

South Hill Town Council Retreat

January 28, 2022

R.T. Arnold Public Library, Conference Room

Agenda

9:00 a.m. Call to Order

Introductory Remarks

- Introductions
- Questions for Council:
 - *What event or experience most influenced you to get involved in South Hill town government?*
 - *After your time on Council has ended, for what do you want most to be remembered for?*
 - *What do you hope is accomplished at this retreat?*
- What I heard during my interviews with Council members – Common Themes
 - Council relations, behavior, civility
 - Roles & responsibilities
 - Rules of procedure
 - Trust
 - Transparency; communications and information sharing
 - Community appearance, aesthetics, derelict properties
 - Economic Development
 - Infrastructure
 - Downtown
 - Housing
 - Growth
- Suggested goals for the retreat:
 - Work as a team and develop consensus
 - Encourage input from all Council members
 - Understand and agree on Council, Mayor, and Manager roles and responsibilities

- Identify key values and operating principles that should guide governance
 - Gain an understanding of the basic building blocks for effective local government
 - Develop simple and concise mission and vision statements
 - Identify major goals and priorities
 - Identify objectives, with assigned responsibility and timelines, to advance the goals
 - Craft a workplan for the next 18 to 24 months
 - Understand constraints to progress and identify means to overcome them
- Themes that may run throughout the retreat:
 - Council dynamics and processes
 - Council/mayor/manager roles, responsibilities, and relationship
 - Communications and public engagement
 - Limitations – staff, finances, time, statutes, Dillon Rule
- Ground rules
 - Everyone participates
 - Engage
 - Be honest
 - Listen to each other
 - Respect different opinions
 - No idea is too outlandish
 - Seek to understand
 - Ask questions
 - Seek consensus (formal action at a future Council meeting)
 - Silence means consent – speak up if you disagree
 - Use the parking lot for issues that may evade consensus or require more background
 - Have fun
 - We will take breaks when it seems appropriate

What is the Mission (the “Why”) of Town Government?

Discuss Town Operations

- *What is the Town doing well?*
- *What is the Town doing not so well?*
- *What is it that the Town is not doing that it should?*
- *What is it that the Town is doing that it should, or could, stop doing?*

Discuss Values and Operating Principles (the “How”)

- *What is important in how the Town operates, in citizen, Council, and staff interactions and relationships?*
- *What approaches will not change regardless of the issues being addressed and the goals being pursued?*
- *What processes, policies, rules and procedures are important for good governance?*
- *What does Council need from staff to assist in its deliberations and policy decisions?*
- *Are there any obvious limitations affecting good governance?*
- *What can be done to overcome any limitations?*

12:00 p.m. Break for Lunch

12:30 p.m. Reconvene

Discuss a Vision, a Desired Future State, for the Town of South Hill

- *Describe the Town of South Hill in the future (5, 10, 20 years). What will be different as a result of this Council’s initiatives?*

Identify Major Goals (the “Big Rocks”) To Achieve the Strategic Vision

Identify Major Objectives Under Each Strategic Goal

Establish Timelines for Accomplishing Priority Objectives

Discuss Immediate Needs and Ongoing Activities

- *What issues need immediate (within FY 2022) action?*
- *What ongoing activities need to continue and be brought to conclusion?*

Mid-term Goals

- *What three things would you like the Council and staff to accomplish over the next 18-24 months?*

Longer Term Planning

- *What longer term projects would be beneficial and worth initiating?*
 - *It might require a multi-year commitment of resources.*

- *The payoff might be further out.*
- *The impact might be greater and longer lasting.*

Organizing for Success

- *What is needed to accomplish the tasks?*
 - *What assets have you got presently that can be utilized?*
 - *What limitations are you facing, if any? (staff, finances, time, consensus, commitment, statute, policy, practice, etc.)*
 - *What can you do to overcome the limitations?*
- *What is Council's role in ensuring success? What does Council need from staff?*
- *What information would be useful to Council to provide accountability: periodic reports, financial reports, project progress reports?*
- *How will your plan and progress with implementation be communicated to the public?*
- *How and how often will the work plan be reviewed and modified?*

3:45 p.m. Wrap Up

- *Is there any unfinished work?*
- *What next steps do you want to take?*

Facilitators' responsibilities and comments

Final comments from the Mayor, Council members, and the Town Manager

4:00 p.m. Adjourn