
An Update to Salt Lake City's 5 Year Plan:

HOUSING SLC

ENGAGEMENT REPORT



Salt Lake City Department of Community and Neighborhoods



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TABLE OF CONTENTS

01 Introduction

02 Top Takeaways

03 Timeline

04 Engagement Methods & Outcomes

05. In-Person Engagement Methods

11. Online Engagement Methods

12. Hybrid Engagement Methods

14. Basic Survey Results

18. Survey Demographic Trends

28. Survey Demographics

31. Survey Drop Box Locations

32. Survey Comment Summary

36 Next Steps

37 Appendix



INTRODUCTION

The issue of housing is perhaps the most frequently discussed topic among local policymakers and residents. As the City's previous plan, [Growing SLC](#), nears expiration, Salt Lake City is preparing to create a new affordable housing plan for 2023–2028 called **Housing SLC**.

The City began public engagement in July of 2022 to continue to build understanding of the challenges surrounding housing. Taking a holistic approach, the project team asked the public questions not only about physical sheltering, but also about factors contributing to a sense of community and livability within their neighborhoods.

The Project Team utilized multiple methods of engagement including: organizing pop-up events, tabling at local festivals, administering paper and online surveys, posting to social media, attending housing specific-functions, and hosting focus groups. In addition, planning students at the University of Utah were assigned various outreach efforts. Special attention was given to reaching Spanish-speakers, with all event advertisements and surveys being available in Spanish and Spanish speaking staff and partners at events the Project Team hosted.

This engagement emerged from and built upon the engagement and data analysis conducted through Thriving in Place. A full report of those engagement efforts can be found [here](#).

These efforts resulted in engagement with approximately **4,423 individuals** between August and November of 2022. What follows is detailed descriptions of engagement methods and the feedback received. These findings will guide the creation of policies and plans for Housing SLC.



Members of the public share their vision for their neighborhood at the International Peace Gardens on July 28th, 2022.

TOP TAKEAWAYS

1

Development for All Salt Lakers: Whether via survey or in-person conversation, the public consistently mentioned the proliferation of luxury apartment buildings in Salt Lake City. Residents are concerned Salt Lake City's development is geared towards high-income earners instead of families with children, students, seniors, and those who work at local businesses and schools.

2

More Help for Renters: Many who participated expressed desperation about their housing situation and/or frustration with what they saw as unfair increases in rent. Members of the public suggested improvements to the City's Good Landlord Program (Landlord Tenant Initiative), increased education about rental resources/affordable housing, and rent control.

3

Cost of Living Stress: Both the in-person mapping activity (Page 05) and the Housing SLC survey (Page 13) showcased the public's desire for better and more connected transportation options and greater access to affordable and healthy food. At the heart of this feedback was mounting stress about everyday expenses.

4


Housing for Those Experiencing Homelessness: For respondents, housing was a more popular solution to homelessness than homeless resource centers/emergency shelters. Homelessness was the second most frequent topic of feedback on the qualitative portion of the Housing SLC survey, with most participants citing the need for more behavioral health and treatment options for the unsheltered.

5

Equity: A major concern for participants is geographic equity. In their view, affordable housing should be distributed throughout the city to minimize the impact of gentrification and displacement on the Westside in particular. Residents expressed frustration with what they saw as development in a vacuum: the addition of new housing but the disruption of neighborhood businesses and grocery stores in the process. Furthermore, participants felt the new housing added to historically marginalized areas is often too expensive for locals to afford. Similarly, they felt projects and resources aimed at tackling homelessness should be more evenly distributed.



TIMELINE

- 
- July 28th:** Engagement Kick-Off
 - August 9th:** Beginning of Event Tabling
 - August 10th:** Online Survey Launch
 - August 12th:** Paper Surveys Distributed
 - September 6th:** Reddit Ask Me Anything
 - September 8th:** Film Screening
 - September 24th:** End of Event Tabling
 - October 19th:** Renters' Rights Event
 - October 31st:** Close of Online Survey
 - November 10th:** Paper Surveys Collected



ENGAGEMENT METHODS AND OUTCOMES



IN-PERSON METHODS: MAPPING VISION

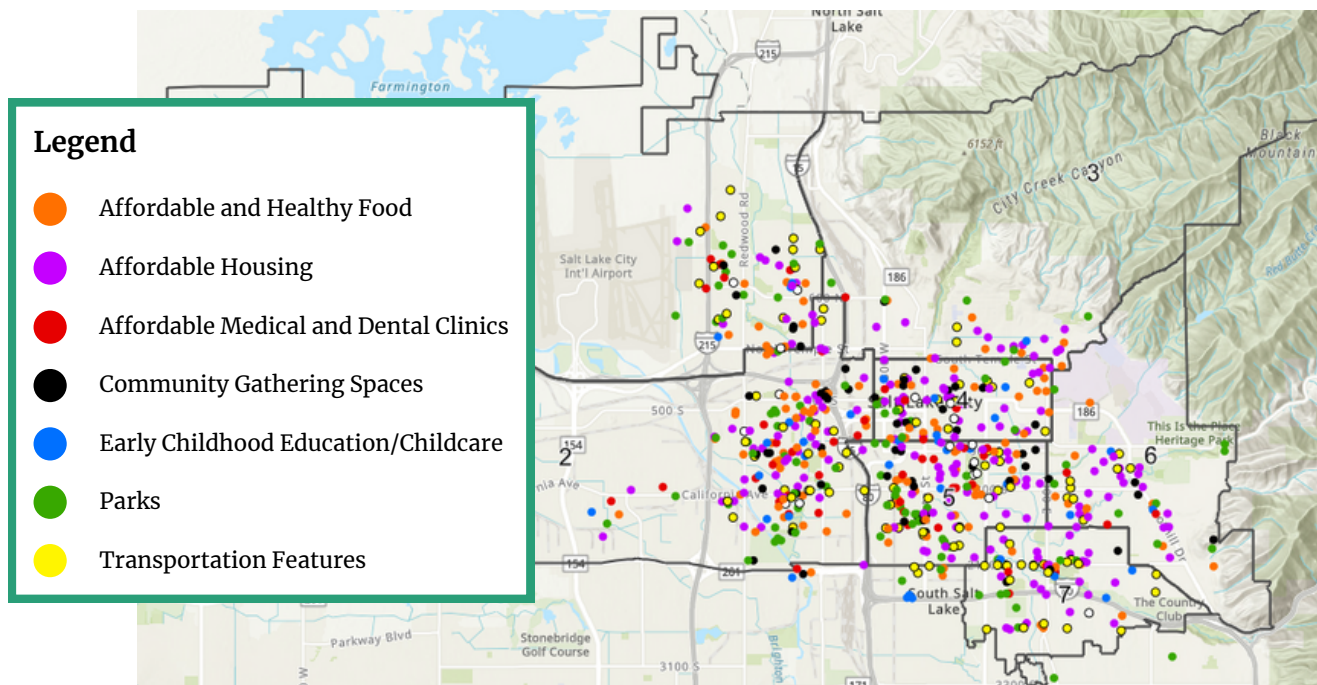
The Housing SLC Project team attended multiple events around Salt Lake City to ask residents: **If you could add anything to your neighborhood, what would it be?**

Participants were asked to select a colored pin corresponding to specific amenities, and place the pin on a map of Salt Lake City where they felt the need for that amenity was highest.

Key Takeaways

- Residents would like to see affordable housing spread throughout the City, but also in their own neighborhoods so they can continue living in them.
- Pins indicating a hope for improved transportation were clustered along 2100 South and along freeways.
- Parents on the Westside emphasized the need for a high school in their area.
- Residents strongly indicated their desire for more green space in the Ballpark area.
- Affordable housing was the most popular selection, followed by affordable/healthy food. Transportation and Parks were the third most popular selections.

Vision Map Responses

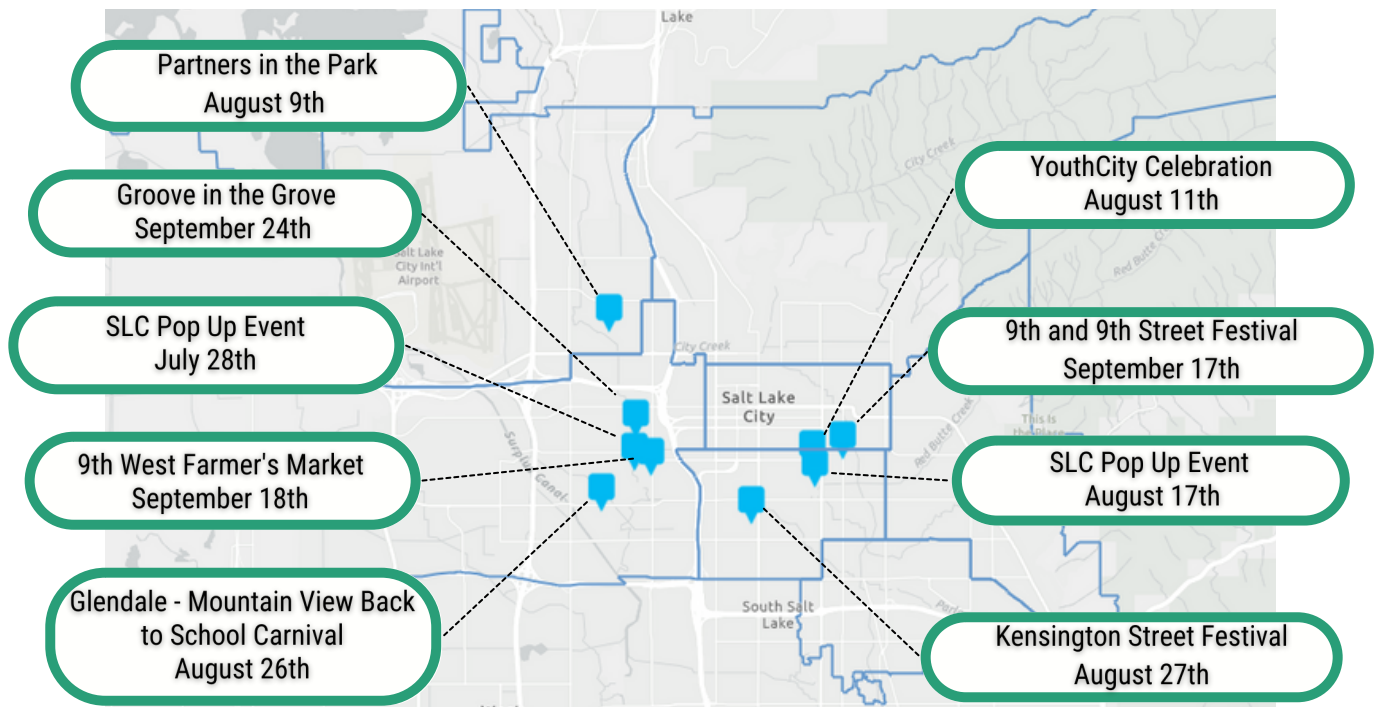


To view a web version of the map, with the ability to filter points, click [here](#).



IN-PERSON METHODS: MAPPING VISION

Event & Pop-up Locations



The project team chose to attend events based on their probability of including residents whom the City might typically miss when gathering feedback.

The two pop-up events shown on the map, at the International Peace Gardens and Liberty Park, were hosted by the Housing SLC project team as a way to meet people where they were.

At pop-up events, the project team gave away free popsicles and talked with residents about their neighborhoods.

Pop-up events were advertised as family-friendly in both English and Spanish on Facebook, Twitter, Instagram, and Reddit. Spanish speaking staff and community partners were also present to engage with our Spanish speaking community.



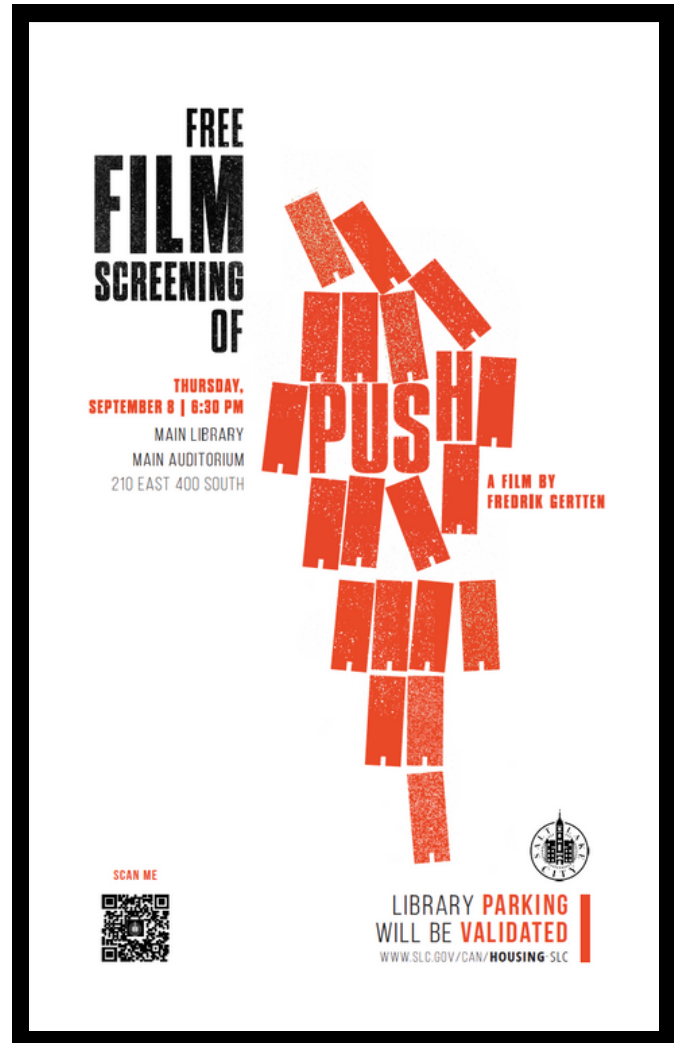
IN-PERSON METHODS: FILM SCREENING

On September 8th, Housing SLC hosted a screening of PUSH, a film about the financialization of housing worldwide. The screening was largely advertised on social media and through word of mouth.

Intended as an opportunity to educate the public and stimulate discussion about housing in Salt Lake City, the project team led an open discussion following the film.

Key Takeaways

- Attendees noted the trend of long-time residents being pushed out of Salt Lake City.
- Attendees mentioned how current types of development the market is producing aren't their needs or the needs of people who work for our small businesses.
- Attendees expressed a desire for greater renter protections and landlord accountability.



