Zoom we also use my Mural. The students got me on Slack. And so that's another way. We have some of our community partners on Slack as well so that's way for us to keep the communication happening. So that's my few thoughts on that.

**BARBARA DEUTSCH:** Other great ideas. I want to take your class. Especially some ideas about the visual again what you know part of what we're really good at doing. So the photo documentation the mapping great. Thanks. We also have a flat panel at LAF which has been totally fun. I admit I cannot keep up with my staff. They are really clever. But anyway, it is fun. All right, Deb.

**DEB GUNTHER:** That's just that kind of gave me a shiver there C.L. how when you were talking about archiving our- the the history of what we're experiencing. That's incredibly important. I was you know, we just finished for public surveys out in different cities and it's you know occurring to us that it would be really great to go back and then if that's- compare the data of the public surveys, you know to to what's happening now versus you know, what was happening just a month ago. So it's a really different way obviously that we're in a different way of using public space. And so I am really and I'm sort of thinking it would be great to find a foundation or someone that would be willing to look at that because it would so clearly show kind of a rapid



change in how we're using our public spaces. And you know, I think you know groups like- actually Kresge Foundation has been doing phenomenal proactive work on really getting out there and making offers and keeping kind of connecting people and creating partnerships, supporting partnerships. And so they're they're an amazing group at this time. You know, one of the other things that we've noticed is when some of the self-guided we had a self-guided tour already posted up on for a creek trail project that we were working on and we wanted people that we had four spots that you could stop along the creek and ask we has had questions that we were looking for responses and we had very little response before this happened and now we're getting quite a lot of responses. So it's that I think that our self guided tours are I think really working well because people are looking for that opportunity to get outside and walk with families. It's a good family activity as well. And I think we're rethinking our reciprocal exchanges with community. So, you know, one of the thoughts we had were we were right at the beginning of a community advisory group meetings, and we had already had a couple we we then are realizing we were in that early stage of the process that Michael was talking about where maybe the one way could be okay, but we're thinking that if we get out and do do short one minute on a smartphone videos of our engineers talking about what green stormwater is we can get our the artist out talking about the public art in the community and then invite each one of these short videos can end with an invitation to have people post their their observations in their community. So we're looking at how that would work and as a way to do reciprocal exchange early in the process and build up that relationship that we which might be kind of interesting because I we can get you know from the video or getting a would be a very different experience obviously than than a survey so, you know, we're trying to kind of create that those personal connections.

**BARBARA DEUTSCH:** Really interesting. All right, Ernie. Let's hear from you.

**ERNIE WONG:** You know, the timing is interesting. We just recently embarked on doing a project in a major retail quarter in Chicago. And as you know retail has already been taking a hit and now it's been devastated through this and so we had just gotten started on, or about to embark on the public engagement, stakeholder engagement process. And the whole thing just came to a grinding halt obviously. So immediately- and I'm going to give a shout out to to my staff the project manager on this Cassandra Rice added really led that staff in doing some research on some other platforms that we were looking at. I'm going to name off a few of them: publicinput.com, Place Speak, Engagement HQ and Social Pinpoint. And these things were really, you know, they were they were really compelling platforms to to kind of start to engage with people virtually. And so, you know, unfortunately we haven't had a chance to to use any of them and part of it is because the client then decided to put the whole project on hold for a while obviously to reassess what retail is going to be like coming out of this pandemic. And there's a lot of issues that we're going to have to start to resolve and look at the entire landscape prior to engaging in a public process. That being said the question came up of how equitable is this if we use any of these platforms how equitable is it? And the question came up and I was like, you know, I already mentioned that only 10% of people go to participate in public meetings. But 90% of adults use the internet and then there's about there's another number of 98% have a phone. And so you know that opportunity I think is really compelling to be able to reach out to people via phone their Twitter accounts their social media accounts, whether it's Facebook, Instagram,

Pinterest, Tumblr all of those things I think are fairly, you know usable and easy to use. So, you know, I think those are some great opportunities.

