
Common CI Issues & Problems In Josephine County

A common theme to all the citizen involvement (CI) issues and problems in Josephine County is a CI program that can be improved.¹ According to the Oregon Citizen Involvement Advisory Committee (CIAC) the first 10 of the following CI issues and problems are common statewide.²

1. Common Land Use Issues & Problems
 2. Funding
 3. Staffing
 4. Time
5. Legal Constraints
 6. Apathy
7. Technocracy
 8. The Need for Predictability
 9. State and Federal Mandates
 10. The Overburdened Citizen
11. Oregon Citizen Involvement Advisory Committee



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1. Josephine County Ordinance 93-13.
 2. Oregon Citizen Involvement Advisory Committee (CIAC). July 1992. *Putting the People Into Planning*. Salem, OR. Web Page - <http://darkwing.uoregon.edu/~pppm/landuse/docs/toc.htm>
 3. Rohse, Mitch & Ross, Kim. 1992. *Putting the People Into Planning*. Funding. by DLCDC for CIAC. pps. 43 - 44. Salem, OR.

Oregon CIAC Technocracy Observations & Suggestions

CIAC Technocracy Observations³ “Like law or medicine, planning is a complex, technical field. Citizens who venture into it for the first time are likely to be fearful about “technocracy” — government by technicians. The citizens may see their lack of knowledge about planning and the planner’s extensive knowledge as a powerful combination of forces working against him. That puts the citizen on the defensive.”

“By their actions at the permit counter, in public meetings, and elsewhere, planners can ease such fears — or heighten them. Most planners intend to be helpful and want to put the citizen at ease. But sometimes the citizen still feels intimidated. Such intimidation usually grows out of three problems.”

“The first problem is simply poor communication — a failure by the planner to communicate complex ideas and information clearly. The second is paternalism — an assumption that the planner knows all the answers. The third is impatience, often brought on by inadequate staffing. Planners who are being deluged by permit applications are less likely to be patient and diplomatic with every citizen who comes to the permit counter.”

“Planners do not purposely try to communicate badly or to be paternalistic. They mean to be impatient. That absence of malice, however, doesn’t make the problem of intimidation any less real.”

More Information

CIAC Suggestions.³ “Give staff members training in effective oral and written communications. Develop and maintain programs to streamline permit processing. Use role-playing exercises to help staff better understand the lay person’s view. Maintain adequate levels of staffing at key points of contact with the public, especially the permit counter. Establish a customer service program in which the citizen is the customer and the service is access to all phases of the planning process.”

More Information. Would you like to learn more? Contact a member of the Hugo Land Use Committee.



Disclaimer. This brochure is as much about providing information and provoking questions as it is about opinions concerning the adequacy of findings of fact and land use decisions. It does not provide recommendations to citizens and it is not legal advice. It does not take the place of a lawyer. If citizens use information contained in this paper, it is their personal responsibility to make sure that the facts and general information contained in it are applicable to their situation.

Hugo Neighborhood Association & Historical Society's Mission

This information brochure is one of a series of documents published by the Hugo Neighborhood Association & Historical Society (*Hugo Neighborhood*). It is designed to be shared with neighbors for the purpose of helping protect our rural quality of life by promoting an informed citizenry in decision-making. The *Hugo Neighborhood* is an informal nonprofit charitable and educational organization with a land use and history mission of promoting the social welfare of its neighbors.

Land Use & History

The *Hugo Neighborhood's* land use mission is to promote Oregon Statewide Goal 1 — Citizen Involvement, and to preserve, protect, and enhance the livability and economic viability of its farms, forests, and rural neighbors. It will act, if requested, as a technical resource assisting neighbors to represent themselves.

Its history mission is to educate, collect, preserve, interpret, and research its local history and to encourage public interest in the history of the Hugo area.

Volunteer membership dues are \$10.00 annually per family and normally used for paper, ink, envelopes, publications and mailings. Make checks to the *Hugo Neighborhood* and send them to our Treasurer. Send us your e-mail address if you want to know what we are doing.

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Technocracy



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Land Use Committee
Hugo Neighborhood Association

Members of the CAC/NA Coalition