Lessons Learned:

Attendance was low at our screening, suggesting the need for greater advertising and/or the inaccessibility of the event. Many Salt Lakers don't have time to attend a 2.5 hour event on a weeknight.



IN-PERSON METHODS: RENTER'S RESOURCE NIGHT

On October 19th, Housing SLC hosted a renter's resource night in partnership with Utah Department of Workforce Services, the Disability Law Center, Utah Community Action, People's Legal Aid, Utah Legal Services, Alliance Community Services, and the Utah League of Women Voters.

The project team advertised the event on social media in English, Spanish, Somali, Tongan, Chinese, and Korean. The team also put up flyers at locations around the city advertising the event in English and Spanish. The event itself offered Spanish and ASL interpretation.

Community partners connected with residents and also participated in a short panel about renting, communication with landlords, and evictions. While the event was geared towards connecting renters with resources, the project team also interviewed attendees about their experiences with renting in Salt Lake City. Page 10 includes excerpts from two of the interviews.



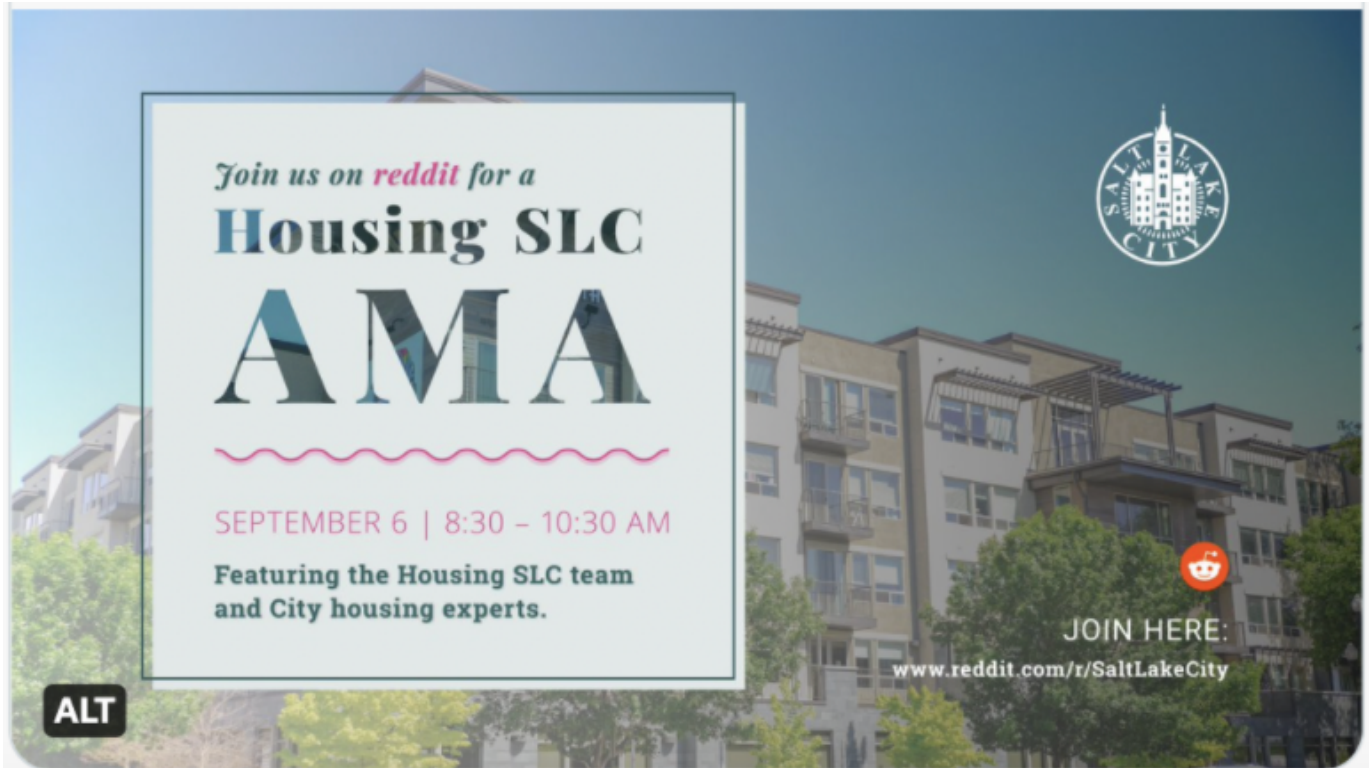
IN-PERSON METHODS: RENTERS' RESOURCE NIGHT

"I have applied for every place you could imagine on the internet. They either don't call you or they say you're on a waiting list that never calls. And they have programs for felons – felon friendly – but they're really not... They say 'Well do you have any drug charges?' Mine are like 7 years old and I'm still being held for them. I'm not from this town. I'm from the country. I don't fit in here and I can't even get out of here. And it's just a depressing struggle."

"Currently, we are on a month-to-month lease and our landlord is renovating, and because of [an] eviction notice from 2015 that should never exist and their continuing to dismiss our entire experience as if that hasn't impacted every breath I've taken since then, we're going to be displaced again and I am stuck. I don't know. I don't know what to do about that."



ONLINE METHODS: REDDIT AMA



On September 6th, Housing SLC hosted a Reddit Ask Me Anything (AMA) about the City's new housing plan. The project team, plus the City's experts on housing and homelessness, convened to answer questions from the public.

The public left **121 questions/comments** and the AMA post, hosted on the SaltLakeCity Subreddit Page, received **81,000 views**.

Key Takeaways

- Participants would like to see improvements to the City's Good Landlord Program (Landlord Tenant Initiative).
- Worries about affordability abound - respondents mentioned the number of luxury units being built which they view as inaccessible to the majority of residents.
- Participants are interested in seeing rent control implemented.
- Environmental concerns were also at the forefront of the AMA. Will housing even matter if the Great Salt Lake dries up?



HYBRID METHODS: FOCUS GROUPS

WHAT ISSUES SHOULD HOUSING SLC ADDRESS?

In partnership with planning students from the University of Utah, Housing SLC hosted 9 focus groups. The focus groups were geared towards understanding the community's experience with housing and hearing suggestions about what the new housing plan could confront. While focus group questions differed slightly, major themes emerged. The chart below illustrates community groups' concerns and suggested solutions.

GROUPS: ISSUES:	Senior Residents	LGBTQIA+ Pacific Islanders	Alliance Community Services	Glendale Community	Housing Nonprofit Leaders	City Personnel	Small Business Owners	Residents w/ Substance Abuse Disorders	Youth Experiencing Homelessness
Access to Food				X		X			
Access to Housing Information					X	X	X	X	X
Affordability	X	X	X	X	X	X	X	X	X
Aging in Place	X								
Different Levels of Gov Involvement		X	X		X				
Displacement		X		X	X	X	X		
Equity				X	X	X			
Gentrification		X		X					
Housing Variety		X	X		X		X		
Local Business Support		X			X	X	X		
Minority Inclusion		X			X				
Neighborhood Amenities	X			X			X	X	
Neighborhood Safety				X			X		
Transportation	X	X				X	X		



HYBRID METHODS: SURVEY

The survey opened in August of 2022. The online version was promoted on social media networks including Facebook, Instagram, Twitter, and Reddit, as well as through City newsletters and staff networks.

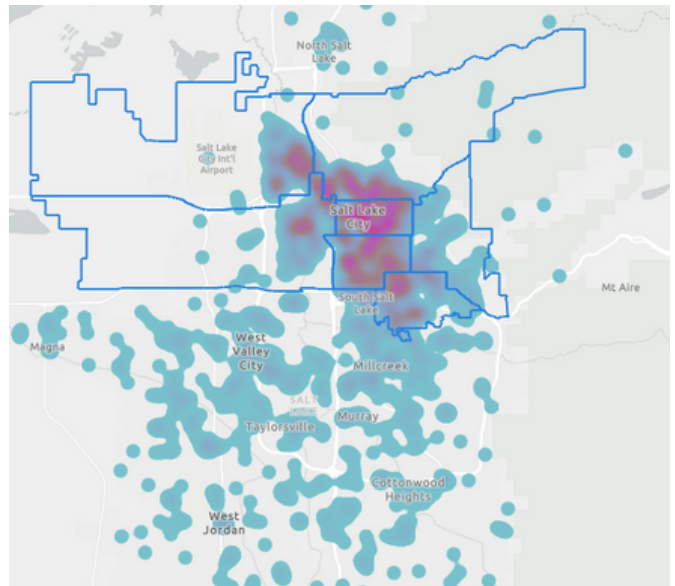
The paper version was distributed at community centers such as homeless resource centers and libraries (see page 31 for full list of locations.) Paper versions of the survey were available in English, Spanish, and Mandarin (at 1 location, upon request.)

287 people filled out a paper version of the survey, with 10 completing it in Spanish. **3,542 people** completed the online version of the survey, with 15 completing it in Spanish. Of the online responses, 759 were geo-tagged as originating from Salt Lake City proper.

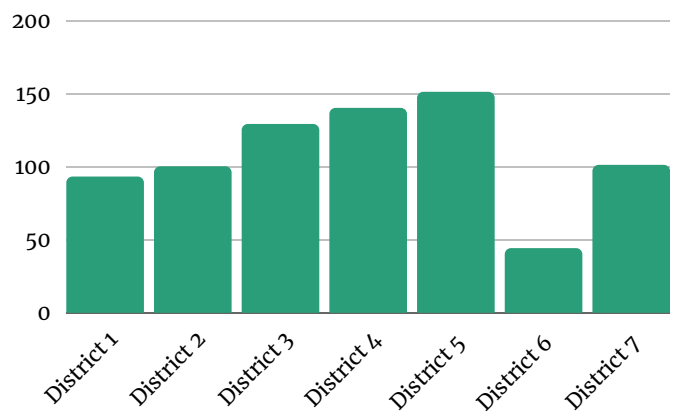
The survey did not prompt participants to provide their location, so geo-tagged location data gives us the best estimate of district-by-district participation. Still, the geo-tags are an imprecise measure. A participant may have taken the survey at work in District 4 but may actually reside in District 2. Due to this issue, basic results are displayed for the total respondents, geotagged Salt Lake City respondents, and paper survey respondents.

Inclusion of all responses, regardless of geo-location, allows us to account for Salt Lakers who have been displaced to other areas of the County, and non-residents who work in the city.

GEOGRAPHIC OVERVIEW OF RESPONDENTS (TOTAL ONLINE RESPONDENTS)



RESPONDENTS BY CITY COUNCIL DISTRICT (COLLECTED THROUGH GEO-TAGGED LOCATION DATA)

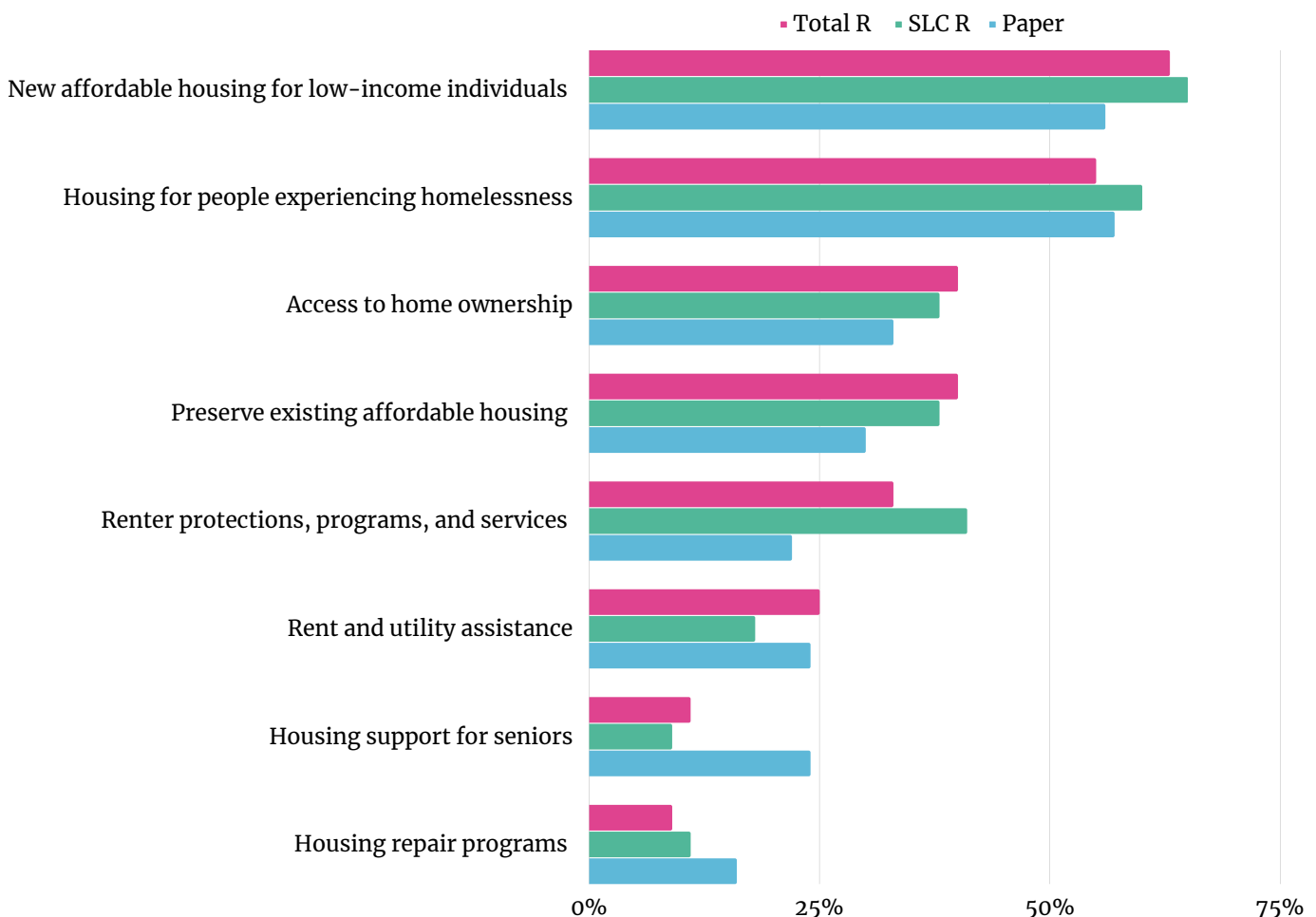


BASIC RESULTS

To maximize our response rate and avoid fatiguing the public with similar surveys, the Housing SLC Team partnered with Housing Stability to create one housing-related survey. While the Housing SLC team sought feedback to inform Housing SLC, Housing Stability's efforts centered on the best approach to Housing and Urban Development (HUD) requirements, including where funds should be spent. Survey questions should be viewed with this dual purpose in mind.