**BARBARA DEUTSCH:** Thanks, Ernie that data really helps put in perspective. What these opportunities are to be able to use these different methods to help engage more people and more meaningful ways. I think I'm also impressed with all of you, especially already being the last one out of the five and the group all of you came up with different ways. Like how many different ways to engage and how many other new things to learn in here about so thank you so much. All right moving on to the third question. How can we ensure an inclusive outreach and representative input particularly when working with marginalized or vulnerable? Michael.

**MICHAEL JOHNSON:** Thanks Barbara. I mean this is this is a really important question that we need to ask not just right now but in general and I think it brings larger questions about who is it who is doing engagement? And and where are we doing it from and and you know, I think you know as we look at some of the more vulnerable and marginalized populations that have been disproportionately affected by the current crisis and will continue to be moving forward, I think as I said earlier on and several people have kind of highlighted this. Making sure that the themes and the topics that were engaging our community in our appropriate. And in many ways that may require us to flip our traditional kind of project specific engagement on its head significantly and really kind of migrate towards, you know, building trust in our communities. And you know, I think that take the hyper local approach either via partnership or via just living in the communities that we live in. I think it also requires its target outreach specifically even better than we're doing, you know, really taking whether or not the the, you know, the sample is statistically significant or not, like taking that kind of approach towards, you know, getting the kind of engagement that we wanted that's that's really really hard work. And it requires us to lean on you know, foundations and partners and neighborhood groups and you know existing networks. We're doing a pretty interesting project here in this in my hometown about around affordable housing and leaning significantly on the Housing Commission and people that are struggling with that need immediately, right? Kind of a larger a larger issue. And once we actually get to those conversations, I think being really open and honest with people as we continue to build that trust is going to be important. You need to acknowledge that digital divide and break down that barrier and then you know, we haven't talked about it but language and culture and other things like that that I think are extremely important in the kind of trust building.

**BARBARA DEUTSCH:** Thanks. I appreciate that insight about being able to kind of reach the be able to target more people and more weight. So that's really helpful. C.L. Oh, no, Stephanie's next, I'm sorry. Stephanie.

**STEPHANIE GRIGSBY:** That's all right. I really appreciated what Ernie said earlier to about the idea that technology can maybe help us in some of these areas but to break down some of the barriers. So understanding where it's helpful is really important as well. When I think about making sure, you know, we're really being inclusive to me it starts I think of it as most people

have said at the beginning of asking the questions of Who's involved? And how it how do we get them best involved? And and I found success mostly and finding who the partners are in the community that we can reach out to you to understand how people actually want to be engaged and who wants to be engaged in what way. So being able to build it the very upfront who the stakeholders need to be and who can help connect us to those to those areas and as communities and letting people share in their own in their own way. Everybody has a different way to communicate and being able to be open enough and flexible enough to hear them in their own community and in their own way and in their own time, I think is really important as we think about, you know being open and really inviting that input. And then the key to that too is also then showing how their input actually makes a difference because you know, so often people are asked their opinions and asked to be part of part of something but you don't really see the thread connect through. So it really means that we have to you know, really walk the talk when we in our designs and in our in our projects

**BARBARA DEUTSCH:** Stephanie I think that's an excellent point. C.L. now.

**C.L. BOHANNON:** Yeah, so for me, I think one of the things with the work that I would do my own research, but also with the undergraduate students and graduate students that work with me, we really have to watch because engagement can be a very extractive practice. And one of the things that we have to really ensure is that you know, we are parked prioritizing the needs of diverse populations, of course, while also challenging dominant narratives of the current state of said potential marginalized communities. We understand that there's you know certain narrative that are put out but I think again you can't give people voice but you can provide space for the voices to be heard which then allows for local knowledge. Mike, you talk about the local a lot. And I think that's really important. It allows local knowledge to really be at the forefront in terms of the engaged processes any design interventions that happened, you know, and within the community also think it's important to you know, ensure that members of the community group have a seat at the leadership table. I think that's really important. It allows people to share their insights directly to develop effective and sustainable strategies for their community. It also helps with this notion of building trust. In Academia we have a hard time with you know, the temporal quality of engagement. Where it's it's a real time versus semester time, but it's establishing trust goes across both of those, you know, temporal bounds. And so you really have to think about how you scaffold your work from and what your starting point is over time to continue to build trust. And to acknowledge the knowledge, right, that community members have input and voices that should be that should show up in the processes and the products all the things that we do and so I think if we can start hitting those points we can begin to be more inclusive in our engage processes.

