2016 NEIGHBORHOOD BOARD RETREAT

Summerville Townhomes

Hosted by City of Charlotte Neighborhood & Business Services at UNC Charlotte Center City
Background

On Saturday, July 16th, 2016, the board members of the Summerville Townhomes neighborhood participated in the Neighborhood Board Retreat facilitated by the City of Charlotte, hosted at UNC Charlotte Center City. The following board members participated in the retreat:

- Talesha Howard
- Clara Henley
- Vicky McCain
- Daphne Jessie
- Audrey Bass
- Cheryl Warren

The City of Charlotte values citizen leadership and its ability to make an impact in the communities, in which we all live, work, play and shop. With this in mind, the board retreat process was initiated to help neighborhood based organizations develop strategic plans to improve quality of life in their communities.

Purpose

The purpose of the board retreat was to

- Generate meaningful conversations around improving quality of life in our community
- Set clear goals and priorities for the upcoming year(s)
- Develop a vision and strategic priorities for our community

By participating in the retreat, our board earned a $1,500 match credit toward a Neighborhood Matching Grant (NMG) to help execute one of the projects we identified.

To receive this credit we'll submit our completed Vision to Action Idea Development Plan Workbook with our NMG request. This credit will expire following the September 1, 2017 NMG application deadline.

Process

Our board retreat was conducted by trained facilitators tasked to keep our conversations on-task, productive, and focused on achievable objectives. The process was designed to help capture the best of the past, the best of the present, and how we can add to our strengths to build a better future. The focus was:

- Developing a vision to guide our decision making and activities
- Developing strategic priorities that aligned with our vision
- Developing project ideas
The agenda for the day was as follows:

• Introductions
• Where Have We Been? Where Are We Going?: Arrow Activity
• Where We Want to Be: Vision Statement Exercise
• Seeing the Forest through the Trees: Developing Strategic Priorities
• Working Lunch – The Year Ahead
• Idea Development – Time for participants for develop an action plan for goal achievement.

Where Are We Going, Where Have We Been?

We began our day with paired interviews, using the “Where Are We Going, Where Have We Been?” activity. The activity was intended to help us reflect on:

• What we value
• What are the best things about our community and the people who live here
• What are our past successes
• Where are the potentials and possibilities

After interviewing our partners we shared our discussion with the group, finding commonalities in our conversations.

<table>
<thead>
<tr>
<th>Where We Were: Reflecting on our past, what were some of the best/worst moments?</th>
<th>Where We Are: Why would or wouldn't a person/business want to move into our community?</th>
<th>Where We Want to Be: If you could make 3 wishes to make our community flourish, what would they be?</th>
</tr>
</thead>
<tbody>
<tr>
<td>In 2002-2005 Summerville was a new development. It was quiet, pretty and small.</td>
<td>Today community is more organized, HOA more stable.</td>
<td>Safer community</td>
</tr>
<tr>
<td>Area has great access to interstates and overall City.</td>
<td>More diverse community.</td>
<td>Increase community engagement</td>
</tr>
<tr>
<td>Recession hit in 2007-2009; lots of foreclosures, change in residents, area began to deteriorate, fluctuation in crime rate.</td>
<td>Better communication/relationship with community and Police (CMPD).</td>
<td>Beautification and landscaping</td>
</tr>
</tbody>
</table>
Our Vision

Our vision is the unifying statement for our community that will guide our decision making and reminds us of what we are trying to reach. It is based on our shared values and preferences for our community’s future. It combines the best of what was, what is, and what could be.

**OUR VISION:**

Summerville is a great inclusive Community with excellent access to the City. We will develop and maintain a safe and quality Community.

Strategic Priorities

After committing to a shared vision, the board began to brainstorm on strategic priorities. This is where we began to define what is most important to us in order to achieve our vision. Strategic priorities are initiatives that will help us move closer to our vision of our community. The idea is to focus on a few things and do them very well as opposed to many things and missing the mark.

We started out thinking big and then narrowed down our focus using the Affinity Mapping Process, detailed below:

- Grab some sticky notes from the table. Keeping the vision statement in mind, write down as many of the following as you can think of, one per sticky note:
  - Current action items getting you closer to our vision.
  - Possible priorities/actions items to get us closer to our vision.
- Place the sticky notes on the wall.
- Organize the ideas by natural categories, once everyone agrees on the groups, give each one a name.
This activity led us to the following categories and action items being identified as important within our community:

- **Safety**
  - Lighting
  - Security surveillance cameras on designated corners
  - Bigger street bumps
- **Quality of Life**
  - Fence
  - Signs/identity
  - Parking
  - Playground
- **Landscaping**
  - Beautiful premises (grass, shrubs, flowers)
  - Improve landscaping and add community garden

Each participant was provided three (3) stickers to be used for voting. Stickers could be placed all on one or two items or shared amongst all of the ideas identified. The three categories receiving the most votes are the strategic priorities that are most important for us to begin working on to achieve our vision, these are:

1. **Safety**
2. **Landscaping**
3. **Quality of Life**

**Action Items for 2016-2017** The three activities selected as most impactful toward achieving our strategic priorities are activities in 2016-2017 are:

- **Lighting**
- **Improve landscaping and add community garden**
- **More parking**
2016 Neighborhood Board Retreat Summary

OUR VISION:
Summerville is a great inclusive Community with excellent access to the City. We will develop and maintain a safe and quality Community.