WHICH OF THE FOLLOWING SERVICES IN HOUSING SHOULD BE SALT LAKE CITY'S TOP PRIORITY?

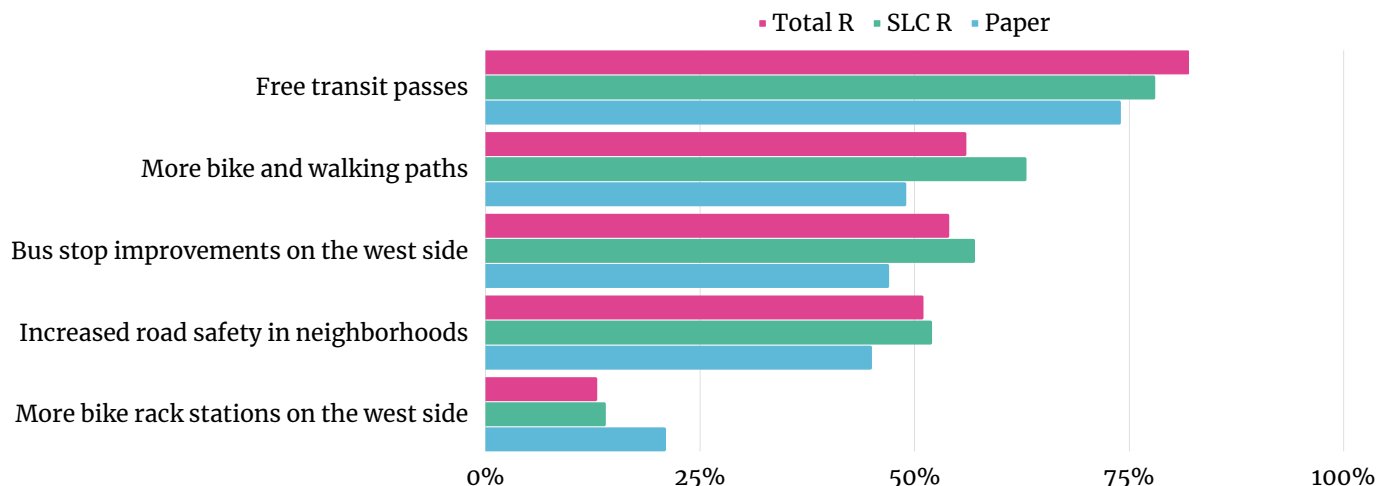
Respondents were asked to select their top three priorities. 2,385 individuals or 62% of total respondents selected new affordable housing for low-income individuals as part of their top three.



BASIC RESULTS

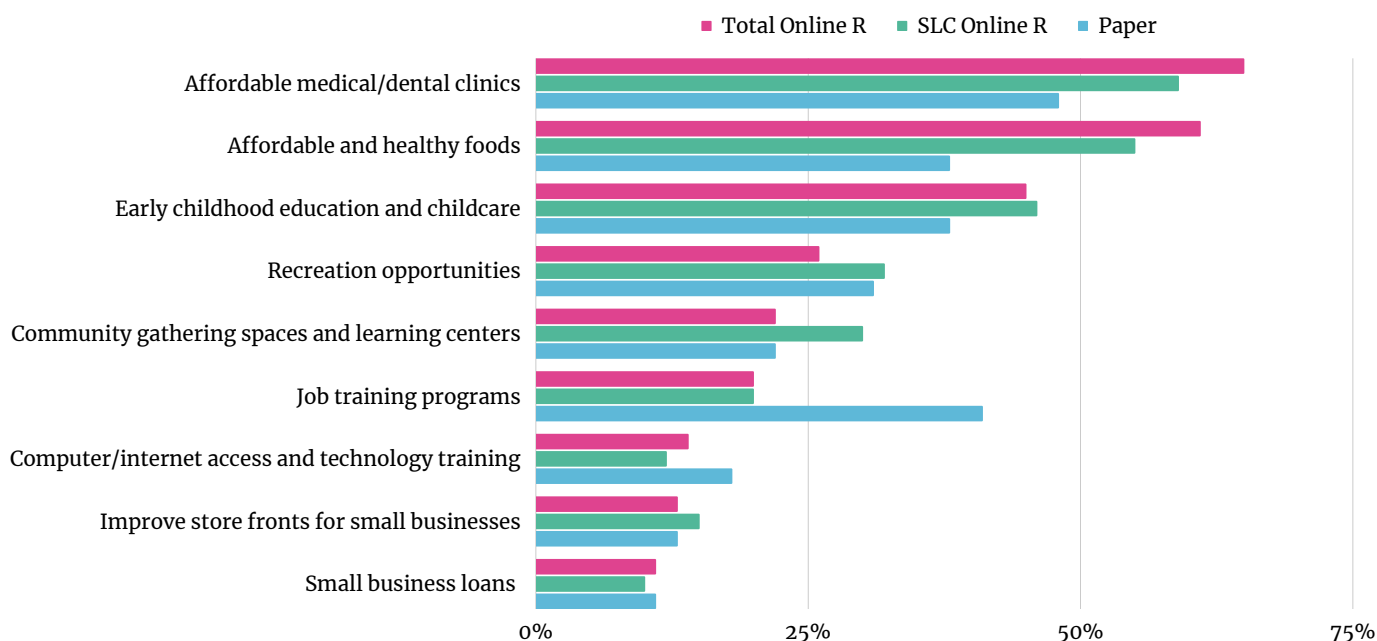
WHICH OF THE FOLLOWING TRANSPORTATION SERVICES SHOULD BE SALT LAKE CITY'S TOP PRIORITY?

Respondents were asked to select their top three priorities. 3,066 or 80% of total respondents selected free transit passes as part of their top three.



WHICH OF THE FOLLOWING SERVICES IN BUILDING COMMUNITY STRENGTH SHOULD BE SALT LAKE CITY'S TOP PRIORITY?

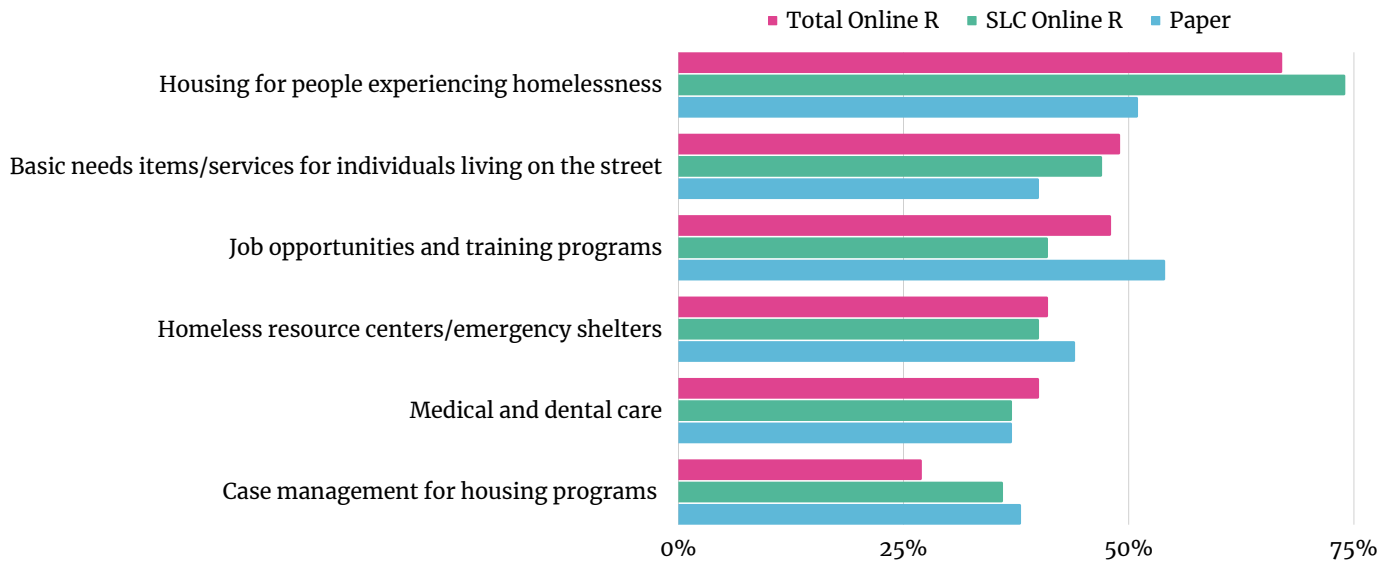
Respondents were asked to select their top three priorities. 2,435 or 63% of total respondents selected affordable medical/dental clinics as part of their top three.



BASIC RESULTS

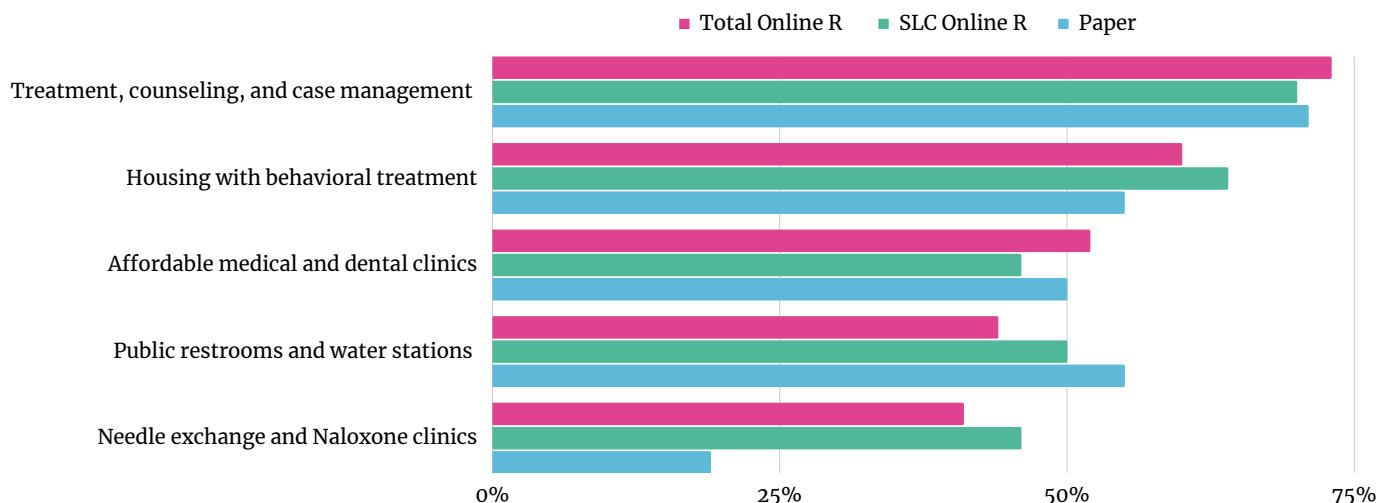
WHICH OF THE FOLLOWING SERVICES IN HOMELESS SERVICES SHOULD BE SALT LAKE CITY'S TOP PRIORITY?

Respondents were asked to select their top three priorities. 2,536 or 66 % of total respondents included housing for people experiencing homeless in their top three priorities.



WHICH OF THE FOLLOWING BEHAVIORAL HEALTH SERVICES SHOULD BE SALT LAKE CITY'S TOP PRIORITY?

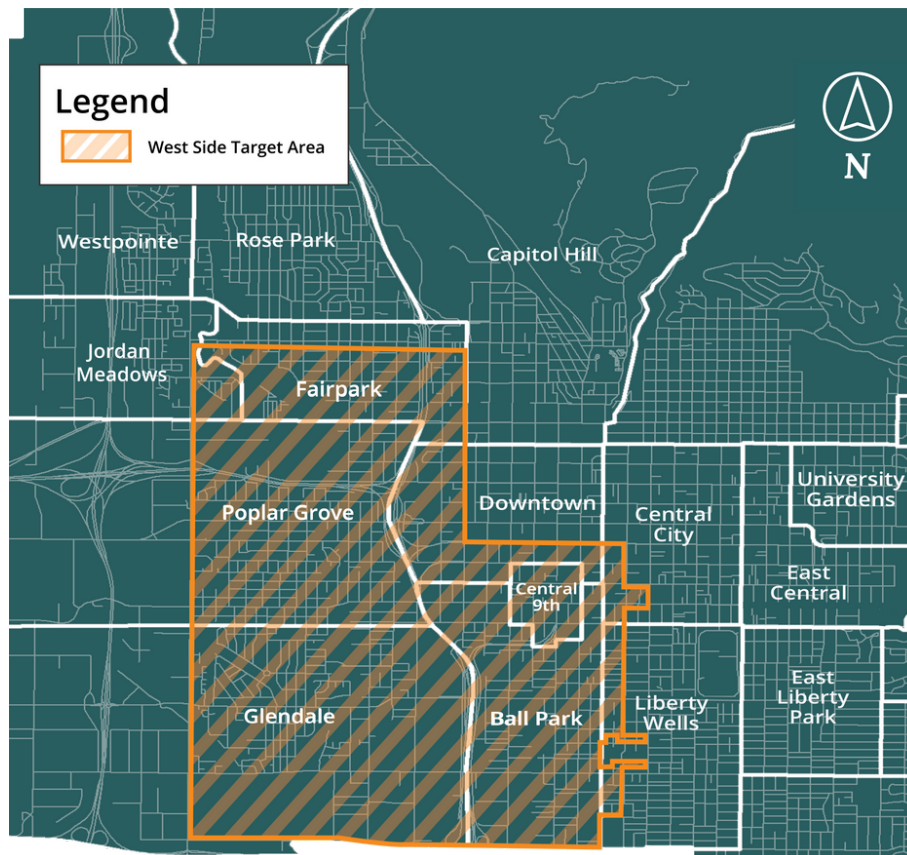
Respondents were asked to select their top three priorities. 2,802 or 73% of total respondents included treatment, counseling, and case management in their top three priorities.



BASIC RESULTS

TOP WESTSIDE NEIGHBORHOODS TO RECEIVE ASSISTANCE

Respondents were asked to select their top three priority areas. Due to space constraints, this question was not included on paper versions of the survey.