**BARBARA DEUTSCH:** That's great. Thanks so much. And that's- those are good recommendation, even in traditional types of personal outreach as well. Thank you. Let's go to Deb.

**DEB GUNTHER:** Yeah, I think these this is super. These are all- I really appreciate all these comments. When I was looking at this question and I was thinking that even when we're not working directly with marginalized and vulnerable groups on projects who- all of projects have an impact on marginalized and vulnerable groups and I think it's really important to recognize that we need to ask those questions at the beginning is of projects. Even if we're just asking them internally if we're not necessarily, you know, bringing them up with clients. It can change the way we make choices within the our own internal processes. So I think that it's really important. You know, who ben- who's benefiting, who's burdened, you know, when we're kind of starting a project asking that question. I also thought the idea of going beyond the in the inclusive input was important that none you all touched on that and I particularly resonated idea of like these processes can offer community leadership and opportunities and or or just work with the community leaders that are there, right? The community leaders exist. So, how do we how do we create a process that supports them and and grows that capacity? And and and can we maybe think about it was a critical time to be thinking about workforce development programs. They can be tied to the work that we do and different shared prosperity models. But I think you know are those a lot of times I hear you know, these are not design issues I've- but they are. I really believe they are there. Because I- we're designing physical spaces where where people are engaging, you know, people are living working playing and those programs are you know affect people in their daily lives. So I think those have to be part of how we do work and how we're doing the outreach is the avenue to kind of figure out what kinds of programs are most relevant the in that community and support support the ideas that people already have and you know move them forward. Use the process to move them forward.

**BARBARA DEUTSCH:** Thanks, Deb. Ernie. Certainly of experience as Deb mentioned in participatory and community design for those strategies. Let's hear from you.

**ERNIE WONG:** Yeah, well this really ties back to the first question, right? About meaningful. And the meaningful comes with the seal mentioned trust, you know, Michael you mentioned that to about establishing the trust. I think you know, that's a huge thing and when you go back to that statistic of who attends public meetings in most places. It's 10% of adults. But if you look at who those are in most communities, it's, you know older white people. I will tell you that in immigrants, who who who's the least amount of people that attend public meetings, are really the immigrants in ESL English as a second language folks that that really don't you know feel that not only will the voice not be heard but you know, they also have the fear of not understand- of people not understanding them. So, you know Michael to your point. It's that language in the culture as well. You know, I started thinking about outreach in general and it's that upfront stuff. It's almost like preparing your meal. You got to chop up the vegetables before you put it in the frying pan, right? And you got to do the same thing in these communities. You have to go out beforehand to establish that trust. You have to do it before your meeting. You do it during your meeting, and you do it after your meeting as well. It can't just be a one-off because nobody's going to believe you. I mean, walk into this it's you know, it's also the timing of those public meetings, when you're going to do it, when people are actually available, and so on. So understanding, you know, what people schedules are. You know, I grew up in a predominantly African-American community in the South Side Chicago. And the thing I remember is the people with the voices are when you go to the black movie theater, and it is so interactive. You could

barely hear the movie, right? And that's the same thing. The voices occur in the black churches as well. And you see that with politics. You see with, you know, how did Joe Biden win South Carolina? It's because he got the endorsement of the black religious leaders. And so, you know, this is the same thing that kind of occurs. I think that we have to continue to do that whether it is in person or whether it is virtually so, you know, it's something to work on.

