



2020 Neighborhood Advisory Committee Minutes

Regular Meetings

January 14, 2020

February 11, 2020

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MINUTES OF THE NEIGHBORHOOD ADVISORY COMMITTEE OF THE CITY OF CHANDLER, ARIZONA, held on Tuesday, January 14, 2020 at 6:00 p.m., Neighborhood Resources Office - Conference Room, 235 S. Arizona Avenue, Chandler, Arizona.

Members Present

Vernon Stewart, Chair
Romina Ryals, Vice Chair
Eshé Pickett, Committee Member
Dane Cutting, Committee Member
Margie de la Rosa, Committee Member
Louise Moskowitz, Committee Member
Amber Hutchinson, Committee Member

Staff Present

Stephen Erno, Neighborhood Services
Manager
Danae Presler, Neighborhood Programs
Administrator
Alyssa Yanez, Neighborhood Preservation
Supervisor

1. CALL TO ORDER / ROLL CALL

Quorum was established and the meeting was called to order at 6:03 p.m.

2. INTRODUCTION NEW EMPLOYEES

a. Wes Moss, Code Inspector

Wes Moss, Code Inspector, was unable to attend the Neighborhood Advisory Committee meeting. He will be introduced at the February meeting.

3. APPROVAL OF MINUTES

a. Minutes of December 10, 2019

Motion made by **Committee Member Eshé Pickett** to approve the Neighborhood Advisory Committee (NAC) Minutes of December 10, 2019.
Motion seconded by **Committee Member Dane Cutting**.

Approved (6-0) Absent: Hutchinson

4. SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES/CALL TO PUBLIC

(Members of the audience may address any item not on the agenda. State Statute prohibits the NAC from discussing an item not on the agenda, but the NAC does listen to your concerns and has staff to follow up on any questions you raise.)

5. ACTION AGENDA

a. 2020 Neighborhood Advisory Committee Meeting Schedule

Danae Presler, Neighborhood Programs Administrator, presented the proposed NAC meeting schedule for 2020. Vernon Stewart, NAC Committee Chair, conducted a vote. The schedule was approved unanimously.

Approved (6-0) Absent: Hutchinson

6. BRIEFING ITEMS

a. 2020 Events Review – Danae Presler, Neighborhood Programs

Administrator

At the request of the NAC, Presler provided a list of community volunteering opportunities for the NAC to consider for the year 2020. In alignment with the NAC 2020 Goals, the Committee selected one event per quarter to participate in as representatives of the Neighborhood Advisory Committee.

Spring 2020: HOA Academy Class #1 on March 24, 2020

Summer 2020: Operation Back to School on July 18, 2020

Fall 2020: For Our City Day on October 24, 2020

Winter 2020: Salvation Army Toy Drive in December, 2020

Eshé Pickett, Committee Member, requested additional information on volunteering to assist with the Census and inquired if there would be an opportunity to volunteer at a booth at the Ostrich Festival.

Several NAC Members expressed interest in participating in the Point In Time Street Count to survey the homeless population in Chandler.

Presler will follow-up with the NAC and provide the requested information via email.

b. NAC Goals Review – Vernon Stewart, Neighborhood Advisory Committee Chair

Committee Chair Stewart reviewed the NAC Goals with the Committee. Several Committee Members have begun contacting neighborhood leaders to invite them to the HOA Academy.

Margie De La Rosa, Committee Member, requested that language be added to the email script with instructions for those who wish to opt out of future communications from Neighborhood Programs. Staff will draft language and provide an updated script to NAC Members.

Deadline for contacting neighborhood leaders was extended to March 3, 2020.

Stewart asked for an update on the status of the Neighborhood Leadership Handbook.

Louise Moskowitz, Committee Member, replied that she had reviewed the Handbook and had suggestions to improve the document. Presler will provide Moskowitz with an electronic version of the Handbook so that Moskowitz may make digital corrections using Track Changes. Moskowitz and Presler will meet

prior to the next meeting to discuss recommendations and bring the document forward at the February NAC meeting for review of content.

Stewart moved the discussion to the letter inviting neighborhood leaders to future NAC meetings.

Romina Ryals and Eshé Pickett, Committee Members, provided time for the NAC to review the letter they had jointly drafted.