Neighborhood	Total Votes	SLC Only Votes
Ballpark	1837	421
Fairpark	1488	363
Glendale	1679	337
Poplar Grove	1391	374



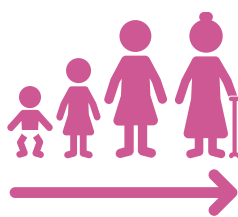
DEMOGRAPHIC TRENDS

Updates to Salt Lake City's housing plan shouldn't be made based on one group's preferences. To get a clearer picture of the trends showcased above, we now further process the data by examining how income, age, and race and ethnicity correspond to survey answers. Breaking down demographic trends allows us to see whether or not trends are skewed towards a certain group or whether there is broad consensus among Salt Lakers on their vision for the City.

Income



Age



Race & Ethnicity



With further analysis of each of these prioritized groups, we present key takeaways regarding the following categories:



Housing



**Community
Building**



Transportation



**Homeless
Services**



**Area to
Help**



**Behavioral
Health**

While the above graphs showed responses broken down into three separate groups, (total online respondents, geo-tagged SLC online respondents, and paper respondents), the following graphs are based on total online and paper responses. All received responses are combined in order to increase the sample size from which to make inferences about patterns in the data.



PRIORITIES BY INCOME:

KEY TAKEAWAYS



Housing: New affordable housing for low-income residents and housing for people experiencing homelessness were the top two priorities across all income brackets, with those making less than \$50,000 most supportive of new affordable housing. Providing access to home ownership was the third most popular priority for all respondents making more than \$25,000.



Community Building: Affordable medical/dental clinics, affordable/healthy food, and early childhood education/childcare were the top three priorities across all income brackets.



Transportation: Free transit passes was the most frequently selected priority across all income brackets, with support lessening as respondent income increased. Support for adding cycling and walking paths increased as income increased.



Homeless Services: Respondents across all income brackets most often selected housing for people experiencing homelessness as one of their top priorities.



Area to Help: Helping the Ballpark neighborhood was the most popular choice for respondents across income brackets, except for those making \$24,999 or less, who were more supportive of helping Downtown.

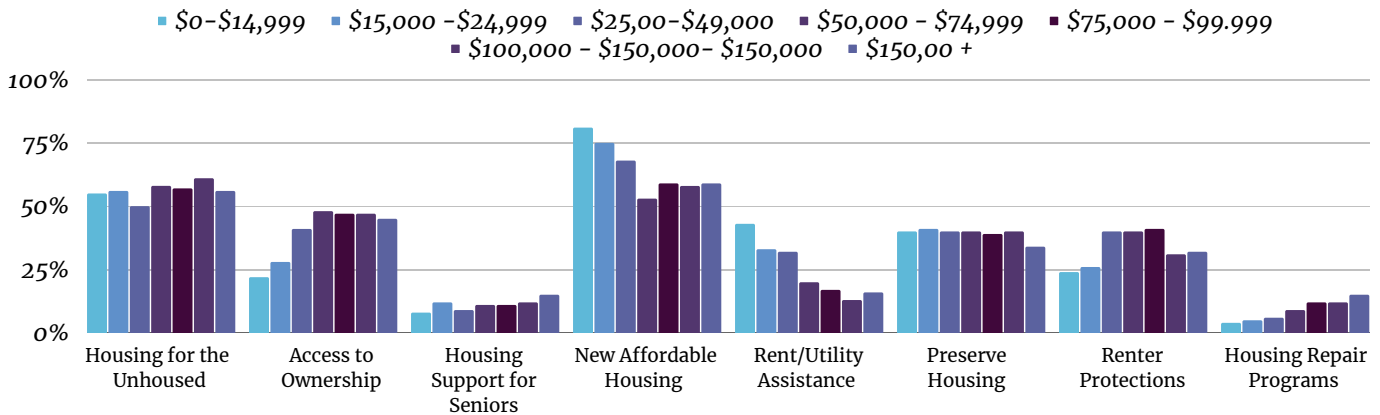


Behavioral Health: Treatment, counseling, and case management was the most frequently selected priority across all income brackets.

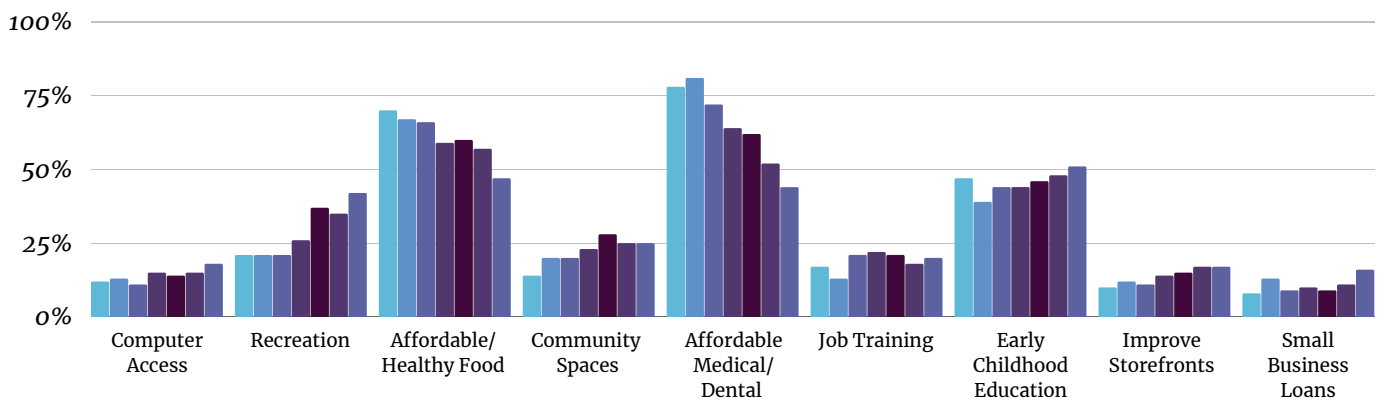


PRIORITIES BY INCOME

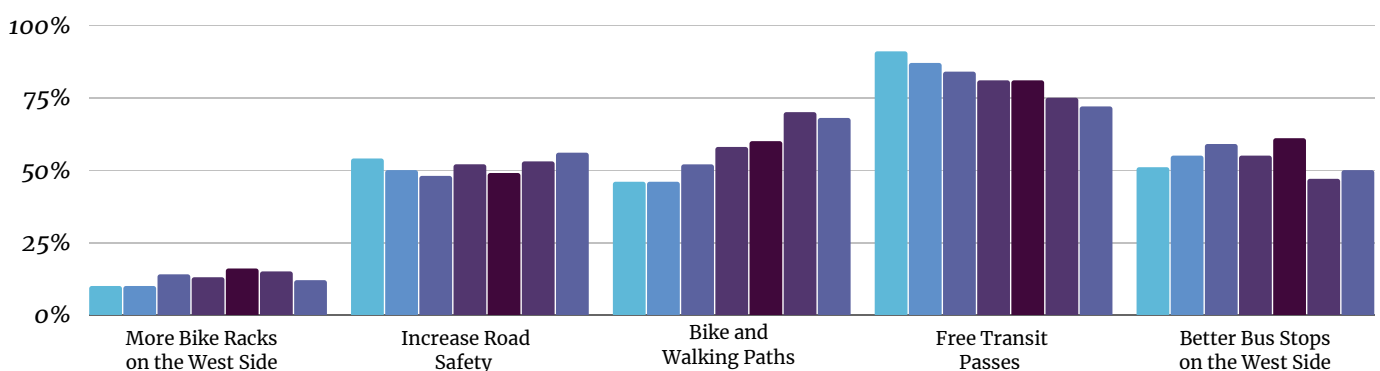
HOUSING



COMMUNITY BUILDING

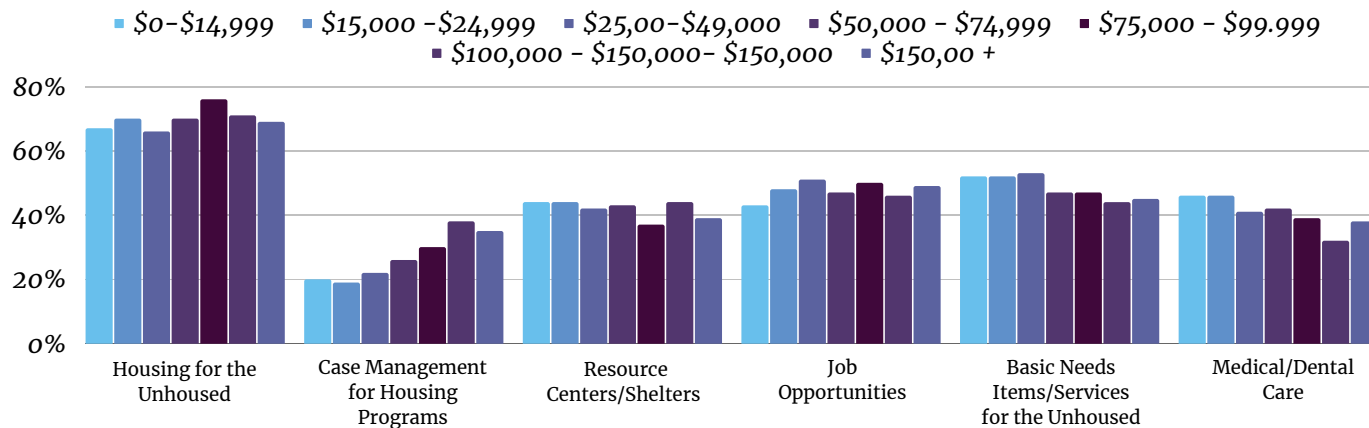


TRANSPORTATION

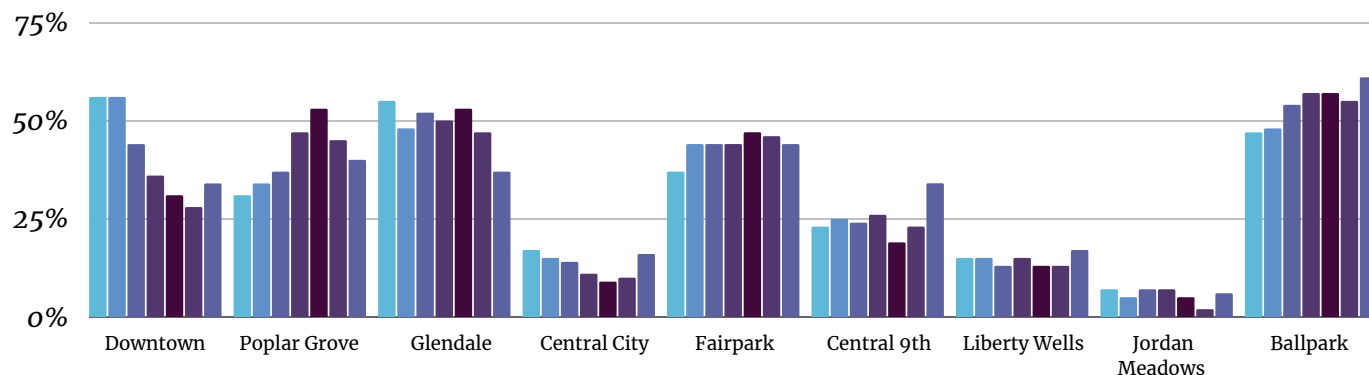


PRIORITIES BY INCOME

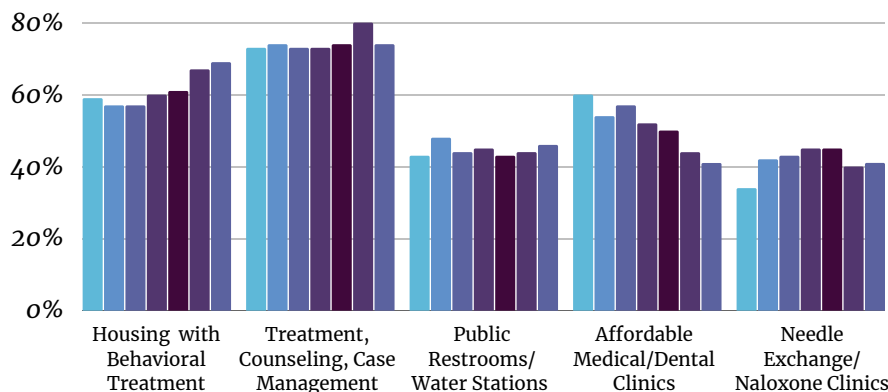
HOMELESSNESS



AREA TO HELP



BEHAVIORAL HEALTH



Respondents Per Income Level

\$0 - 14,999: **327**
 \$15,000 - 24,999: **372**
 \$25,000 - 49,999: **814**
 \$50,000 - 74,999: **644**
 \$75,000 - 100,000: **446**
 \$100,000 - 150,000: **357**



PRIORITIES BY AGE:

KEY TAKEAWAYS



Housing: Respondents across each age category most frequently selected new affordable housing for low-income residents as a top priority, though support decreased as respondent age increased. Those 18-21 were most likely to support rent/utility assistance, while those over 61 were most likely to support housing for seniors.



Community Building: Affordable/healthy food and affordable medical/dental clinics were the top two priorities across all age groups, with younger respondents most strongly supportive. Older respondents were more supportive of job training programs and computer access and training than younger respondents.



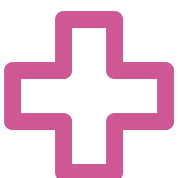
Transportation: Free transit passes was the most popular response across all age categories, with the level of support decreasing as age increased. Support for increasing road safety in neighborhoods increased as respondent age increased.



Homeless Services: Respondents across age categories most frequently selected housing for people experiencing homelessness as one of their top priorities, though providing basic needs items for those living on the street was about equally important as housing for those 18-21.



Area to Help: Younger respondents were more supportive of helping Downtown, while older respondents were more supportive of helping the Ballpark neighborhood.