**BARBARA DEUTSCH:** Yeah, those are great points. I remember doing community engagement. And I remember it's really hard to have a relationship. If you only see them once a year, you just can't do it, right, you know, so you have to constantly be working together. So thanks. All right questions for what are some of the lessons that you have learned and it's one of you shared this in the other questions, but if you could sum up some of the lessons that you have learned through your practice and experience trial and error with community engagement. Let's start with Michael.

**MICHAEL JOHNSON:** I know that's a good one. And hopefully we can continue to share some of some of these items as we move through. Deb comment about that. We have to treat these like with a design thinking approach as we set up in these, you know processes is really resonated with me and so as I was pulling some of my colleagues, you know, we talked about preparation, taking nothing for granted. Does it meet open meeting laws? And do we account for the additional time to set up and you know, make sure that we're being patient. And and do as many as much as many as we need to make sure that we're you know, getting to the people that we need to. Simple things like make sure the audio is working right like things that test out early visual step-by-step explanations of things with basic instructions that you know really allows for all abilities to engage and then keep keep keep the timing simple and and can and concise I think was another kind of high-level consideration, you know that we need to think about.

**BARBARA DEUTSCH:** Thanks so much. All right, Stephanie.

**STEPHANIE GRIGSBY:** Well, I alluded to mine earlier you don't want the very quiet meeting or you're the only one talking. So one of the things that we've learned is the need to- I think it's Michael said prepare prepare prepare. But then to think about roles and responsibilities. You need somebody in a digital realm just as you're doing here where you have somebody moderating the panel, you have somebody that is engaging with the stakeholders, and then you have somebody monitoring the chat box in the questions. Everybody has a role and responsibility. One of the one of the meetings that we had was that was fairly successful was doing an interactive review with a number of stakeholders capturing comments real-time in PDF. So I led the conversation. I had another person actually having the PDF up with the text box edit. So they were in real time capturing comments being able to draw and helping people navigate how to draw and these different formats so that we can interact a little bit more it was important as well. I would say also even within a webinar format when you're doing an outreach element trying to figure out how you can make it interactive. So opportunities for polling

questions, opportunities to help everybody understand who's in the room, where you know, even if you can't see each other just being able to make that connection is really important and at this time as well.

**BARBARA DEUTSCH:** Thanks. C.L.

**C.L. BOHANNON:** Yeah, so here I have four quick points that you know and residential college it's normal to have somewhere between six to eight communication projects happening at one time. And so after you know talking with our community partners since the switch to going online, one of the major things we talked about is check, you know, checking in on your community park community partners should be an ongoing endeavor communication is really key there. Also, don't make assumptions about what your community partners. You don't need you should ask them that because the needs could have shifted during this time. Also, there's the notion of you know, the temporal dimension of engagement timelines many to shift, you know, partnership activities, you know kids at home, you know different things like that meetings, grant proposals all that stuff could be in limbo or or could shift and then also one of the most important things I guess for all of us to think about, you know, giving this with COVID-19 is trying to find a balance between giving partners space, but also not creating a burden on your community partners for your you know, your firm research team, whatever it may be, with too much engagement. And so you kind of have to find a balance to to meet those needs. You know, as we're all trying to figure this the situation out.

**BARBARA DEUTSCH:** Thank you. Good points. Deb.

**DEB GUNTHER:** Yeah, I you know, I'm going to actually repeat the ones that C.L. just mentioned because I do think they're so important. You know the idea of like it's okay to go be kind of do the emotional check-in with folks. And and I think what I was in a meeting where someone started with like, let's just talk about each of the- what's a analogous weather pattern for your mood today? And when we started I was like oh this is going to be a little hokey. It was not. It was it was like very important and it brought out an opportunity for people to kind of share how they were feeling and those kinds of emotional check-ins I think are really important right now. And then you know the whole idea like, I think this is one of the things I wanted to emphasize a few times is just not making the about what people's barriers are like C.L. said, and just maybe asking and finding out what they are because it's always it's almost always going to be something different than what you might think it is that's been our experience. And and then the thing where that we haven't- we sort of are stumbling around a little bit and we're still looking for kind of how to best do this is acknowledging and recognizing how whatever these- they're different processes that we're starting to set up- is how do we break down the power dynamics that are inherent in any kind of engagement? And so we're still trying to figure out the best way to do that. You know, that's what I was talking about everyone posting their smart phone videos, you know, that was one way we were thinking about trying to make it a more equal exchange that we'd love to you know, hear more ideas on that.

