

April 16, 2024  
City Council Meeting

# Citizen Advisory Council Follow Up

## Item K.3



Raleigh



# Background

- Model for Engagement Network, which included Citizen Advisory Committee, presented at the January 27 Council Retreat
- Consensus to provide higher level of support to Citizen Advisory Councils
- Additional direction and requests since

Engagement Network Benefits		
Benefit	Raleigh Neighborhood Registry	Engagement Network
Access to City equipment	✓	✓
Capacity Building		✓
Ability to apply for funding	✓	
Assigned Community Relations Analyst	✓	✓
Two Mailings	✓	✓
Access to Community Centers*	✓	✓
Priority access to the Community Engagement Van		✓

# Background, Cont'

## 1/26-27 City Council Retreat:

- Consensus to restore basic support to CAC's
- Included discussion of support for 12 free rentals and technology support

## 2/6 Motion:

- Free monthly center access in CAC boundary
- Free access to technology and meeting hosting platform
- Connection to leadership development

## 3/19:

- Requests to research models for future structure to include options for an independent organization & liaison roles

# Agenda:

- Recommendations and options regarding center locations
- Technology options and costs
- Leadership development connection opportunities
- Summary of Models
- Potential Staff Impacts
- Engagement Network Reconciliation



Photo: Visit Raleigh

# CAC Designated Center Location Recommendations and Options



Photo: Raleigh Parks

- To address the Council motion made on 2/6, six additional centers would be necessary to provide sites within historical CAC boundaries:
  - Jaycee, Barwell, Top Greene, Kiwanis, Halifax, & Tarboro Road
- There is no center location within previous boundaries of Forestville CAC, the location will be Abbotts Creek
- The Engagement Network will have access to the 14 proposed sites shared with the Council at the retreat
- Adding Barwell Road also addresses a geographic gap in the Engagement Network

# Engagement Network Locations

- Eastgate Center
- Millbrook Exchange Center
- Green Road Center
- Abbotts Creek Center
- Marsh Creek Center
- Roberts Park Center
- Lions Park Center
- Powell Drive Center
- Carolina Pines Center
- Pullen Park Center
- Glenn Eden Center
- Brier Creek Center
- Laurel Hills Center
- Biltmore Hills Center
- ***\*Barwell Rd Center (new)***

# Potential CAC Locations

- Eastgate Center
- Millbrook Exchange Center
- Green Road Center
- Abbotts Creek Center
- Marsh Creek Center
- Roberts Park Center
- Lions Park Center
- Powell Drive Center
- Carolina Pines Center
- Pullen Park Center
- Glenn Eden Center
- Brier Creek Center
- Laurel Hills Center
- Biltmore Hills Center
- *\*Barwell Road Center*
- *\*Tarboro Road Center*
- *\*Top Greene Center*
- *\*Kiwanis Center*
- *\*Halifax Center*
- *\*Jaycee*

# Technology Assessment

- No community centers currently equipped with “owls” or other streaming/ hybrid technology
- No community centers currently equipped with laptops for public rental/ use
- Projector and screen capacity varies widely
- Limited acquisition planned for Engagement Network (3 portable screens & projectors, “owls”) through Office of Community Engagement



# Technology Assessment, Cont'

Built-in Projector/ Screen	Built-in Screen/ Portable Projector	Portable Projector and Screen	No projector/ Screen
Jaycee	Millbrook Exch.	Pullen Arts	Eastgate
Carolina Pines	"Top" Greene	Barwell Road	Pullen
Halifax	Lions Park	Biltmore Hills	Optimist
**Kiwanis	Tarboro Road		Powell Dr.
**Abbott's Creek			Method
**Marsh Creek			

*\*Glen Eden only has a portable screen*

*\*\*Marsh Creek, Kiwanis and Abbott's have built in flat screen displays*

# Technology Options

Rely on Existing and planned Engagement Network technology, as available

No Additional Cost

Increase planned Engagement Network investments

Dependent on direction

Ensure basic technology hardware at each center

\$5K - \$7K / center

Provide higher level of service at each center

\$40K - \$70K / center

# Meeting Hosting Platform Considerations

- Different platforms have different costs, capacity and impacts
- Given licensing and operational parameters, City would need to provide Zoom licenses for each laptop, estimated at \$300 annually per laptop
- Potential for undesirable content being streamed
- Opportunity to mitigate risk by requiring users to sign a City waiver
- Independent licensing could reduce costs and risks

# Succession Planning/ Leadership Development Connection Options

## Citizen Leadership Academy

- CLA & RNC to assign attendance at CAC, CBC, or City Council
- Information can be distributed during programs about existing CAC's, Registered Neighborhoods and Engagement Network
- Individuals signing up for the development programs to agree to have their information shared with CAC's to allow outreach
- Criteria to receive certain benefits or support is based on participation in leadership development programs

## Raleigh Neighborhood College

## Raleigh Neighborhood Exchange

# General Models Identified through Research

## Neighborhood Registration

- Information-sharing appears universal
- Level of criteria varies
- Boundaries appear to be self-determined
- Access to programs, services, neighborhood planning and grants varies
- May have connection to umbrella organizations