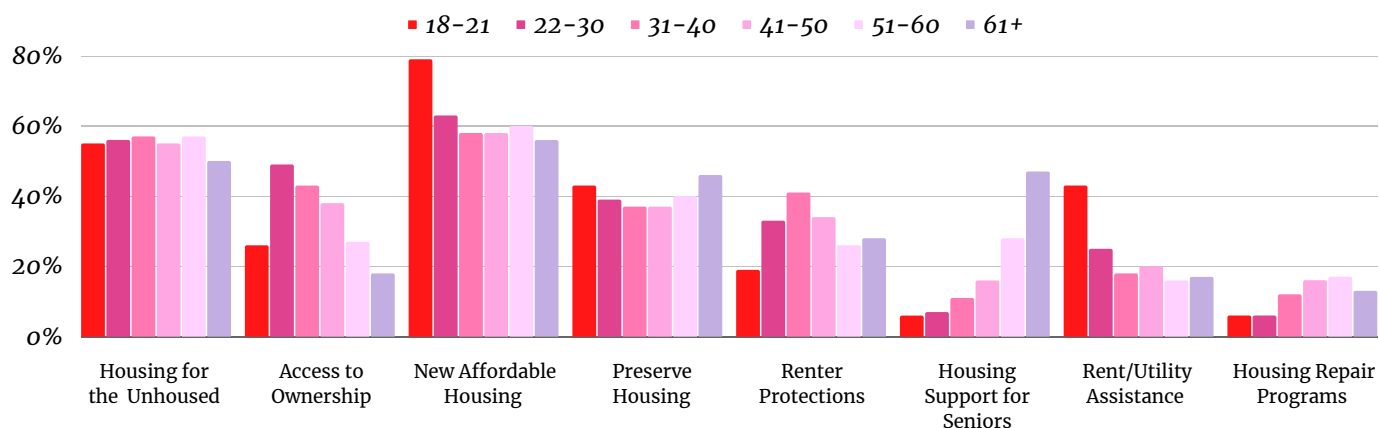


Behavioral Health: Treatment, counseling, and case management was the most frequently selected priority for respondents in each age category.

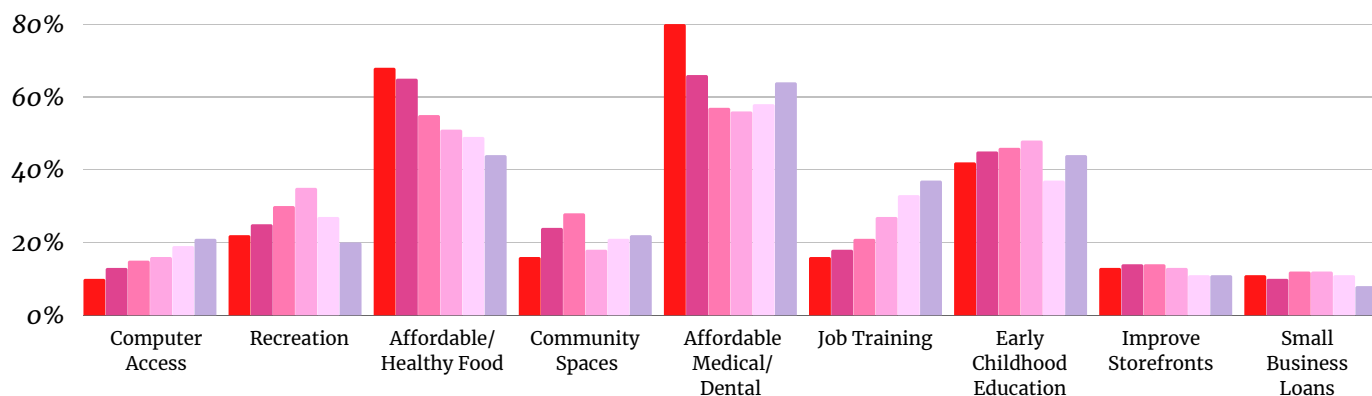


PRIORITIES BY AGE

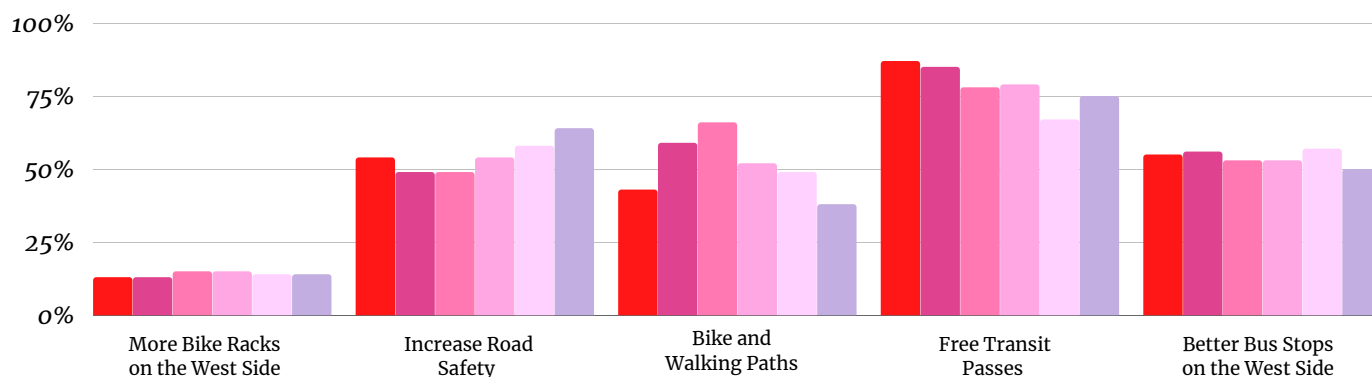
HOUSING



COMMUNITY BUILDING

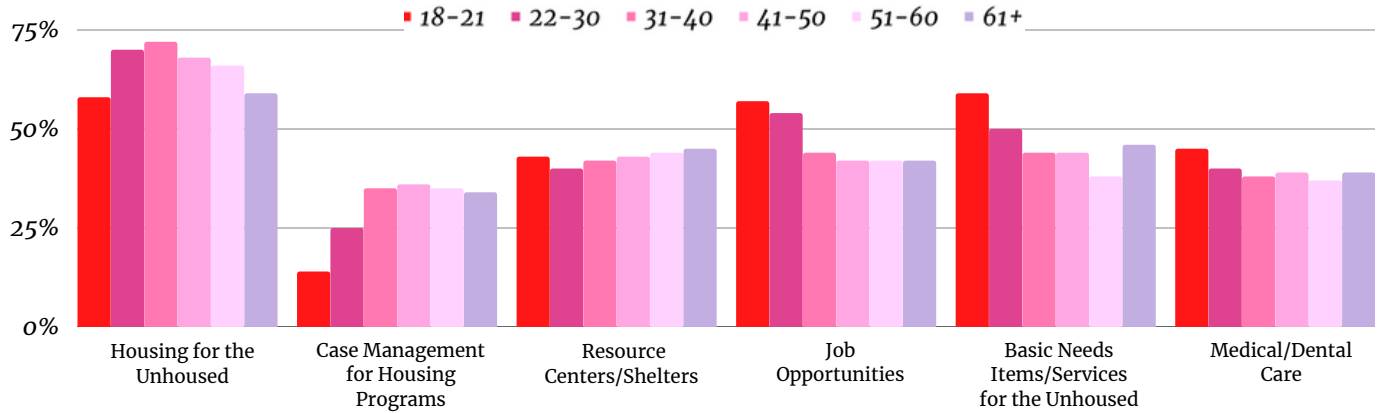


TRANSPORTATION

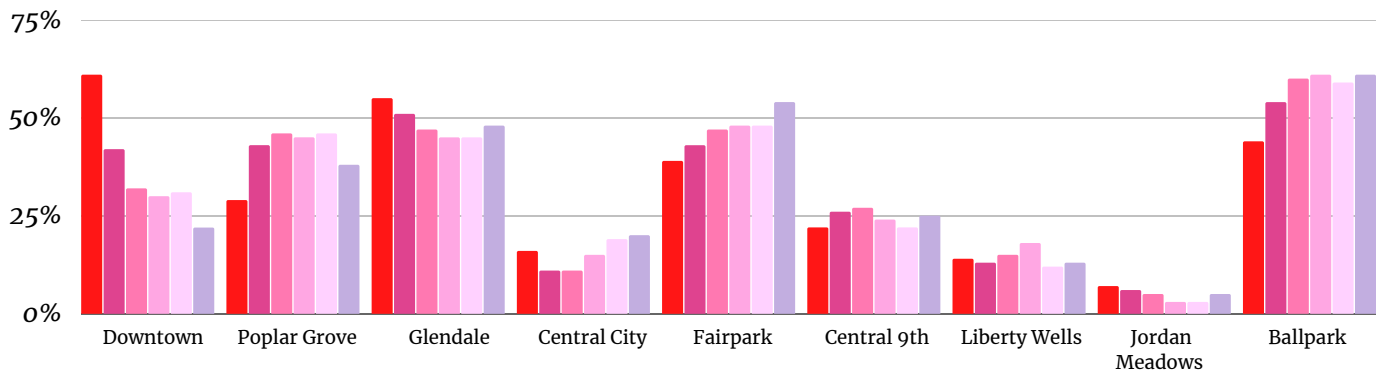


PRIORITIES BY AGE

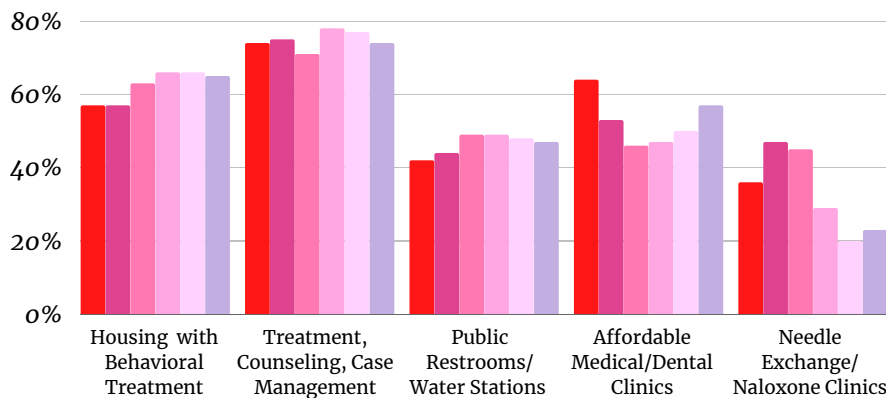
HOMELESSNESS



AREA TO HELP



BEHAVIORAL HEALTH



Respondents Per Age Group

18 - 21: **552**
 22 - 30: **1438**
 31 - 40: **831**
 41 - 50: **403**
 51 - 60: **193**
 61 or Older: **210**



PRIORITIES BY RACE & ETHNICITY:

KEY TAKEAWAYS



Housing: New affordable housing for low income residents was the top choice across all racial and ethnic groups, followed by housing for people experiencing homelessness.



Community Building: Affordable medical/dental clinics, healthy/affordable food, and early childhood education/childcare were the top priorities for all racial and ethnic groups. Respondents identifying as Hispanic or Latino supported medical/dental clinics most strongly, with 71% citing it as a priority. Those identifying as American Indian/Alaskan Native were most supportive of early childhood education, with 63% citing it as a priority.



Transportation: Respondents across all racial and ethnic groups selected free transit passes as their top transportation priority.



Homeless Services: Housing for people experiencing homelessness was the top priority for all racial and ethnic groups except for those identifying as Hispanic/Latino, Native Hawaiian/Pacific Islander, and African American/Black, who most frequently selected job training programs as their top priority.



Area to Help: Those identifying as White, Asian, and/or Other and those who preferred not to say were more likely to support helping the Ballpark neighborhood. Those identifying as Hispanic or Latino, African American or Black, American Indian or Alaska Native, and/or Native Hawaiian or Pacific Islander were more likely to say they supported helping Glendale.

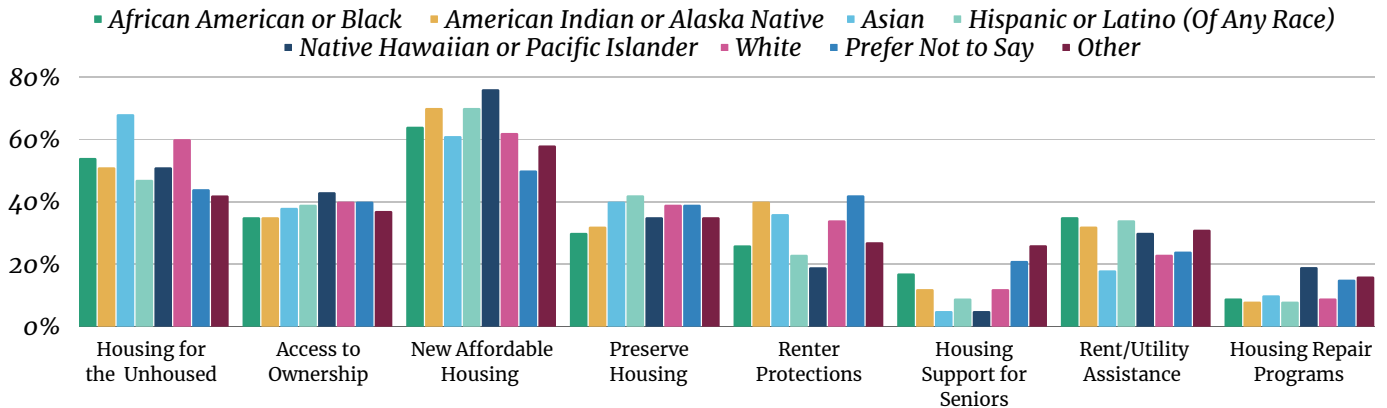


Behavioral Health: Respondents across all racial and ethnic groups selected treatment, counseling, and case management as their top priority.