**BARBARA DEUTSCH:** Thanks Deb, Ernie.

**ERNIE WONG:** The lessons learned actually brought up another you know, when I was kind of preparing for this webinar one of the things that continue to to to bring up in my mind was what's the incentive? What is the incentive for people to want to even do public engagement? There are a lot of- and now with this issue of you know, the unemployment. The the folks that have just been devastated out here, the last thing on their minds is doing public engagement. And there are so many other things that we have to worry about right now. And it's it's it's this our world is going to change. Our world is going to change drastically and I think it is going to take a long time for us to get out of this. So, you know, I mean thinking about what that incentive is, I appreciate the whole thing of going out and listening to people and really asking them those meaningful questions, but the other thing is part of that gaining trust when things get better and even now maybe it's an opportunity for all of us to volunteer a little bit. I think that's really important. It's that's how you start to build the trust and and you can get out there. Documenting this time is really important. We actually just this last weekend sent out our firm photographer to to shoot a lot of these empty streets. And he went out and droned them as well because you can do a drone with other people around and so we took this opportunity to take that footage as well. It's not only going to be archival, but I think it's all also, you know, when we look back in history at this time, it's really important to understand where we were at right now. So, you know moving forward is really going to be interesting. I think we have to use all of our tools to get it back to a new normal and trust each other and and show some kindness. So that's my lessons learned.

**BARBARA DEUTSCH:** Thanks, Ernie. You keep providing- answering the question and segueing into the next one. So that's perfect. So for the last question before we open it up to all of you who are on the webinar for your questions, how will engagement be different in the aftermath of this pandemic? Are there permanent addition to our toolbox that can increase access? Michael.

**MICHAEL JOHNSON:** That's the really the really great question and I'll be I'll be really brief, but I think we could go on for a long time about about this question. I want to you know, maybe restate one of the things that are in just mentioned is that this is the time to absolutely embrace The New Normal and not retreat back. There is no going back to the way things were and so this is all building upon our learned experiences everyday and it changes by the day. I think one of the things is that we can continue to do and I'm really hopeful that we do as a profession is really continue to engage and meet people where they are but around these larger themes that matter to our profession and that matter to our cities and matter to our communities and do that in a way that allows us to continue. I mean, I think the one silver lining to a lot of this for me has been building empathy within our local community and I think you know, there has been But we're all experiencing things differently. But in many ways we're all in this together, too.

**BARBARA DEUTSCH:** Thank you Michael. Stephanie

**STEPHANIE GRIGSBY:** Well, I can just say I'm just loving being part of this panel. I can just say did it everybody. I wanted to build on what Ernie said it's in this post world we were able to be more kind and bring out kindness, what a what a great move forward for us all. And if we're able to think and be a little more, you know strategic and thoughtful about how we can have meaningful engagement, I think that would be success and the things that are in our toolbox are you know, what make us human to what Michael said, you know, thinking through the lenses of the empathy and how people are either interacting with their communities and what their needs are and how we can best assist them in having a voice and and making sure that their voices is really thoughtfully heard. So yeah, I think everything that we've talked about in this in this group together if we're able to move some of that forward I think that would be great.