Moskowitz suggested that the letter be shortened to engage readers more easily.

Amber Hutchinson, Committee Member, expressed that the letter implies that those invited will be required to speak.

Ryals iterated that the goal of the letter is to provide framework so readers understand the intent of the invitation and can make their appearance a positive experience.

Pickett added that the hope would be for neighborhood leaders to speak to both the positive qualities and concerns in their neighborhood and to come as a scheduled public appearance so that the NAC could discuss with the residents.

Stewart suggested limiting the number of neighborhood leaders the invitation is sent to at one time so staff is not inundated and those who want to speak have the opportunity to. Stewart also suggested sending invitations to one meeting at a time, which would shorten the letter and potentially be more effective.

Pickett proposed inviting neighborhoods that may need more guidance and assistance first.

Presler offered to identify traditional neighborhoods that lie within CDBG eligible areas. NAC approved of this approach.

Erno suggested that staff could incorporate the feedback into the draft letter and bring the revised version forward at the February meeting for approval.

c. Neighborhood Preservation Update – Stephen Erno, Neighborhood Services Manager

Erno updated the NAC on recent staffing changes. Erno shared that Danae Presler returned to Neighborhood Preservation as the Neighborhood Programs Administrator. He also stated that Alexis Apodaca accepted a promotion as the City's Government Relations Coordinator and that recruitment will soon begin for the vacant Neighborhood Enhancement Coordinator position. Erno stated that the division is also in the process of hiring a Customer Service Representative. Additionally, Erno reminded the NAC that Rosa Berelleza,

Neighborhood Enhancement Coordinator, will be taking maternity leave in February or March.

Erno explained that staff is in the process of evaluating all of the current neighborhood programs.

7. CALENDAR

- a. Neighborhood Advisory Committee Meeting – February 11, Neighborhood Resources Conference Room, 235 S. Arizona Ave, 6:00 p.m.
- b. Council Meeting – February 13 & 27 and March 26, City Council Chambers, 6:00 p.m.
- c. Council Study Session –February 10 & 24, City Council Chambers, 6:00 p.m.
- d. State of the City – February 20, 2020
- e. Census Day – April 1, 2020
- f. HOA Academy – March 24, 26 & 31 and April 2 & 7, Chandler City Hall, Second Floor, Training Room A & B, 1:00 p.m. – 2:30 p.m.

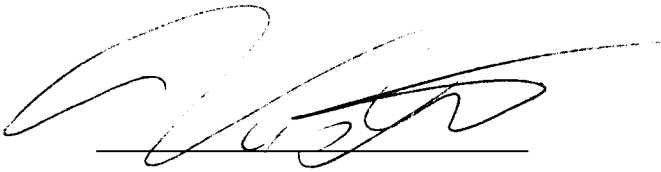
8. INFORMATION ITEMS

No information items were discussed.

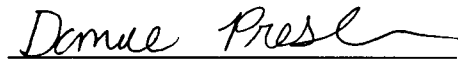
9. ADJOURNMENT

Motion to adjourn was made by **Committee Member Eshé Pickett**. Motion seconded by **Committee Member Amber Hutchinson**.

Meeting adjourned at 7:10 p.m.



Vernon Stewart, Chair



Danae Presler, Recording Secretary



MINUTES OF THE NEIGHBORHOOD ADVISORY COMMITTEE OF THE CITY OF CHANDLER, ARIZONA, held on Tuesday, February 11, 2020 at 6:00 p.m., Neighborhood Resources Office - Conference Room, 235 S. Arizona Avenue, Chandler, Arizona.

Members Present

Vernon Stewart, Chair
Romina Ryals, Vice Chair
Margie de la Rosa, Committee Member
Louise Moskowitz, Committee Member

Members Excused Absent

Eshé Pickett, Committee Member
Dane Cutting, Committee Member
Amber Hutchinson, Committee Member

Staff Present

Leah Powell, Neighborhood Resources Director
Stephen Erno, Neighborhood Services Manager
Danae Presler, Neighborhood Programs Administrator
Alyssa Yanez, Neighborhood Preservation Supervisor

1. CALL TO ORDER / ROLL CALL

Quorum was established and the meeting was called to order at 6:02 p.m.