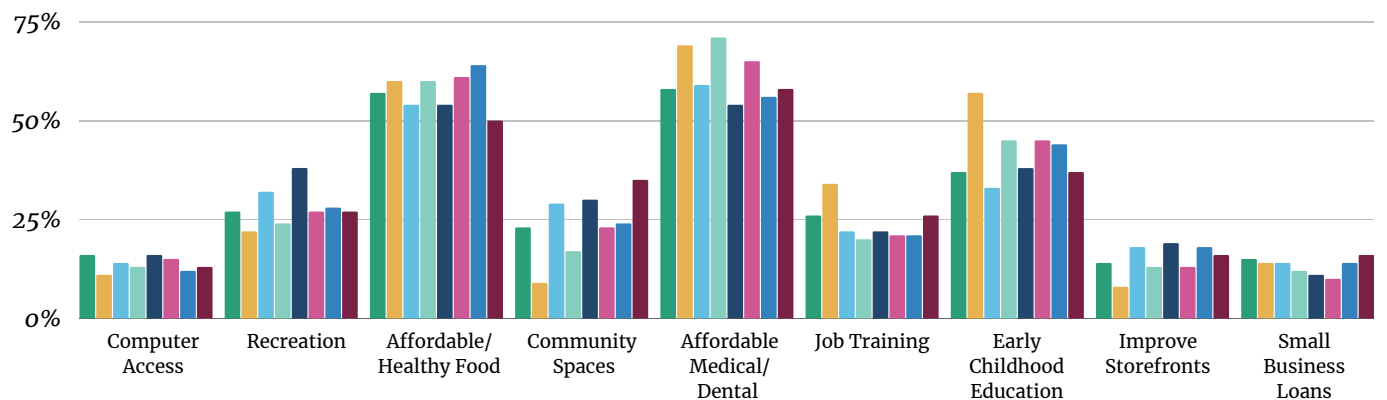


PRIORITIES BY RACE & ETHNICITY

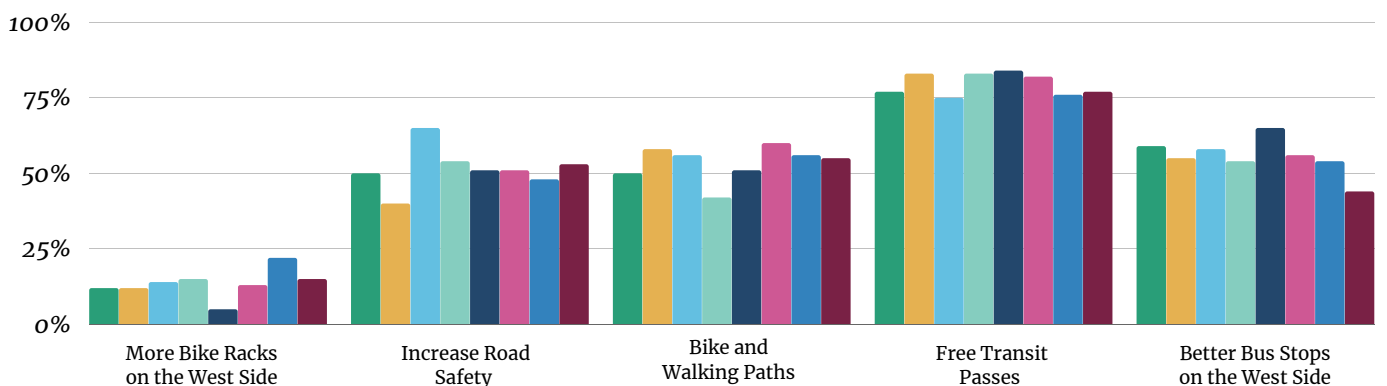
HOUSING



COMMUNITY BUILDING

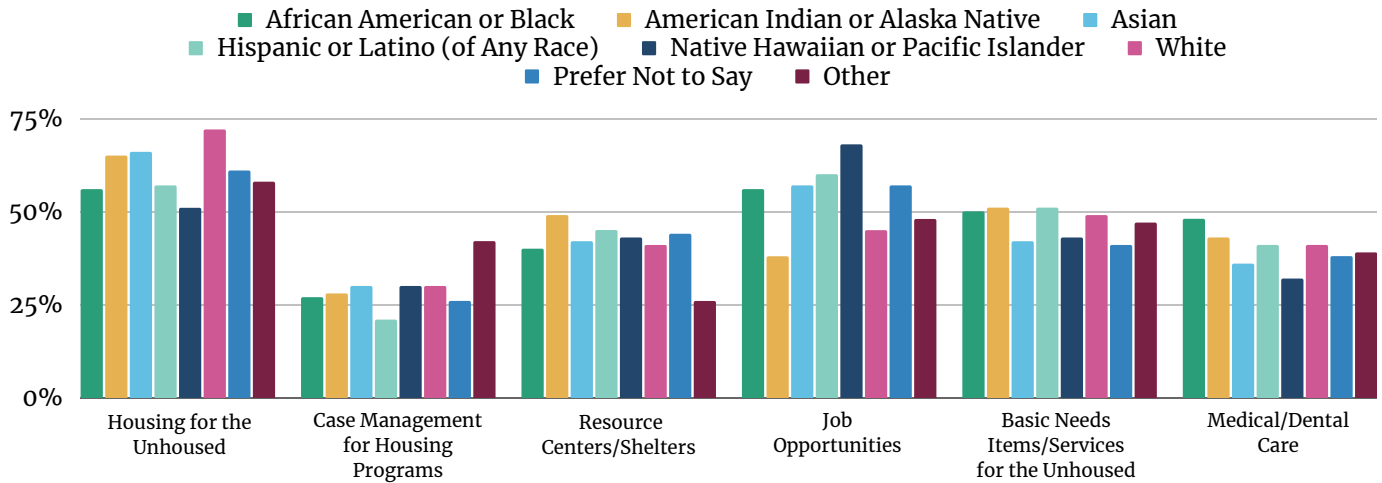


TRANSPORTATION

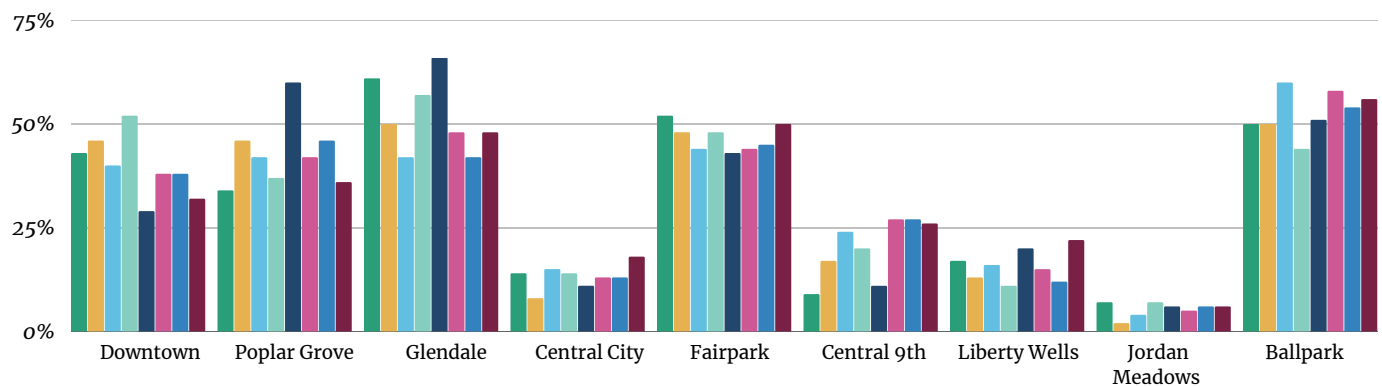


PRIORITIES BY RACE & ETHNICITY

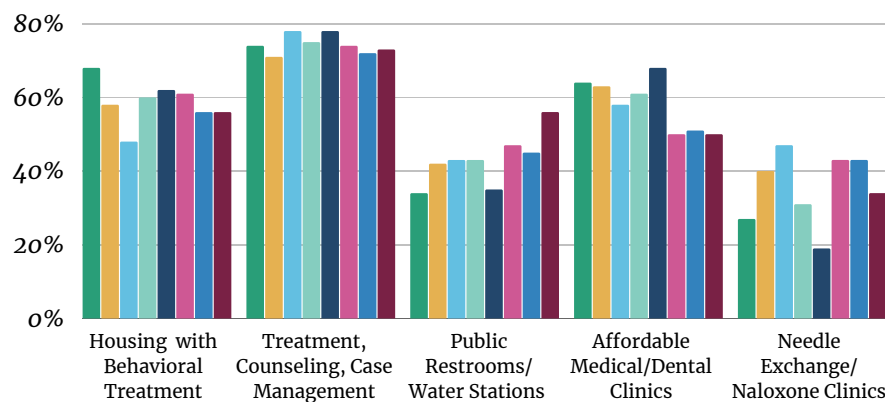
HOMELESSNESS



AREA TO HELP



BEHAVIORAL HEALTH



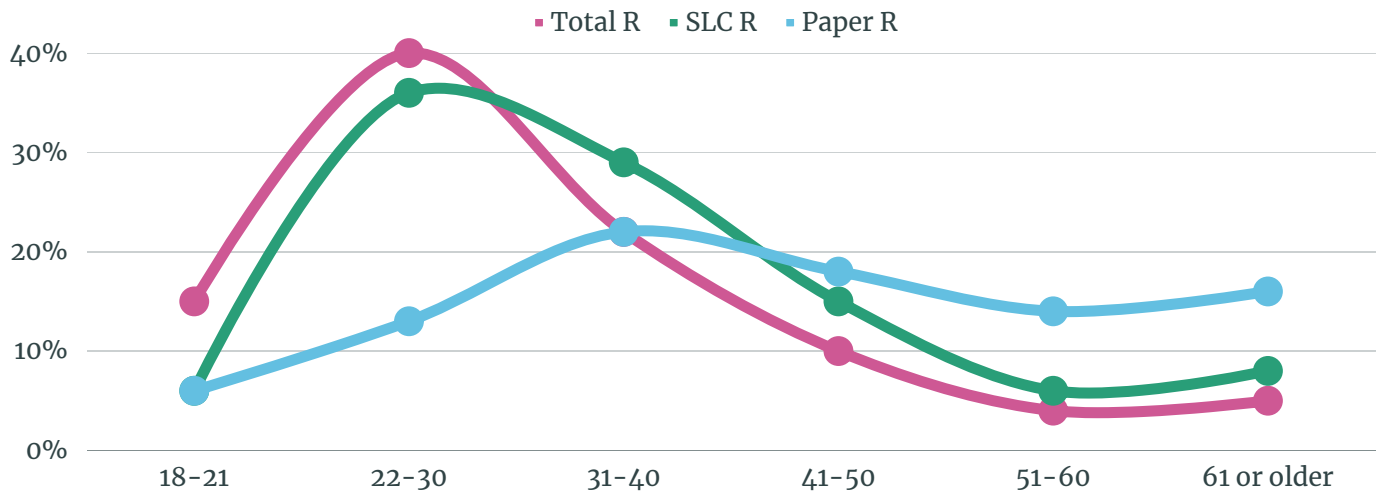
Respondents Per Race & Ethnicity (alone or in combination)

African American or Black : 102
 American Indian or Alaska Native: 65
 Hispanic or Latino: 715
 Native Hawaiian or Pacific Islander: 37
 Asian: 115
 White: 2571
 Prefer Not to Say: 174
 Other: 62

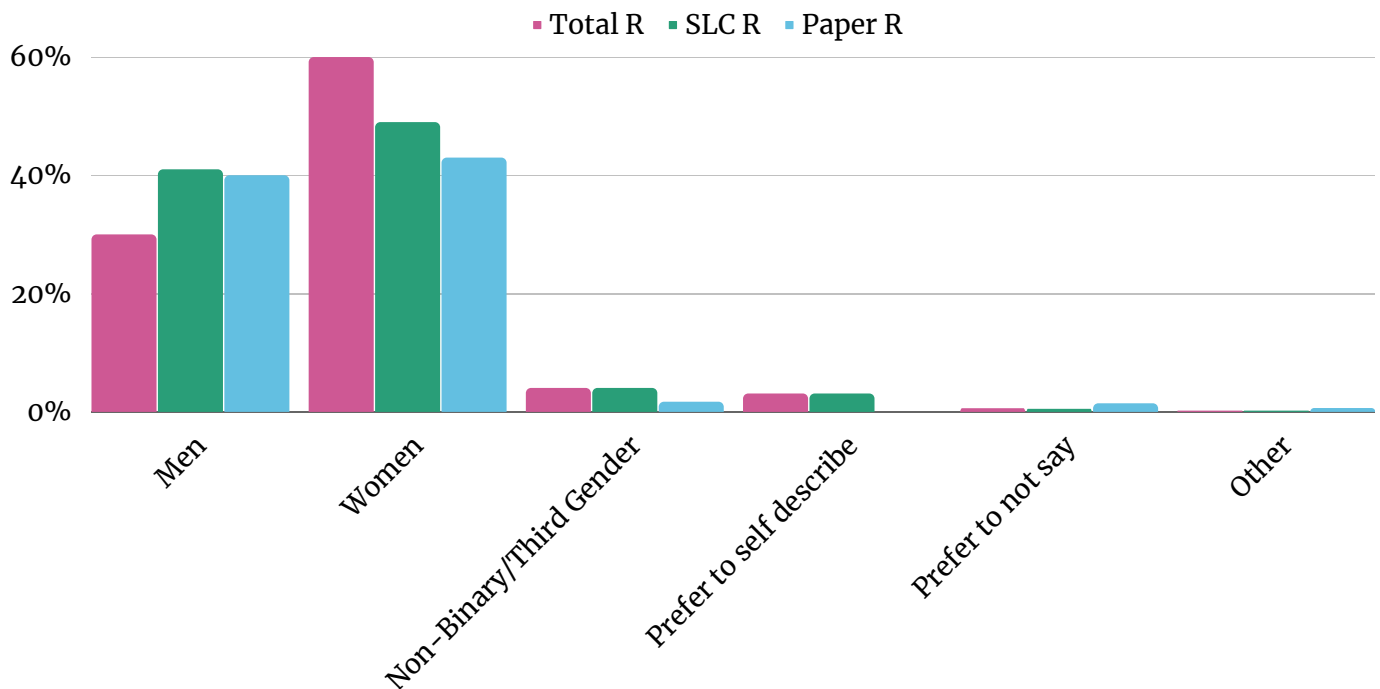


DEMOGRAPHICS

PARTICIPANT AGE



PARTICIPANT GENDER



Total R: Demographics of all survey respondents, including online and paper.