**BARBARA DEUTSCH:** Thanks Stephanie. C.L.

**C.L. BOHANNON:** Yes, I think this panel was I'm like, I have like five pages of notes down here writing stuff down, but I'm thinking with this, you know, landscape architects and the students that are out there as well, as we move forward with community-engaged design processes and research and things like that, this type of work has to continue to be disruptive, and that's what I'm working on an article right now about disruptive engagement. And by this I mean we have to create- our work has to create space, value, and processes that will disrupt these existing inequalities and injustices in our society, but our work also must reckon with the legacy of design including landscape architecture and creating those inequalities right in the built environment. And then when you can reconcile through community community engage design as a model for a more equitable future for the built environment and through this we have to articulate and test new ways of in building networks to sustain results, you know and relationships to to actually have a way to scale our engagement from the small little community to the large city. And I think there's a lot of opportunities for community engagement through landscape architecture moving forward.

**BARBARA DEUTSCH:** Thanks so much. Deb.

**DEB GUNTHER:** That's yeah, this is you know, I think I think what's interesting is the what we're having to do as a group now as a collective kind of global collective is as by in and of itself kind of an anti-racist practice, right? So we have to slow down we have to reflect we have to wait and see what what's going to happen. And normally we don't have that luxury of time and time is such a critical part of being able to reflect and wait and see what where the collective you know thinking is and so I think it's been it doesn't sort of making that space literally and figuratively is I think a really fundamental anti-racist practice. So I think there- things like, you know from a practical standpoint, we we aren't setting up- we have very loose community engagement agendas. Now, you know where they're super kind of open or waiting and see you



know, how does how will the first one go? Let's go then. Let's see how we plan out the second third, but that actually should be a normal practice and it's one that we hope is going to carry forward and because it's a much more community-responsive practice. And then, you know creating the check-ins again. I would just you know, and with saying if we're doing more emotional check-ins people are ready to do that and people are ready to have those more difficult conversations around race and being able to talk about race in our you know, using these community engagement processes to do that is in as you said C.L. kind of that reckoning is a relief. Hopefully one of the things will carry forward as we go as we go forward because I don't think we're going- I agree with Michael. We're not going back. It's something new.

**BARBARA DEUTSCH:** That's great, thanks. And Ernie.

**ERNIE WONG:** This has really given me a chance to kind of reflect on a 30-year career in this profession. And you know, you spend 30 years here life creating places where people are supposed to gather and and creating these these environments that people want to go to and congregate. And now this pandemic is getting the throne that all out of the window, right? I mean, we're all like, okay, what do we do now? What is public space really going to look like and you know, I'm actually a little nervous, quite frankly. I mean, I live in a very dense urban area and I'm thinking that folks are going to start moving back up to the suburbs. There's going to be a resurgence of you know, this is the white flight of 2020 now, you know. Folks are going to leave the city now because they want to be a certain distance away from each other. I think about things like the national park system how people are going to be inundated. You know, I mean that's going to get it with people trying to go to the parks to get away from each other. You know, what's that going to do for the parks that have already been lacking of deferred maintenance, you know. So, you know, we're embarking on a really new time I think, you know, how we communicate with each other how we start to continue to engage with each other. He's going to be really important because it's about rebuilding that trust again that we can you know do the Euro kiss or do that, you know hug, my you know, my friends. I don't know when I'm going to be able to do that. So it's going to be really interesting to see how things go and But I think we're going to have to use everything in our toolbox and develop more as we move forward.

**BARBARA DEUTSCH:** Yeah, well said, I think it's a time during a crisis to look at your fears and look at different open up two different ways of looking at things while still keeping our values that there's more than one way or place to live and recognizing the benefits of of different places, so it's not All or Nothing, a flight out to the suburbs or not going out so suburbs. So yeah, these are interesting times and we really appreciate your thoughts here we want to hear from the audience I've been patiently listening and waiting and I'm going to turn it over to Heather, I believe, on the LAF staff to field questions and then in the final five ten minutes we have left.