2. APPROVAL OF MINUTES

a. Minutes of January 14, 2020

Motion made by **Committee Member Louise Moskowitz** to approve the Neighborhood Advisory Committee (NAC) Minutes of January 14, 2020. Motion seconded by **Vice Chair Romina Ryals**.

3. SCHEDULED/UNSCHEDULED PUBLIC APPEARANCES/CALL TO PUBLIC

(Members of the audience may address any item not on the agenda. State Statute prohibits the NAC from discussing an item not on the agenda, but the NAC does listen to your concerns and has staff to follow up on any questions you raise.)

4. BRIEFING ITEMS

a. Update on Neighborhood Leader Outreach - Vernon Stewart, NAC Chair

Vernon Stewart, NAC Chair, solicited updates from committee members regarding progress on inviting neighborhood leaders to the HOA Academy. All members present have made progress. They have sent the initial email blast to all assigned contacts. Chair Stewart reported 16% of emails he sent bounced back as no longer active. Chair Stewart reminded members to record notes for staff to update the database. Chair Stewart requested that for any neighborhood leaders who do not respond by email, committee members are to call them prior to the March 3rd NAC meeting.

b. Invitation Letter to Neighborhood Leaders – Vernon Stewart, NAC Chair

Chair Stewart requested feedback on the two versions of the letter to invite neighborhood leaders to attend future NAC meetings, one on City letterhead and one as a flyer with photos.

Romina Ryals, NAC Committee Member, shared that she liked the flyer version of the invitation, but would prefer a different photo of the NAC.

Louise Moskowitz, NAC Committee Member, believed that people would be more likely to read the version on official letterhead.

Chair Stewart also preferred the letterhead version.

Margie De La Rosa, NAC Committee Member, preferred the more visually engaging flyer.

The NAC agreed that the letterhead version of the invitation should be mailed to the neighborhood leaders, and suggested that staff consider ways to use the flyer version for social media posts or canvassing a neighborhood.

c. Neighborhood Leader Handbook – Louise Moskowitz, NAC Committee Member

Moskiwitz led a discussion on how the Neighborhood Leader Handbook could be improved. The following is a summary of the Committee's feedback.

- Handbook should be written for both traditional and HOA neighborhoods
- Shorten Handbook, current length is intimidating
- Eliminate comments from past neighborhood leaders that are outdated; add quotes from current neighborhood leaders
- Make sections more concise and direct to website for more information
- If created as a handout, make booklet smaller than 8.5" x 11"
- Share Handout on website
- Keep it positive, eliminate any negative comments (e.g. pg. 10, signs of inactive neighbor)
- Keep running inventory of resources; add water conservation classes to resource list
- Have different medium for different events, such as one-page, trifold, or FAQ for tabling events and booklet for neighborhood leadership class
- Consolidate social media section; do not call out platforms separately
- Narrow down/combine types of meetings listed on pg. 8
- Recognize leaders from the past
- Consider putting updated quotes on the website
- Provide sample flyer, newsletter and grant application
- Describe what the NAC is

Ryals asked what the intention was of the Handbook and suggested that it may have morphed over the years. Ryals cautioned that the Handbook should not be used as just a marketing piece. She felt that the resources and links are important, as well as ideas for events and activities neighbors could implement.

Moskowitz responded that she felt the intention was to provide information and resources to residents in a neighborhood who want to get involved and build community in their neighborhood. It should include tips for what they can do and information on what resources exist and how to access them.

Moskowitz suggested that it may be helpful to have neighborhood leaders who are willing to talk to others about how to activate their neighborhoods. This led to a brief discussion about a mentoring program, which there was general support for among the NAC.

Erno suggested sending neighborhood leaders a brief survey after they attend a NAC meeting for them to provide their thoughts on their experience and ask if they would be willing to talk to other residents about how to activate their neighborhoods.

Chair Stewart agreed with Erno's idea.

Staff will work to incorporate the Committee's feedback and bring back revised version of the Neighborhood Leader Handbook at the May NAC meeting. Staff will also develop a short survey for neighborhood leaders who attend the NAC meetings to provide their input and express interest in mentoring others.

d. Neighborhood Preservation Update – Stephen Erno, Neighborhood Services Manager

Stephen Erno, Neighborhood Services Manager, provided the following updates on staffing for the Neighborhood Preservation Division.