SLC R: Demographics of only online respondents whose answers were geotagged as originating in Salt Lake City

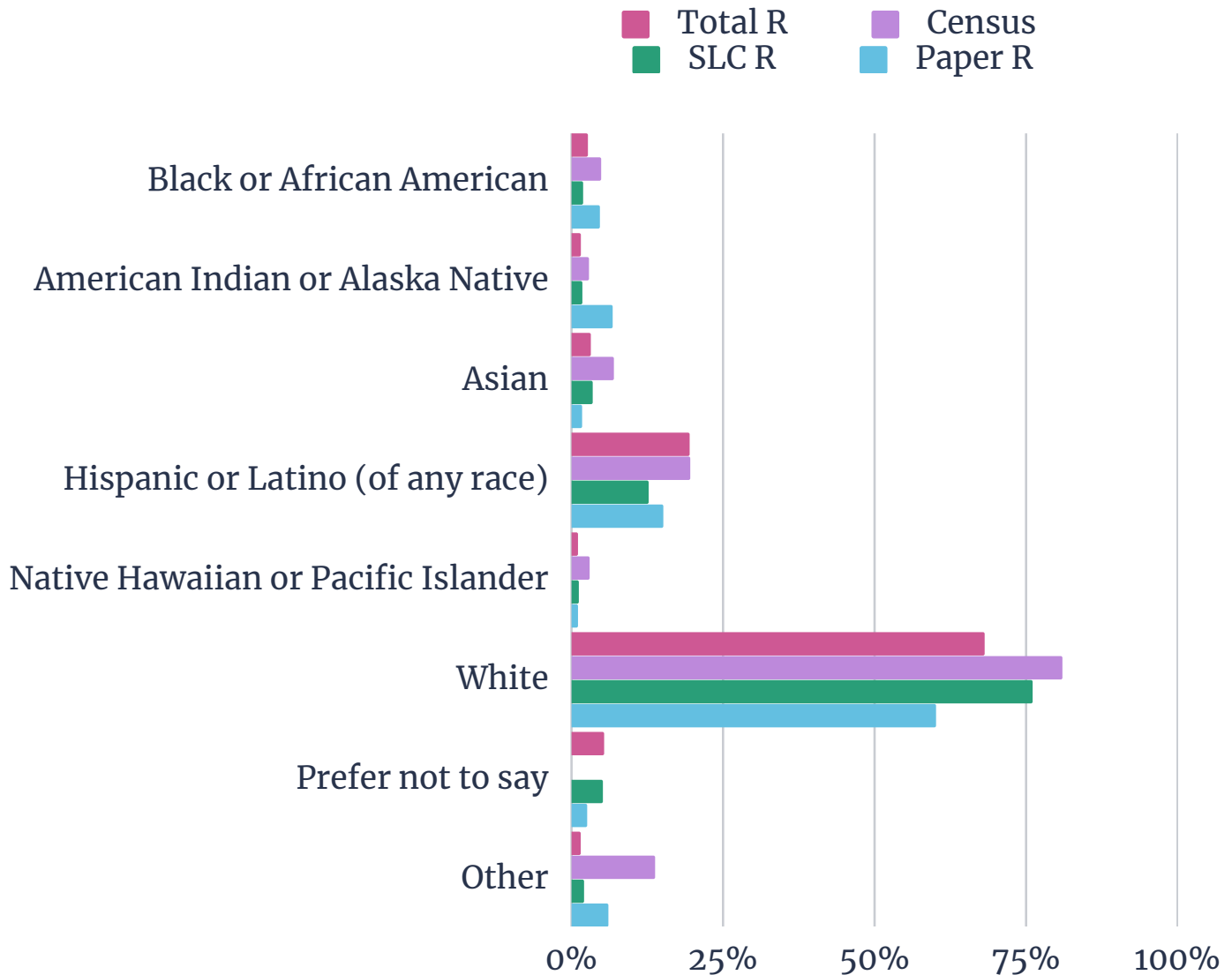
Paper R: Demographics of only respondents who answered using a paper survey



DEMOGRAPHICS

PARTICIPANT RACE & ETHNICITY

Respondents were allowed to select as many races and ethnicities as they felt represented them. Based on federal guidelines for combination of categories, the totals below represent each race or ethnicity alone or in combination with another race or ethnicity.



Total R: Race and ethnicity of all survey respondents, including online and paper.

Census: Race and ethnicity of Salt Lake City residents according to the Census Bureau's American Community Survey 1 Year Estimates Data Profile, 2021. Totals reflect race/ethnicity alone or in combination with another race/ethnicity.

SLC R: Race and ethnicity of only online respondents whose answers were geotagged as originating in Salt Lake City

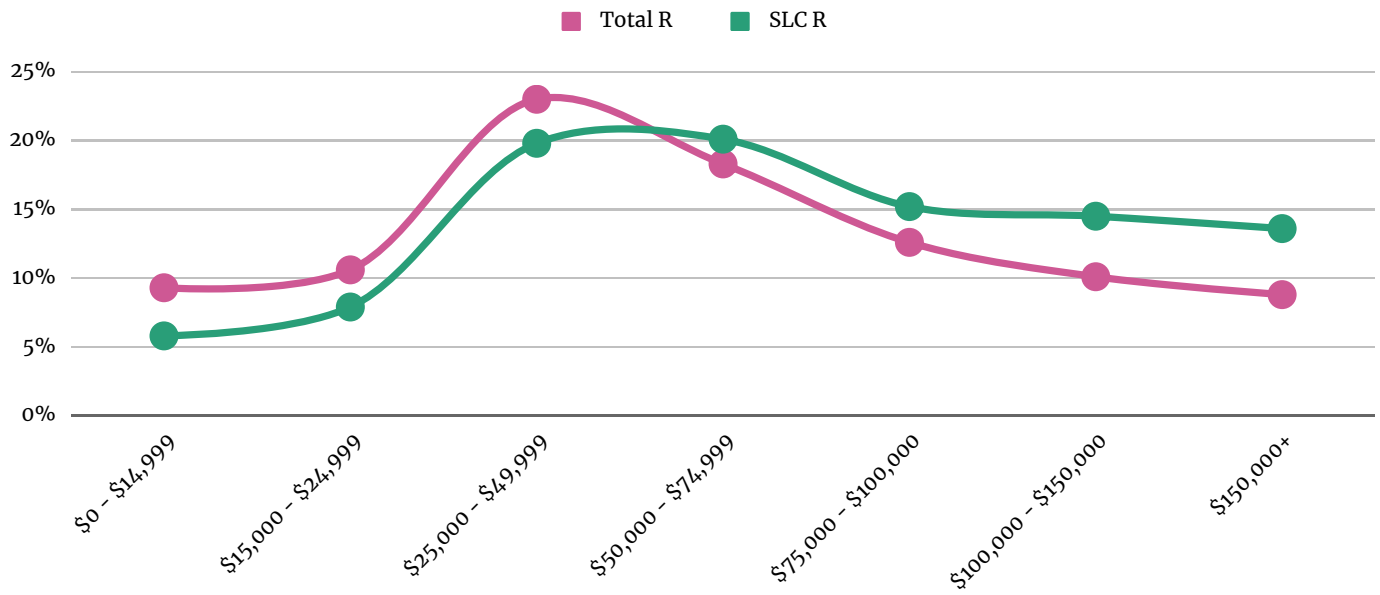
Paper R: Race and ethnicity of only respondents who answered using a paper survey



DEMOGRAPHICS

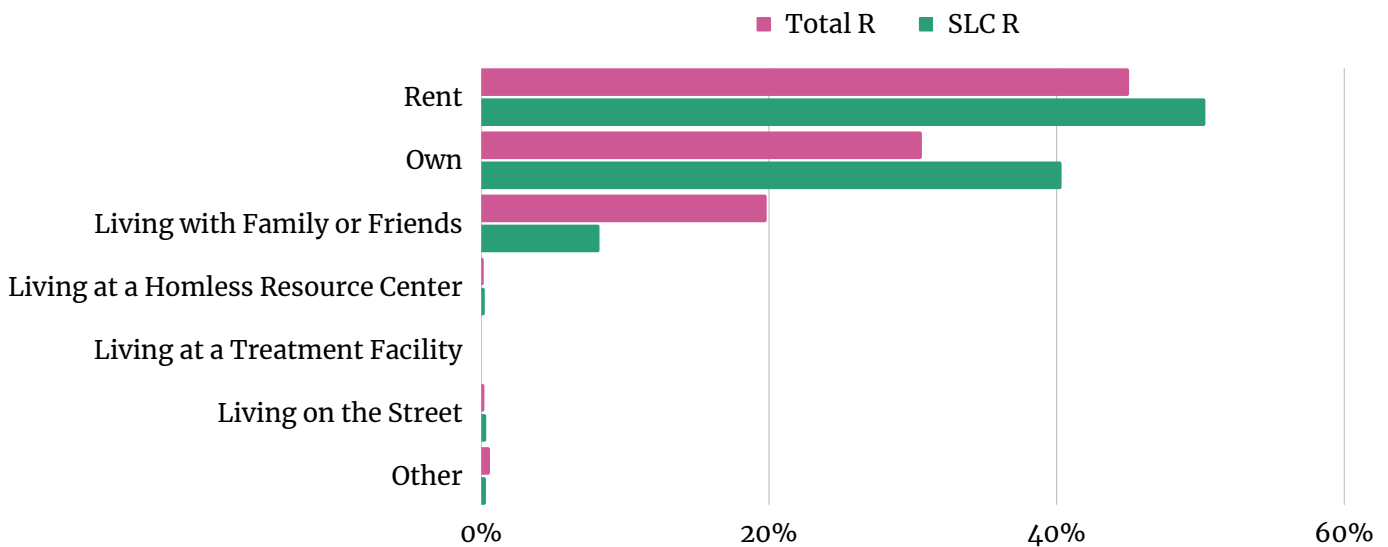
PARTICIPANT INCOME LEVEL

This question was not included on paper versions of the survey .



PARTICIPANT LIVING STATUS

This question was not included on paper versions of the survey.



Total R: Demographics of all survey respondents, including online and paper.

SLC R: Demographics of only online respondents whose answers were geotagged as originating in Salt Lake City

Paper R: Demographics of only respondents who answered using a paper survey



DROP BOX LOCATIONS

Community Gathering Spaces

- Sorenson Unity Center -13 Responses
- Suazo Business Center - 8 Responses
- River's Bend Senior Center - 2 Responses

Deeply Affordable Housing

- First Step House - 10 Responses
- Valor House -2 Responses

Events

- Utah Support Advocates for Recovery Awareness Event- 50 Responses
- Groove in the Grove - 28 Responses
- Homeless Resource Fair at Library Square - 17 Responses

Libraries

- Corinne & Jack Sweet Branch - 18 Responses
- Anderson-Foothill Branch- 17 Responses
- Sprague Branch - 16 Responses
- Main Library- 10 Responses
- Day-Riverside Branch - 9 Responses
- Marmalade Branch- 8 Responses
- Glendale Branch Library - 6 Responses
- Chapman Branch - 5 Responses

Resource Centers

- St Vincent De Paul Dining Hall- 42 Responses
- Gail Miller Resource Center - 12 Responses
- Homeless Youth Resource Center - 14 Responses



COMMENT SUMMARY

Respondents to the Housing SLC survey were given space to provide qualitative feedback on any topic of their choosing. The most commonly mentioned topics are listed below in alphabetical order, along with a summaries of the prevailing sentiments on each topic. See [our website](#) for a complete listing of qualitative comments.

ACCESSIBILITY:

Respondents brought up accessibility in all of its meanings. Participants hoped transportation, laundromats and community centers/programs for the disabled, seniors and low-income residents could become more accessible to the community. They also expressed support for more ADA accessible walkways and public spaces.

AFFORDABLE HOUSING:

Affordable housing came up more than any other topic on the survey. Respondents expressed a need for affordable housing for low- and middle-income residents, especially families, seniors, and students. The consensus was that much of the recent development in Salt Lake has been luxury high-rise apartment complexes, which do not meet the needs of residents. Instead, respondents expressed a desire for affordable housing close to city resources, especially public transit, which could eventually allow residents to save enough to purchase their own homes.

Participants commonly shared their view that any programs, aid, housing, etc., prioritize current Utah residents and not wealthy transplants from other states. They also expressed a desire for more affordable housing spread throughout the city and the expansion of current housing assistance programs.

BUILDING TYPE:

Respondents referencing building type emphasized their desire to see fewer luxury apartments. They stressed the unaffordable nature of luxury units and worried developers wouldn't consider average living expenses in their pricing. Respondents were mixed on their desire to preserve single family homes and their desire to increase density throughout Salt Lake City. Mostly, respondents hoped to see more housing options besides single-family detached homes and large-scale apartment complexes.

COMMUNITY:

Respondents expressed a desire to feel a deeper sense of belonging in the community. To create a sense of belonging, respondents suggested more community meetings/centers, accessible spaces with longer opening hours to allow neighbors to support each other, and prioritizing the community's children, seniors, and refugees. Some respondents saw a need for greater opportunities to teach and learn other languages.

DEVELOPMENT:

Respondents who mentioned development echoed those who highlighted [Affordable Housing](#) and [Zoning](#). Many participants supported zoning changes to remove most areas of single-family zoning and increasing the supply of affordable housing. Respondents also suggested repurposing abandoned buildings for housing or grocery stores.



COMMENT SUMMARY

EAST-WEST:

Participants would like to see more unity between the East and West sides of Salt Lake City. They'd like to see City leaders foster more social interactions between East and West and create more bike lanes and transit options to better connect the city. Respondents called for greater geographic balance in regards to homeless resource distribution, more equal housing distribution throughout the city, better transportation services, and more equitable maintenance priorities.

ECONOMIC DEVELOPMENT:

Those who mentioned economic development were concerned about the destruction of small businesses, the need for an increased minimum wage, transitional living skills programs, and assistance programs for families. The other major concern related to homelessness and concerns that economic development cannot continue until the root issues of homelessness are fixed. Respondents suggested rehabilitation centers and providing training and skills development for those experiencing homelessness.

EDUCATION:

Respondents mentioned two major threads when discussing education. The first thread emphasized public awareness and education about homelessness – the causes and prevention methods. Participants would like to see more public awareness about resources (job programs, health services, and health care) available to the unsheltered. The second education thread regards children's education. Respondents would like to see teachers paid more, safer schools, and free meals for children.

ENVIRONMENT:

Respondents were very concerned about the Great Salt Lake drying up. Preserving the watershed, protecting trees, and improving air quality were also top environmental priorities for respondents.

FAMILY:

Many respondents expressed the need for affordable childcare options and increased quality of children's education. Respondents were also concerned about housing costs pushing families out of the City.

FOOD ACCESS:

Respondents saw a need for more affordable food access. They related food access to the increase in housing costs, as respondents generally felt like they cannot afford basic necessities. Some suggested community gardens and pantries, plus the development of grocery stores throughout the city to combat food deserts and to increase walkability.

GREEN SPACE:

Participants desired increased access to green space and parks throughout the city, whether through increased public transportation to connect to existing natural areas or by the creation of more green space. Respondents also expressed a desire for more trees and nature integrated into the city, both to beautify the city and to keep it cool. Some respondents requested more community gardens and outdoor recreation areas.