**HEATHER WHITLOW:** Thank you. And before I get into some specific questions, we got a lot of questions following up about resources mentioned or wanting more information on some of the projects that the panelists talked about. We are going to go ahead and try to get a list of those posted to our website and we'll circle back with some of the panelists so you can respond to those specific questions. Here I'm going to ask some other broader ones. So several variations on a similar theme just with people being anxious right now. How are we able to be sensitive to people shifting priorities like health and finances when we're asking for community members time and I guess this is sort of most appropriate for projects that they're actually kicking off a community engagement process right now. And does that seem tone-deaf?

**BARBARA DEUTSCH:** I don't know if we need to go through everyone but if someone in particular maybe raise your hand if you want to start with this one- yeah Ernie you go first.

**ERNIE WONG:** I'll start with this one. You know, yeah, it is really nervous time for a lot of people, you know, everybody's you know applying for this PPP financing and you know, we don't know what's going to happen, but I will tell you I guess if you switch that around and you say well, quite frankly. the only thing you do have is time. And so maybe it's a good time. You know, as I said that it's good for all of us to volunteer. It's also good for everybody else that are out of a job to make a difference in what your future is by engaging in public participation. And I think that's that's a message that needs to go out there. That's the same messages. We need to vote. We need to get out there and we need to vote. Vote on a regular basis not just now not just tomorrow, you know, but we got to continue to do that all of us in the future.

**BARBARA DEUTSCH:** Thanks. Deb.

**DEB GUNTHER:** I could just quickly mention that I know a lot of us use this strategy of stipends for community engagement. And I think it's probably more important now than ever even a \$50 gift card which is a way to not have to do a lot of paperwork, you know just is a really great way to keep the those that expertise really acknowledged and recognized. And then the other thought is one of the things that came up on one of our projects was the artist involvement and how they are engaged at the curator is engaging with the community the other artists in the community and so we've actually they've actually decided to split up the funds into smaller pieces but distributed more widely. And so that's another consideration is just sort of how is it about reach, you know, or depth and in this point in time we decided it was about reach. A wider reach

**BARBARA DEUTSCH:** Thanks. Heather another question.

**HEATHER WHITLOW:** Yeah, another one about just being mindful of how we might be framing questions differently now just because communities are experiencing public space. So so differently right now if anyone has thoughts on that.

**STEPHANIE GRIGSBY:** I'll take a shot at that. I think and a lot of our stakeholder outreach we think about asking questions about people's experiences in a space pre-project, during project, and then post. So I think in terms of framing questions making sure that you're doing those three elements so that you're getting a sense of not maybe just this point in time, but what people realize desires are for the future and how they want to use space not just now but the future as well. So just to be able to have some comparisons as well.

**MICHAEL JOHNSON:** Yeah, I think you know maybe just jump in and emphasize that the the last point out that Stephanie made I- this is a real important time to think future focused, you know things that we're doing now, were things that we never thought we could have or would have been possible a couple of weeks ago. And so I've actually found this as a real time, again amongst all the struggle to just think be opportunistic of thinking differently about the future with with people and I think this is a we can do that now.

**C.L. BOHANNON:** I was going to say something similar to do Michael. It's a unique opportunity to be to be more proactive out in the future in terms of the types of work that we can do the types of engagement what public space may look like, you know on other side of this, you know, new normal that where you know whatever you want to call it, but I do think it is a unique opportunity for us to really think about what life could be in the future and how we use space. I think that's it's a time for that.

**BARBARA DEUTSCH:** Thanks. I think that's why I said I think that because this feature is what somebody said was going to be a future way back when and you couldn't imagine what it would be like and now here we are. So I think it helps open up our minds to the possibility of a different future moving forward. How do we have time for one more question?

**HEATHER WHITLOW:** I think we do. I've got a pic. There's lots of them. I guess I'll I'll say this and maybe we can follow up with it. But you know number of questions just about the the pitfalls I guess of too much technology, Zoom bombing and Echo Chambers and and all of that, but I don't know if we want to end on that. Do we have time for two more questions? Can folks stick around? If anyone could maybe speak to creative ways to get around some of those negative aspects. Both, you know associated with the technology and who you're able to reach through it and then I want to I want to end on an up note. So we'll ask one more.