## Geographically-representative Board

- Generally established formally through ordinance or resolution
- Appointment procedures appear to vary
- May have relationship to individual registered neighborhoods
- City may designate neighborhood boundaries

## Independent Organization

- Roles vary
- May have relationship to individual registered neighborhoods
- City may designate neighborhood boundaries
- Formal relationship and recognition vary
- Some organizations receive funds for contracted services/outcomes

Peer City Website Review

E-mail Request for Info

Targeted research

# Neighborhood/ Community Registration

- Low-barrier
  - Grass-roots
  - Flexible
  - Common
- Community variability:  
Benefits,  
Formality &  
Criteria

## Other Examples:

### -Arlington, TX

[https://www.arlingontx.gov/city\\_hall/departments/office\\_of\\_strategic\\_initiatives/neighborhood\\_engagement\\_program/neighborhood\\_leadership\\_network](https://www.arlingontx.gov/city_hall/departments/office_of_strategic_initiatives/neighborhood_engagement_program/neighborhood_leadership_network)

### -Winston-Salem, NC

<https://www.cityofws.org/2556/Neighborhood-Association>

*Example:* City of Raleigh Neighborhood Registry and Engagement Network  
*City Role:* Information-sharing, capacity/ community building, access to facilities, resources & grants

*Neighborhood Criteria/ Role:* Limited criteria, information-sharing community building, access to programming & resources

<https://raleighnc.gov/community/services/raleigh-neighborhood-registry>

# Geographically-Representative Appointed Board

- Structured & Formal
- Geographically Representative
- Aligned with City practices
- Board is less flexible/grassroots

## Other Examples:

-Topeka, KS

[Citizen Advisory Council | City of Topeka](#)

-Asheville, NC

<https://www.ashevollenc.gov/department/city-clerk/boards-and-commissions/neighborhood-advisory-committee/>

*Example:* Kansas City Neighborhood Advisory Council

*City Role:* Facilitate appointment process; provide general support

*Neighborhood Criteria/ Role:* Board seats aligned with Council Districts; maintains neighborhood lists; engagement and feedback; relationship-building

<https://www.kcmo.gov/city-hall/departments/neighborhood-services/kcnac>

# Independent Organization



- Independent
- Varied  
Autonomy,  
Structure &  
Public Support

- Requires  
definition of  
structure,  
relationship,  
and support

## Other Examples:

- Invest in Neighborhoods,  
Cincinnati, OH <https://www.investinneighborhoods.org/>

- Inter Neighborhood Council of  
Durham (INC)

<https://sites.google.com/view/durhaminc/home>

*Example: CONO, Colorado Springs*  
*City Role:* Established structure for Six District and 77 neighborhoods; Identifies roles, responsibilities and financial support through contract. Staff may attend meetings.

*Neighborhood Criteria/ Role:* Hosts Neighborhood University; Facilitation services for City; Information sharing & meetings <https://www.cscono.org/>

# Other Local Models

- Independent
- Roles and support defined by contract
- Program structure requires incorporation

## Other Examples:

- Sister Cities

<https://www.raleighsistercities.org/>

*Example:* Municipal Service Districts & Business Alliances

*City Role:* Role varies, but can include programmatic support; financial support; MSD contractual services; and staff & City Council liaisons

*Organization Role:* Role varies, but can include public services; marketing, special events, and community building

[https://raleighnc.gov/housing/services/business-alliance-](https://raleighnc.gov/housing/services/business-alliance-program#:~:text=Through%20the%20Business%20Alliance%20Program,Raleigh%20to%20support%20this%20program)

program#:~:text=Through%20the%20Business%20Alliance%20Program,Raleigh%20to%20support%20this%20program

# Potential Staff Implications

## Facility Support

High, depending on site # and support expectations. For example, adding sites and expecting assistance with set up & clean up, estimated between \$400-\$600/CAC

## Tech. Support

Variable, dependent on option. Expectations to assist w/ technology set-up and trouble-shooting will influence: estimated range \$400-\$600/ CAC

## Leadership Development

Low, assuming opportunities identified in this presentation and no change to frequency of leadership programs

## Amended Model

Variable: model and staff expectations are needed to inform

# CAC and Engagement Network Reconciliation

Benefit (*= No discussion to date)	RNR	Engagement Network	CAC
Access to City equipment	✓	✓	✓
Capacity Building		✓	✓
Ability to apply for funding	✓		*
Assigned Community Relations Analyst	✓	✓	*
Two Mailings	✓	✓	*
Access to Community Centers	4 rentals	8 rentals	12 rentals
Priority Access to the Community Engagement Van		✓	*

## **Potential Immediate Action:**

- Add Barwell Road to Engagement Network Sites\*
- Authorize staff to proceed with establishment of Engagement Network, excluding CAC's

## **Potential Immediate or Next Steps:**

- Authorize immediate CAC 12 free rentals at 15 Engagement Network Sites or at additional sites
- Provide feedback, direction or information requests re: new sites for CAC's; technology expectations; leadership development & model

Questions/ Discussion