COMMENT SUMMARY

HOMELESSNESS:

Homelessness was the second most popular feedback topic, behind only affordable housing. Respondents commented on a perceived increase in encampments and individuals experiencing homelessness throughout the city and requested programs and services to respond to the increase in need. Many suggested designated camping areas and increased access to shelters, while a few respondents requested stricter enforcement of camping laws.

The issue is closely related to tenants' rights, as many have become homeless because of increased housing costs. Respondents requested a rental assistance program to keep individuals in their homes.

Many respondents connected the perceived increase in homelessness to an increase in illicit drug activity, sharing safety concerns and expressing a need for more mental and behavioral health services and rehabilitation programs. While some respondents requested more police presence in response to the issue, many more requested increased social services and case managers for individuals with substance abuse disorders. Please see [Programs](#), [Services](#), and [Maintenance](#) for some other concerns on homelessness.

HOMEOWNERSHIP:

Respondents' sentiments about homeownership were centered on increasing regulation on corporate homeownership and the creation of first-time buyer programs prioritizing Utah residents. Similar to ideas expressed in the [Tenants' Rights](#) category, respondents believe rent is so high that households cannot afford to save for a down payment, which compounds the already-limited ownership opportunities in Salt Lake City.

HOUSING:

Respondents who mentioned housing shared similar thoughts as those who discussed [Homeownership](#), [Building Type](#), and [Affordable Housing](#). Respondents expressed a need for affordable housing for low- and middle-income households, higher density outside of downtown, preservation of currently affordable units, increased multi-use zoning, and regulation of short-term rentals.

MAINTENANCE:

Comments on maintenance were closely related to [Services](#), [Programs](#), and [Homelessness](#). Respondents wanted a cleaner city, including cleaner streets and parks. Many respondents connected trash issues with encampments, others just requested increased litter pickup throughout the city. There were also many comments about the need for road and sidewalk repairs.

MISCELLANEOUS:

This topic encompasses comments difficult to place or themes not mentioned enough to merit their own category. Respondents expressed concern about the state of facilities in the city and shared the need for more public restrooms. Some respondents were frustrated with the perceived arduous processes of getting development projects approved. Participants also advocated for lowering property taxes and taxing vacant units and units not occupied by owners. Many mentioned keeping housing and assisted living programs affordable for seniors.



COMMENT SUMMARY

PROGRAMS:

Respondents expressed a need for more rental assistance, drug rehabilitation, disability assistance, job training, and medical bill assistance programs. Such comments imply that respondents cannot afford basic necessities and are in need of financial assistance to get back on their feet.

SAFETY:

Respondents who mentioned safety reported a decreased feeling of security, linking it to the perceived increased unsheltered population in the city. Some hope to see increased accountability for those using illicit drugs and living on the street, while others asked the city to provide more services to prevent drug-related safety concerns from happening in the first place. Respondents also mentioned a desire for more lighting throughout the city, protected bike lanes, and resources for victims of sexual assault and abuse.

SERVICES:

Sentiments expressed about services were similar to those expressed about **Programs** and **Homelessness**. Respondents requested more affordable and accessible behavioral and mental health programs and rehabilitation programs with case management. Program suggestions also included basic hygiene resources, rental assistance, and job trainings along with food, shelter, and other direct services. Some participants highlighted the need to help single-parent, refugee, and immigrant families with affordable childcare and job training, emphasizing the need for access in a variety of languages. The expansion of libraries was also suggested.

TRANSPORTATION:

Among those providing comment about transportation, public transit was mentioned most frequently, with many expressing a desire for free or lower-fare transit, increased frequency of service, and expansion of services throughout the city. Other themes included road improvements, pedestrian and cyclist safety, and walkability. Participants suggested road improvements including fixing potholes, developing solutions for congestion, and traffic light system repairs. Many respondents said they didn't feel safe while walking and biking. Respondents expressed a desire for the city to become more walkable to reduce road congestion, pollution, and overall reliance on cars.

TENANTS' RIGHTS:

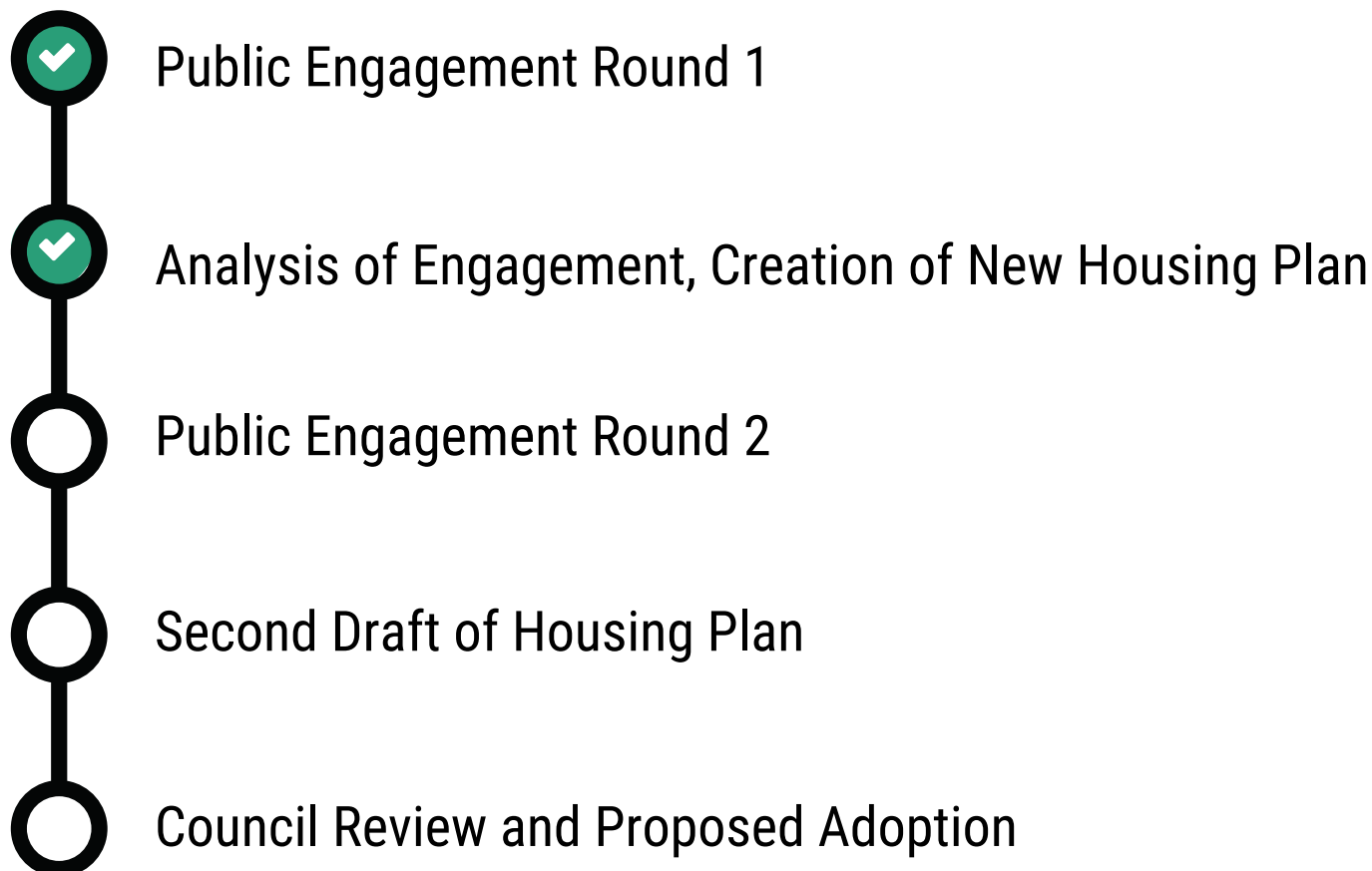
Tenants' rights and rental assistance came up throughout the qualitative comments. Three main policy/program suggestions came up: rent control, rental assistance programs, and eviction protections. In terms of eviction protections, many respondents requested access to or funding for legal counsel. Respondents also expressed frustration at a lack of landlord accountability, sharing that their landlords have been unresponsive to their requests for improvements. The overall sentiment from respondents is that rent has become too expensive and that landlords are raising rents by hundreds of dollars each year, seemingly without reason or regulation. Another feeling shared by many respondents was that they are locked into renting and have few pathways to ownership.

ZONING:

Respondents expressed a desire for higher density and mixed-use zoning throughout the city to promote affordability and walkability. Some respondents would like to see process improvements to make it easier to build high-density housing.



NEXT STEPS



The first draft of Housing SLC, Salt Lake City's affordable housing plan for 2023–2028, will be available for public feedback in early 2023.

Based on comments received during the public comment period, updates will be made to Housing SLC before it is presented to the Planning Commission and City Council.

After necessary changes are made, the plan will be presented to the Salt Lake City Council for proposed adoption.



Along with key takeaways, outreach efforts also resulted in guides, maps and toolkits residents and policymakers can use to better understand our community. The supplemental materials can be viewed on our website at <https://www.slc.gov/can/housing-slc/>.

University of Utah planning students spoke with Glendale Middle School students about the Glendale neighborhood, the housing crisis, and other community issues. Students in four classes and one after school program, 104 Youth, were asked to share their experiences through cause-and-effect trees and poetry. The 6th and 7th graders were keenly aware of the changing community dynamics borne out in Salt Lake City's Thriving in Place study: gentrification and displacement. With the help of Truth Cypher, Glendale Middle School and 104 Youth, roughly 112 students were engaged.

- Inequality and racism in Salt Lake City were frequently discussed. Students felt fearful of surveillance and perceived a gap in the materials/opportunities afforded to them versus Eastside students.
- Environmental issues, ranging from air pollution to litter, were at the forefront of students' minds.
- Students noted recent closures of local businesses to make way for large apartment buildings in their community and worried future generations wouldn't care for Glendale.
- The rising costs of rent, utilities, and medical and grocery bills alarmed the students.
- Students celebrated their families, friends and places that make Glendale special, Jordan Park chief among highlighted locations.



APPENDIX

SPECIFIC HOUSING INTERVENTIONS: ACCESSORY DWELLING UNITS, COMMUNITY LAND TRUSTS, PEOPLE'S LEGAL AID

During the Fall of 2022, University of Utah planning students hosted information sessions and discussions about three housing-related topics: Accessory Dwelling Units (ADU), Community Land Trusts (CLT), and People's Legal Aid (PLA) for renters. The purpose of each session was to raise awareness and glean feedback on housing solutions. Students heard from 10 Westside residents about ADUs, 40 community leaders about Community Land Trusts, and 22 renters and landlords about People's Legal Aid, a legal service for those dealing with eviction and other housing issues.

Key Takeaways

- ADU: Salt Lake City must improve communication between decision-makers and Westside communities.
- CLT: The housing crisis requires stronger partnerships between Salt Lake City and housing-related organizations.
- CLT: Special attention should be paid to those in our community who have been historically underserved.
- PLA: Residents are feeling the burdens of inflation and cost of living stress.
- PLA: Residents believe there are few resources and protections for tenants.

HOUSING BOOK CLUB

Planning students at the University of Utah hosted a housing-related book club to generate discussion about Salt Lake City's housing crisis. Participants read the book *The Color of Law: A Forgotten History of How Our Government Segregated America* by Richard Rothstein. After participants finished the book, they met at Salt Lake City's Main Library to discuss their takeaways from the book and how the book applied to Salt Lake City's past and present. Two residents participated in the book club.

Key Takeaways:

- Salt Lake City should increase its housing stock and allow for more mixed-income communities to mitigate residential segregation.
- Salt Lake City could do more to raise awareness about historical inequities.
- Decision-makers should make high-opportunity areas more accessible to all residents.

Lessons Learned:

While the book club fomented positive and sincere discussion, future clubs will need to be advertised more widely/regularly to achieve a better turnout. A book club may be too time-intensive for many Salt Lakers, but it may still be a valuable way to deeply educate and engage the public on difficult topics. It may be more beneficial to partner with a local bookstore or other small business or organization in the future.



APPENDIX

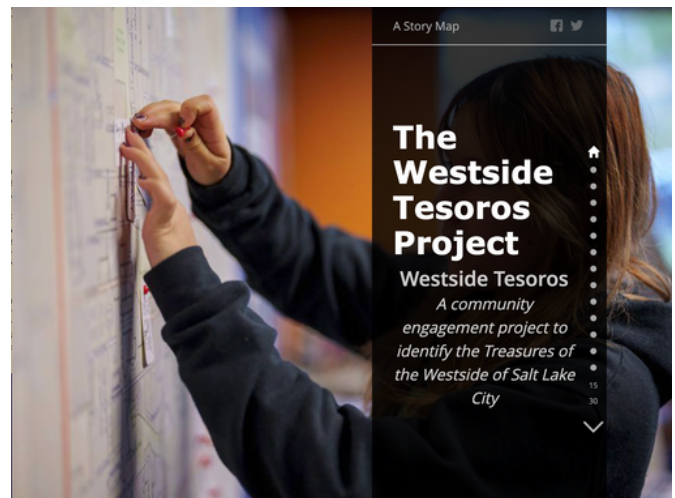
WESTSIDE TESOROS

Planning students from the University of Utah partnered with NeighborWorks Salt Lake to create a treasure map of the Westside – a map of Westside gems deserving of recognition and protection. Students placed a six-by-eight foot map at Mestizo Coffeehouse that residents could use to pinpoint their most cherished Westside locations. In addition to placing a pin, participants were invited to share why they picked each location.

[View the map here.](#)

Key Takeaways:

- Participants highlighted centers for learning and gathering, including local schools and libraries as well as the murals at Fleet Block.
- Residents foregrounded local businesses where diverse cultures are celebrated, including Mexican, Chinese, and Vietnamese restaurants, and grocers specializing in Latin American products.
- Participants noted green space as a priority for protection, including pocket parks and the International Peace Gardens.
- Residents expressed a desire to see the community's legacy protected, including the birthplace of one of just thirty female State Senators in Utah's history, now Nellie Jack Park, and the natural springs at Warm Springs Park, which were used by indigenous people prior to the arrival of Mormon settlers



PHOTOVOICE PROJECT IN PARTNERSHIP WITH THE ROADHOME

Three individuals shared their experiences with homelessness through photography and caption writing, using a method known as photovoice. Showcasing the struggles and triumphs of participants' everyday lives, the final product is entitled "Hey SLC, Can You See Us Now?"

[View the work here.](#)