**BARBARA DEUTSCH:** Alright, thanks all. Okay. So how do we avoid the pitfalls of too much technology?

**DEB GUNTHER:** I feel like everyone spoke to the importance of using a variety of strategies and I think they don't well certainly there these days that's the way we're spreading information around the be promoting using it as a launch point to get people outdoors doing something. We were thinking about a scavenger hunt. You know, we were thinking about ways that, you know, people can be outdoors prompted, you know through technology. So I think I think that's you know, I think the broader will array of ways of approaching it is important to keep it to keep it from you know overtaking itself.

**ERNIE WONG:** I'm going to show my age when I was a kid. We used to take two tin cans and put a string and that's how we would communicate. You can't do a Zoom bomb when you're doing that!

**STEPHANIE GRIGSBY:** Just understanding if you actually need to call a meeting and what it's for so understanding. I think one of my realizations when everybody shifted to working from home is that the number of meetings I had like exponentially grew and my time became whittled down. So recognizing that others are going through that so really if you're having a meeting what is the purpose and and using all the layers have been good sense that as well.

**BARBARA DEUTSCH:** Yeah, thanks so much for acknowledging that that's true. All right, Heather last question.

**HEATHER WHITLOW:** Alright, so this is a question about how the tools of community engagement that we're using during this time might actually change the way we design and landscape architecture, and if they'll be a lasting impact beyond this period so we might actually be able to read those changes in our designs as a result of the disruption in community engagement that C.L.'s talking about.

**BARBARA DEUTSCH:** Who would like to take that first?

**DEB GUNTHER:** I'm going to kind of wondering if the video opportunities that everyone is sharing it's a more level of the playing field right about how we communicate and I wonder if you know that's going to be a lasting impact, you know that we're if we can really initiate a process that really captures the value of of video. It's a lot more a lot more people are going to be able to relate to I think to that if we can use that for analysis if we can use that for communicating options if we can use that for, you know, creating our final our final, you know ideas so someone thought

**BARBARA DEUTSCH:** Yeah, so the communication tool. Others? How's it going to change society? So we're designing differently.

**ERNIE WONG:** So I'm not encouraging this but I don't know how many of you all use Blue Beam, and we found it to be very helpful for within our office to for folks to mark up drawings and get them to move things around. We've also found it to be detrimental because our clients use it the same way, but it is an opportunity I think for you know that kind of technology for everybody to be able to weigh in. It I think it may change the way we design different people's ideas and how they how they would draw onto a plan for understand a plan. So that's one way. I think that we're also learning now a new way of being each other on a regular basis. I think our offices, quite frankly, are all going to change dramatically as well. So we'll see how that all plays out.

**BARBARA DEUTSCH:** Thank you. Any other comments from the panel?

**BARBARA DEUTSCH:** Okay. Well, I have certainly learned a lot and our staff will synthesize what we've heard today is Heather said and make it available to all of you in the audience. We'll also take the questions for so many more questions that we didn't get to but we'll also include them as well in terms of framing some of the important that you all gave here on the panel. I feel that one of my fears coming into this thinking of technology with that everyone will get so used to working rem- virtually that they won't want to meet in person anymore. And I think we're both appreciating that we still need that human connection and and in-person time and but that technology is a tool to help us do that and how we use the tool is what's important and you all have shared several methods to help come up with- many methods actually, it was all these different ways of engaging virtually or through technology that I think are so helpful. So thank you all for sharing your time today and your thought leadership for everyone and we will again make the- synthesize what we learned today have this webinar recording our website later today and encourage me to keep having these conversations will continue to do so as well through our webinar series. I also want to say that I know ASLA is also planning a webinar regarding community engagement at a time to be determined but so stay tuned for that as well. And thank you all for all you do during especially during this time, but to engage everyone to be inclusive to build places that are healthy and equitable and resilient. Thank you.