TO HELP US REACH OUR VISION WE WILL FOCUS ON THREE STRATEGIC PRIORITIES:

1. Safety
2. Landscaping
3. Quality of Life

IN 2016-2017, WE WILL WORK ON THESE ACTIVITIES GUIDED BY OUR PRIORITIES:

- Lighting
- Improve landscaping and add community garden
- More parking
Please list any parking lot issues or items here:

- Improve and cleanup area around detention pond, it is filled with garbage and the HOA has agreed to look into cleaning it up. See *Keep Charlotte Beautiful resource in chart that follows.*

- Look into installing security cameras to help police the area better. *Request a security survey through CMPD to find out where trouble areas may be in your neighborhood:* crimepreventionunit@cmpd.org and/or visit http://www.charmeck.org and enter “Security Survey” in search box
**Resources to Get Started** - You’ve rolled up your sleeves and established your vision. The following resources may assist your organization in achieving your goals. Links and contact information are provided for information only and are subject to change.

<table>
<thead>
<tr>
<th>Project #1 Lighting</th>
<th>Getting Started</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Address any burnt out/broken street lights</td>
<td>Contact the City by calling 311, visiting <a href="http://tinyurl.com/cegldmf">http://tinyurl.com/cegldmf</a> or contacting Ralph Truitt in CDOT (<a href="mailto:rtruitt@charlottenc.gov">rtruitt@charlottenc.gov</a> or 704.336.6709) to request an upgrade for street lighting</td>
<td>Request free LED’s from Duke Energy: <a href="http://www.duke-energy.com/freeleds/">http://www.duke-energy.com/freeleds/</a> or call 1-800-943-7585.</td>
</tr>
<tr>
<td>• Consider switching to LED lighting for longer life and reduced energy usage</td>
<td>Keep Charlotte Beautiful (KCB) volunteers have been helping to keep Charlotte clean &amp; beautiful since 1974. Visit <a href="http://kcb.charmeck.org">http://kcb.charmeck.org</a> or call 704-353-1235 to learn how to Adopt a City Street (AACS), participate in a Great American Clean-Up event or to learn tips and borrow supplies for your next neighborhood clean-up. Charlotte Community ToolBank is a great place to borrow tools for projects: <a href="http://charlotte.toolbank.org/">http://charlotte.toolbank.org/</a></td>
<td>Use NextDoor to discover neighbors who might be able to volunteer, donate materials, create a landscape design, and more. <a href="https://www.youtube.com/watch?v=9V1tlhGjSM">https://www.youtube.com/watch?v=9V1tlhGjSM</a>; <a href="https://nextdoor.com/about_us/">https://nextdoor.com/about_us/</a> TreesCharlotte for education and tree planting: <a href="http://treescharlotte.org/">http://treescharlotte.org/</a> Community Garden Resources <a href="https://communitygarden.org/">https://communitygarden.org/</a> <a href="https://nccommunitygardens.ces.ncsu.edu/nc-community-garden-partners-2/">https://nccommunitygardens.ces.ncsu.edu/nc-community-garden-partners-2/</a></td>
</tr>
</tbody>
</table>

**Project #2 Improve landscaping and add community garden**

<table>
<thead>
<tr>
<th>Getting Started</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Come up with action plan of what you would like to see improved</td>
<td>Keep Charlotte Beautiful (KCB) volunteers have been helping to keep Charlotte clean &amp; beautiful since 1974. Visit <a href="http://kcb.charmeck.org">http://kcb.charmeck.org</a> or call 704-353-1235 to learn how to Adopt a City Street (AACS), participate in a Great American Clean-Up event or to learn tips and borrow supplies for your next neighborhood clean-up. Charlotte Community ToolBank is a great place to borrow tools for projects: <a href="http://charlotte.toolbank.org/">http://charlotte.toolbank.org/</a></td>
</tr>
<tr>
<td>• Start a committee of interested residents to design and build a community garden</td>
<td>Hold dedicated workdays for cleanup, new landscaping, and/or community garden construction. Provide breakfast or snacks to reward volunteers.</td>
</tr>
</tbody>
</table>
Neighborhood Matching Grants (NMG):
Charlotte’s NMG Program can provide grants to eligible neighborhood organizations for community improvement projects. To determine eligibility or to review program details please visit http://charlottenc.gov/nmg or call 704-336-3380.

<table>
<thead>
<tr>
<th>Project #3</th>
<th>More parking</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Contact your Community Engagement Specialist to review different considerations for parking and to coordinate meetings with necessary parties (CDOT, Storm Water Services, Zoning, etc.)</strong></td>
</tr>
</tbody>
</table>

Neighborhood Matching Grants (NMG):
Charlotte’s NMG Program can provide grants to eligible neighborhood organizations for community improvement projects. To determine eligibility or to review program details please visit http://charlottenc.gov/nmg or call 704-336-3380.

Your community is located within Charlotte’s Northwest Service Area. Your staff contacts for following up and community assistance are:

Your community is located within Charlotte’s Northwest Service Area. Your staff contacts for following up and community assistance are:

<table>
<thead>
<tr>
<th>Cherie Grant, Community Engagement Specialist</th>
<th>Randy Harris, Community Engagement Lead</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Cherie.Grant@charlottenc.gov">Cherie.Grant@charlottenc.gov</a> or 704-336-3322</td>
<td><a href="mailto:rharris@charlottenc.gov">rharris@charlottenc.gov</a> or 704-432-1579</td>
</tr>
</tbody>
</table>