- The recently hired Code Inspector, Wesley Moss, reluctantly left the position for personal reasons. Qiana Holmes has been hired to fill the position and will start her post on February 18, 2020. Qiana currently works for Neighborhood Resources Housing Division.
- An internal recruitment has opened for the Lead Code Inspector position, providing a full career ladder for staff. The Lead position is only open to current Code Enforcement staff. The Lead will have additional responsibilities above and beyond the Code Inspector role.

- The Neighborhood Enhancement Coordinator position was posted on Friday and closes on February 24, 2020.

Erno shared with the NAC that the City is piloting a Neighborhood Revitalization Project. The initiative is in response to the City Council Framework, which calls for a holistic approach to neighborhood improvement. City Manager's Office assembled a team of directors from across city departments to identify an area to pilot the new approach and assigned a team of staff to build out a framework. The team has partnered with Arizona State University School of Sustainability, Happy Lab for research and outreach assistance. The pilot project is focusing on the Amberwood South Neighborhood in Uptown Chandler, with the goal of creating a framework that could be replicated in other neighborhoods.

5. CALENDAR

- a. Boards and Commissions Appreciation Reception and State of the City Address – Feb. 20, Chandler Center for the Arts, 5 p.m.
- b. Neighborhood Advisory Committee Meeting – Mar. 3, Neighborhood Resources Conference Room, 235 S. Arizona Ave, 6 p.m.
- c. Council Meeting (Regular and Study Session) – Mar. 23, City Council Chambers, 6 p.m.
- d. Council Meeting (Regular) – March 26, City Council Chambers, 6 p.m.
- e. HOA Academy – Mar. 24, 26 & 31 and Apr. 2 & 7, Chandler City Hall, Second Floor, Training Room, 1 – 2:30 p.m.
- f. Census Day – Apr. 1, 2020

6. INFORMATION ITEMS

De La Rosa asked if the City would have a census booth at the Ostrich Festival. Powell responded that there would be a booth for the census at the festival on Friday, Saturday and Sunday and that they are looking for volunteers. The census goes live on March 12th and the Ostrich Festival starts on March 13th. The City of Phoenix has outfitted two vehicles with tablets to complete the census and will bring them to the event. Presler will email the SignUp Genius link to NAC members interested in volunteering.

Powell shared that Neighborhood Resources is participating in two fundraising events this spring, the Tour de Cure and Relay for Life. The Tour de Cure is run by the American Diabetes Foundation to raise funds to help those with diabetes. Participants can ride, run or walk a variety of courses. The event will take place on Saturday, March 14th in Phoenix. Relay for Life is run by the American Cancer Society and raises funds for research and patient care programs. The event will take place on April 25th at Perry High School from 6:00 p.m. to 6:00 a.m. Powell invited the NAC

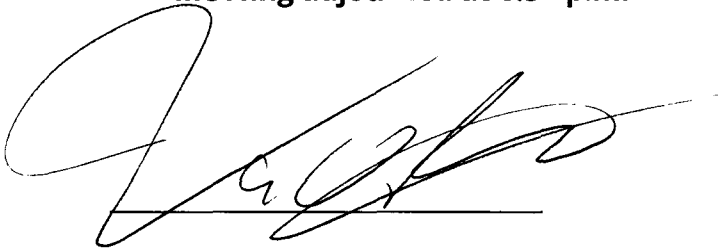
to join the Neighborhood Resources Team for either or both events and requested that anyone interested contact her.

Moskowitz informed the NAC that the Volunteer Income Tax Assistance (VITA) program is up and running to help low-income residents with filing taxes.

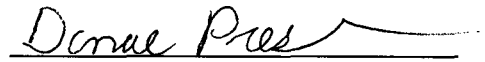
7. ADJOURNMENT

Motion to adjourn was made by **Committee Member Romina Ryals**. Motion seconded by **Committee Member Louise Moskowitz**.

Meeting adjourned at 6:57 p.m.

A large, stylized handwritten signature in black ink, appearing to read 'Vernon Stewart', written over a horizontal line.

Vernon Stewart, Chair

A handwritten signature in black ink, appearing to read 'Danae Presler', written over a horizontal line.

Danae Presler, Recording Secretary