

## Summary of Retreat 2010

### **EFFECTIVE COMMUNICATION ON A DAILY BASIS**

1. Do get started
2. Do say what needs to be said
3. Do take time to reflect
4. Do stay with the agenda
5. Do have fun
6. Don't hurt feelings
7. Don't go off course

### **EFFECTIVE COMMUNICATION FOR TOWN COUNCIL**

1. Do Collaborate
2. Do Participate
3. Do Encourage ideas
4. Do Respect time
5. Do Agree to Disagree
6. Do Praise in Public
7. Do Punish in Private
8. Do Position vs. Name of Person
9. Do Treat others with respect
10. Do stay with agenda
11. Do Follow up with Town Manager
12. Don't Interrupt
13. Don't put down other people
14. Don't Soap Box
15. Don't beat a dead horse
16. Don't take it personally

### **EFFECTIVE COMMUNICATION FOR TOWN COUNCIL MEETINGS**

1. Do let Mayor be the Leader / Take charge
2. Do control disruptive behavior
3. Do make members raise hand / make suggestion
4. Do pause for discussion
5. Do summarize discussion
6. Do make public feel included
7. Do make more effective space
8. \*see effective communication for Town Council
9. Don't control time

## **WHAT TOWN COUNCIL NEEDS FROM TOWN MANAGER**

### **ACTIONS**

- Immediate notification of important items
- E-mail Mayor, Town Council pre-meeting points
- Pre-meeting of agenda with Mayor
- Day to day operations
- Represent Town well
- Town Manager to inform council of stressful issues/decisions
- Enforce ordinances fairly
- Display positive/caring attitude
- Town Manager advocate for the Town
- Town Manager let Town Council know of “staff ordinance issues” w/ recommendations

### **INFORMATION**

- Clear & Concise
- Balance (not enough/too much)
- Daily update to Mayor
- Individual tailored per council member
- Monthly management info on Thursday or Friday
  - financial
  - personnel
  - utilities
  - hot topics
  - events/dates
  - other board decisions
  - pre-meeting with Mayor
  - adversarial group
  - update when task complete
  - executive summary+

## **PRIORITY ITEMS TOWN COUNCIL FOR NEXT TWO YEARS**

### **Big list**

3-Annexation

3-Community center

5-Land use Plan

3-Centennial Event

- 7-School Property
- 2-DOT by-pass
- 3-Fiscal Integrity
- 2-Support LMC
- 2-Update ordinances
- 4-Bike Lanes
- 4-Affordable Housing
- 2- Finish “unfinished” developments
- 1-Control Town Meetings
- 2-Water and sewer rates
- 1-ETJ Expansion
- 3-Complete Greenway and Bridge
- 3-Better promotion of Banner Elk
- 1-Business/art incubator
- 0-Town monthly Calendar

### **Short List**

- School (Banner Elk Elementary)
- Land Use Plan
- Bike Lanes
- Affordable Housing, Annexation, Community Center
- Money / Fiscal
- Centennial Celebration-*not discussed-meeting Feb 16 4:30 Town Hall*

## **Existing Banner Elk School**

**Desired outcome on the old school** > make a decision

Steps: town purchases school

- Private developer (influenced by town),
- Combination of two partnership co-owner
- Important information

- Public awareness, encourage healthy community, increase value of life
  - Need to set a date for public input-Mayor-TM
- Cost analysis
- Cost to refurbish
- Oil tank underground, is it leaking?
- We agree:
  - Preservation of historic building
  - Preservation of green space

Who:??

When:?? (Later closed session on this topic)

## **Comprehensive Land Use Plan**

**Desired Outcome:** updated comprehensive land use plan by June 2011

Steps: recommendation by committee by May 2011

Need direction and goals from town council and financial support from town council, February 22 first meeting about ETJ expansion

Who: Robert E. Tufts

When: 2/22 meeting and then subsequent zoning map amendment changes

## **Bike Lanes**

**Desired outcome:** comprehensive bicycle use plan as part of the land use plan

Steps: see land use plan

Who: Robert Tufts will take to land use planning committee; Bicycle Advisory Committee, Planning grant

When: May 2011

## **Affordable Housing**

**Desired outcome:** (affordable housing) council and staff will work with LMC and GHFC and county

Steps: Research opportunities, Awareness-talk with county

Who: Town Manager

When: Update by June 2010

## **\$**

**Desired outcome:** Fiscal integrity, operate balanced budget,

Steps: encourage department heads who come in under budget, find new revenue sources (special tax district), reward good money saving ideas, maximize assets, plan for future expenses (CIP), cash flow or operating budget at normal, less, and higher levels, recycle community \$, keep things local, locals compete on vendors list

Who: CFO and TM

When: monthly updates

## **Greenway Trail**

**Desired outcome:** decide on getting bridge or not this year, talk to GHFC to use their property, eminent domain or talk to Beasley's,

Steps: town manager will talk to attorney about eminent domain, talk to TDA about splitting costs

Who: Town Manager

When: Update Monthly

### **What a Town Manager needs:**

- Clear specific direction
- end of day "leave it on the field"
- equal feedback for praise and corrections
- mentor
- professional development,
- Staff driven "retreat" with Council

### **BIN items**

Items was were brought up

- Newsletter coming out in March
  - After ETJ before water bills
- John and Deka work on rearranging meeting room
  - Need to put upgrades in budget
- John and Bill will come up with possibilities for special permitting for alcohol
  - Bill is taking the lead-60days
- John will bring options for updates of water adjustment ordinances/policy
  - Bart is doing research and will make recommendation-30days